

# Repairs Policy

## 2016

<b>Policy approval</b>	GDT desk top review February 2016
<b>Replacing/ updating</b>	Repairs Policy October 2013
<b>Next review date</b>	February 2019
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<b>Circulation</b>	Internet & Intranet
<b>Current Version</b>	2

Version	Date	Author(s)	Notes on Revisions
1	Oct 13	Ken Browne	
2	Feb 16	Phil Webster/ Guy Corbett	To include references to new Chargeable Repairs Policy

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## Introduction

- 1.1 Knowsley Housing Trust's (KHT) vision is to "provide quality homes and services and work with others for the lasting benefit of our communities" through our core values of :
  - Be fair, open and accountable for what we do,
  - Know and value our customer and the communities they live in and work in,
  - Value the importance of partnership in achieving success,
  - Recognise the importance of all our employees and everyone who contributes to our success.
- 1.2 KHT believes that the quality of its Repairs and Maintenance service is of great importance not only to maintain its asset but also to offer our customers accommodation that meets their needs and is located in a neighbourhood they can be proud of.
- 1.3 Through the effective delivery of this service we will ensure that we continue to provide sustainable communities whilst demonstrating value for money (VFM).
- 1.4 We will define and tailor the service through consultation with our customers setting clear, achievable standards and timescales within the resources available.
- 1.5 Our aim is to deliver a customer focused, high quality, "Right First Time" (RFT) and cost effective responsive repair service.

## 2. Policy Statement

- 2.1 Under Section 11 of the Landlord and Tenants Act 1985, our repairs obligations are as follows
  - (a) To keep in repair the structure and exterior of the dwelling-house (including drains, gutters and external pipes),
  - (b) To keep in repair and proper working order the installations in the dwelling-house for the supply of water, gas and electricity and for sanitation (including basins, sinks, baths and sanitary conveniences, but not other fixtures, fittings and appliances for making use of the supply of water, gas or electricity), and
  - (c) To keep in repair and proper working order the installations in the dwelling-house for space heating and heating water.

For further information please visit:

<http://www.legislation.gov.uk/ukpga/1985/70/contents>

- 2.2 The principles of a responsive repair is to repair and not replace. This is to provide the most effective and efficient service possible which will ensure VFM.
- 2.3 Replacements/ renewals will be considered where the cost of a repair exceeds its replacement cost in which to provide VFM and product longevity.

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- 2.4 Responsive repairs under this policy are those carried out to any KHT owned domestic property with a repairs obligation at the request of the customer and approval of KHT. These repairs can also be referred to as day-to-day or reactive repairs.
- 2.5 The management of the day-to-day repairs service will be provided by the in-house Asset Management team. The taking of repair calls/ requests and the planning and appointment of the works will be the responsibility of the Customer Access team.
- 2.6 Repair works will be delivered through our in-house maintenance team, Vivark.
- 2.7 The agreement between KHT and Vivark will be subject to an on-going assessment and performance monitoring in line with the Responsive Repairs and Maintenance Service Level Agreement (SLA) which has a review date of October 2016.
- 2.8 KHT will prioritise all day-to-day repairs and set targets and timescales in consultation with its customers and industry best practice that will be clearly communicated and will ensure that resources are provided to deliver them.
- 2.9 We will ensure that our repairs procedures are simple, well publicised and accessible through a range of media and other opportunities. This will also include what we also expect our customers to do and their responsibilities.
- 2.10 Our repairs service will allow customers access to trained officers via telephone, in person, internet or via email.
- 2.11 Our repairs service will also provide an "Out of Hours" emergency service that will deal with make safe repairs that threaten our customers or general public safety or the condition of our property.
- 2.12 KHT will ensure our employees and partners understand the roles, responsibilities and service objectives through the implementation of the SLA.
- 2.13 KHT will ensure that the service meets legal requirements, best practice and regulatory guidance.
- 2.14 KHT will regularly carry out stock condition surveys to its stock so as to pro-actively review its asset base, works and costs so that planned and cyclical maintenance programmes can be undertaken effectively.
- 2.15 KHT will use the appropriate standard of materials in all of its repair, maintenance and improvement programmes to ensure longevity and value for money. The specification of materials will be in line with KHT's specification review which will be led by our Assets team.
- 2.16 KHT is committed to a policy of continuous service improvement and will undertake regular reviews of its repairs and maintenance service through a process of benchmarking, comparison, consultation and challenge. Understanding VFM within the service is essential to KHT.

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### 3 Policy Detail

Repairs and maintenance within this policy have been broken down into the following categories:

#### Responsive Repairs

- 3.1 The repair of small to medium size elements to the internal and external of the dwelling due to fair wear & tear or where they pose a Health & Safety threat.

#### Emergency Repairs

- 3.2 An emergency repair is any fault which threatens harm to persons or property. When an emergency repair is reported KHT will aim to have a contractor at the property within 24 hours. To ensure the best use of resources KHT has defined the emergency jobs that will attract the 24 hour priority.

#### Planned Repairs

- 3.4 Replacement of major components such as kitchen, bathroom, window replacement including significant plastering based on the life cycle of the element.

#### Cyclical Maintenance

- 3.5 Planned cycles of work for maintaining external elements of a property (External Repairs & Painting) and servicing of KHT equipment such as gas appliances, electrical decade testing etc.

#### Major Investment works

- 3.6 Major works that have been identified through strategic analysis such as demolition, remodelling and conversion.

#### Accessibility

- 3.7 KHT believes that reporting repairs should be made as simple and accessible as possible.

We will offer our customers the ability to report repairs through the use of:

- Free phone reporting service with one telephone number regardless of the time the repair is reported to our own in-house Contact Centre
- In writing
- Email
- Reporting repairs at any of KHT's local offices
- 24 hour website.
- Social media, facebook etc

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3.8 We will confirm each non emergency repair reported via text or landline messaging service which will detail the time and date of the appointment using the contact number provided by the customer.

#### Repair Diagnosis

3.9 Repair diagnosis is critical to the successful implementation of our repairs service. We will seek to ensure effective diagnostic from the first point of contact.

Effective diagnosis is critical to ensure the:

- Effective and efficient use of resources
- Demonstrates VFM
- Manage and meet customer expectations

3.10 To support this KHT will regularly review customer feedback to ensure correct diagnosis in the first instance is taking place.

#### Repair Appointments

3.11 We will offer our customers a wide range of appointment slots for Emergency and Routine category repairs.

3.12 Our Contact centre will operate from Monday to Friday and Saturday morning between the hours of:

Monday – Friday 8.00am – 8.00pm

Saturday 9.30am – 1.00pm

You can also report an emergency repairs 24/7, 365 days a year.

3.13 We will offer our customers a range of appointment slots which will include:

- All day
- A.M. or P.M.
- Avoiding school run (9.30am – 2.30pm).
- 5.00pm – 8.00pm (by exception and appointment only)
- Saturday 8.30am – 12.30pm (by exception and appointment only)

3.14 Appointments will always be offered within the target completion period except at the express request of the customer.

#### Response timescales

3.15 We will offer a range of responsive repairs that will attract an individual category and target for completion, as follows:

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- Emergency Respond and complete within 24 hours
- Routine Complete within 28 calendar Days (20 working days)

#### Winter periods, force majeure and “Acts of God”

3.17 In times where the service is affected by issues outside the control of KHT, the service will revert to an emergency only response.

#### Customers Responsibilities and Rights

3.18 All KHT customers have a responsibility to maintain repair elements within and to the external of their home. A summary can be found in appendix 1 however this is not an exhaustive list.

3.19 Where KHT is required to carry out necessary repairs which are the responsibility of the customer as identified within the Tenancy Agreement and the Local Offer, the customer will be recharged for the cost of the work and any associated administrative costs. More detail can be found in the Chargeable Repairs Policy.

#### Improvements

3.20 KHT will allow customers to improve their homes as provided for within their Tenancy Agreement, however, approval must be obtained in advance and before any works commence. Customers will need to write to Neighbourhood management team stating what works they are requesting approval for.

3.21 We will, where necessary pre-inspect the proposed works and offer advice to customer. Following completion of the works KHT will again inspect and if satisfied with the standard will inform the Neighbourhood Management team to place a note on the customers housing file.

3.22 In certain cases where the works may benefit KHT directly, we may undertake to maintain the alteration/s after and subject to expiry of any relevant guarantees or warranty period.

3.23 Customers who undertake improvements without approval from KHT will be liable for the full cost of reinstatement should the improvement need to be rectified either during or at the end of tenancies.

3.24 Customers will be responsible for all necessary Planning, Party Wall, Building Control etc. approval and associated costs.

3.25 KHT will honour the provisions in relation to compensation for improvements. Details of the qualifications for the “Right to Compensation” for improvements will be contained in the Compensation and Payments Policy.

#### Vulnerable Customers

3.26 We will ensure that our service is tailored to meet the needs of vulnerable customers, this may include a swifter response period where the customer needs puts them at increased discomfort as a result of any repair defects being reported.

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3.27 All cases will be dealt with on an individual basis. Where a customer reports a repair and identifies a new vulnerability that is not recorded on the customer records, a housing officer will be requested to visit to establish what additional needs the customer has and what we need to do to deliver the repair service. From this the customer's records will be updated.

#### Cancellations

3.28 From time to time it will be necessary for us to cancel repair requests due to operational requirement and unforeseen circumstances. When this is necessary the customer will be contacted to re-arrange.

In addition, repair requests will be cancelled in the following circumstances which require the customer to contact us to re-appoint:

- In the event of the first no access for an emergency repair, other than gas leak or dangerous electrics.
- In the event of the first no access for any repair with an appointment.
- Calling cards will be left advising the customer of the job status i.e. to be cancelled or action to be taken by the customer, i.e. respond within three working days.
- No response from the customer after a calling card has been left after 3 working days.
- The work has been completed.
- The work is to be completed on a planned programme of works.

## **4. Implementation**

“Right First Time” (RFT) repairs service

4.1. Our customers have defined the meaning of “Right First Time” as:

A “right” repair is:

“Completion of a repair to the customer's satisfaction at the first time of visiting a customer's home”

“First Time” is:

“Completion of a repair without the need for a return visit to rectify because the repair was not completed correctly”

#### Quality Control

4.2 KHT believes that the quality of workmanship is of paramount importance in meeting customer expectations and the successful delivery and longevity of the service. We will undertake inspections of at least 10% of all completed repairs across all trades. Failings within service

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delivery will be dealt with through regular review meetings and appropriate action taken within clear timescales.

#### Trends within the Repairs Service

- 4.3 KHT will run regular reports to identify high and low users of the service.
- 4.4 Where possible we aim to proactively carry out tenancy checks to those customers to identify vulnerabilities, support packages, misuse etc. to ensure that both KHT and the customer are meeting their responsibilities under legislation or their tenancy agreement.
- 4.5 We will also use our repair trend information to identify problematic issues with materials which will enable us to change specifications to ensure greater reliability.

#### Customer Involvement

- 4.6 Regular consultation will be undertaken with stakeholders using a variety of methods as identified in KHT's Menu of Opportunity. A regular focus group will meet to discuss the parameters, content and delivery of the service on an annual basis.
- 4.7 We will contact a percentage of customers after works have been completed and use this feedback to tailor the service.
- 4.8 Customer satisfaction and RFT performance will be recorded through the internal performance management system, Covalent. Performance will also be shared with the Repairs partnership group of which customers are part of on a quarterly basis.

#### Complaints

- 4.9 We have in place an easily accessible complaint and complements procedure for customers to follow should they be dissatisfied or happy with our service. The complaints procedure is widely publicised. Please refer to the Complaint Policy for more detail.

#### Publication

- 4.10 We will publish our standards and policy via our webpage on the internet.
- 4.11 Customers will also be able to request a copy in a suitable format by contacting us directly.

### **5. Equality and Diversity**

- 5.1 The policy fully meets the requirements of the Equality Act 2010 and the Group's Single Equality Scheme – The Mix.
- 5.2 The group will work with minority and vulnerable groups, support groups, resident forums and external agencies to ensure they contribute to policy and service development.
- 5.3 All customers will have access to this document upon request.



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5.4 This document can be translated or provided in alternative formats (e.g. large print, Braille, audio) upon request.

5.5 Equality and Diversity awareness training is mandatory for all staff.

5.6 Contractors delivering the service will be expected to follow FA's Equality and Diversity Policy.

## **6. Responsibility**

6.1 The Chief Operating Officer will be responsible for the implementation of this policy. They will be supported by the Group Director of Facilities & Assets Management and team who will be responsible for the day-to-day operation delivery.

## **7. Consultation**

7.1 This policy will be reviewed by KHT annually in consultation with its stakeholders taking into account past performance and customer feedback. The review will seek to ensure that the objectives and targets are being achieved in accordance with KHT's standards, quality, effectiveness, achievement of target timescales and value for money. We will also review and consult on this policy with the help of:

- Repairs Vision Implementation Group
- Focus groups
- Customer Assurance Panel

## **8. Monitoring and Review**

8.1 The success of this policy will be dependent upon the following:

- Customer Satisfaction
- Performance
- Value for Money

### **Customer satisfaction**

8.2 KHT will gather satisfaction data in a number of ways including:

- "Customer Satisfaction" telephone survey
- Annual Satisfaction Survey

### **Performance**

8.3 Our aims is to be proactive in maintaining our properties in advance of problems arising, thereby reducing the number of responsive repairs.

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8.4 Stock condition information will be utilised to inform improvement and planned work programmes.

### **Value for money**

8.5 To ensure a value for money service, KHT will seeks to ensure that there is an appropriate balance between spend on planned maintenance and responsive repairs. KHT package some repairs into cyclical programmes (examples include fencing (non-urgent) and plastering. In these cases customers will be advised that the repair has been logged but not prioritised. Such repairs will be completed on 3 monthly cyclical programmes.

8.6 Value for money with the repair service and on-going efficiencies will be achieved through a number of reviews including:

- Ensuring that RFT is at the forefront of service delivery
- Effective and efficient scheduling of repairs
- Standardising materials and components installed
- Analysing and acting upon repair trends
- Reviewing significant cost variations
- Effective benchmarking of the service
- Regularly reviewing all elements of the service
- By keeping abreast of the current market position in relation to repairs costs, through tenders to others and via the independent analysis of costs.

## **9. Associated Documents**

### **Statutory and legal framework**

- Landlord and Tenant Act 1985 & 1987
- Housing Act 1985, 1988, 1996, 1998 & 2004
- Defective Premises Act 1972
- Occupiers Liability Act 1957
- Common Hold and Leasehold Reform Act 2002
- Construction Act 1996
- Construction (Design and Management) Regulations 2007
- Right to Repair Regulations 1994
- Gas Safety (Installation and Use) Regulations 2007
- Leasehold Reform, Housing and Urban Development Act 1993
- Health and Safety Legislation
- Housing Health and Safety Rating System

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- Health and Safety at Work Act 1974
- Equality Act 2010
- Control of Asbestos Regulations 2006
- Control of Substances Hazardous to Health (COSHH) 1999
- Environmental Protection Act 1990

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**Appendix 1 – Customer’s responsibilities**

Type of Repair	KHT Responsibility	Tenant Responsibility
Filling small plaster cracks		Yes
Plastering	Yes	
Replacing keys and locks when lost		Yes
Easing internal doors to fit carpets		Yes
Repairs due to wear and tear	Yes	
Repairs due to tenant neglect or damage		Yes
Additional security		Yes
Clearing blocked sinks, basins, toilets or shower wastes		Yes
Plumbing in washing machines		Yes
Tap washers	Yes	
Sink and bath plugs		Yes
Shower curtain and rail		Yes
Renew and fix toilet seat		Yes
Leaks	Yes	
Hot and cold water tanks	Yes	
Bleeding radiators		Yes
Re-lighting boilers		Yes
Boiler repairs	Yes	
Radiator leak	Yes	
Gas leak within property	Yes	Yes
Gas servicing	Yes	
Gas/electric fire fitted by KHT	Yes	
Gas/electric fire fitted by tenant		Yes

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Sweeping chimneys bas on who fitted the gas appliance	Yes	Yes
<b>Type of Repair</b>	<b>KHT Responsibility</b>	<b>Tenant Responsibility</b>
Replacing fuses		Yes
Replacing light bulbs		Yes
Extractor Fans	Yes	
Lighting	Yes	
Sockets	Yes	
Immersion heater	Yes	
Communal gardens and grassed areas	Yes	
Entry Phone	Yes	
Lifts	Yes	
Beams	Yes	
Chimney stacks	Yes	
Foundations	Yes	
Rainwater and soil pipes	Yes	
Timbers and joists	Yes	
Gutters, soffits and bargeboards	Yes	
Roof covering	Yes	
Brickwork	Yes	
Insect/rodent infestation to block	Yes	
Insect/rodent infestation to individual property	Yes	Yes
Concrete screeds	Yes	
Floor joists	Yes	
Floor boards	Yes	

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Skirting boards	Yes	
Floor tiles	Yes	
<b>Type of Repair</b>	<b>KHT Responsibility</b>	<b>Tenant Responsibility</b>
Kitchen/bathroom vinyl	Yes	
Carpet		Yes
Laminate		Yes
Internal decorations		Yes
Decorations to and maintenance of communal areas	Yes	
Window fasteners, catches etc - not damaged by tenant	Yes	
Window frames	Yes	
Window glazing		Yes
Communal fencing, walls and gates	Yes	
Boundary fences and walls - where installed by KHT	Yes	
Pathways - where installed by KHT	Yes	