



Repairs Policy

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1.1 Introduction

The provision of responsive repairs to asra Housing Group homes is a key service area which is very important to our customers. Our service must be clearly defined, documented, measured and reviewed to ensure regulatory obligations are met and our service standards maintained. Additionally the service must clearly demonstrate value for money and a focus on continual improvement in service delivery.

1.2 Policy Aims

The overriding aim of the Repairs Policy is to safely provide a responsive repairs service to customers of the Group within agreed service standards.

By achieving our aims:

- Customers can enjoy their home.
- Customers will be free from high risk hazards.
- The Group and its customers will maintain a good reputation/relationship.
- We will ensure customer satisfaction is maximised.
- We will ensure our revenue expenditure is within defined budgets; helping to ensure financial viability of the ongoing investment in our homes.
- Repairs profiling can influence decision making in property (asset) investment.

The effectiveness of the policy and associated procedures will be monitored by key performance indicators and targets set by the Board, Executive Team and Leadership Team of asra Housing Group. Performance measures will be aligned to requirements of contracts made with external stakeholders. The Asset Management Team will be accountable to the Board of asra Housing Group.

1.3 Policy Purpose

The purpose of this policy is to provide a clear and unambiguous statement in which responsibilities are assigned and guidance is provided. In order to achieve the aims, the following overriding attributes should be present:

Teams within asra need to work together in an open co-ordinated way for the common good of the organisation and its customers. Working in a spirit of cooperation and improvement; not blame. Equally we understand the importance of working with customers to ensure repairs are completed on time and to the satisfaction of customers.

A strong focus on customer service will be displayed in line with the Group's cultural and corporate aims.

Contractors / Service Providers should be managed effectively so as to achieve high levels of performance, ensure value for money and maintain an exemplary record of Health & Safety.

Actions should be taken swiftly to ensure performance targets can be met and plans put in place where targets are not met.

- Robust rules relating to disposal of underperforming properties should be in operation.

- We are looking to engage a long term strategic approach with our contractors whilst driving value and performance.
- The values of the organisation will be maintained at all times, specifically:
 - See it from the customers perspective
 - Serving diverse communities on their doorstep
 - Team asra (“one” team, individually responsible).

1.4 Policy Statement

asra Housing Group, as a social housing landlord, acknowledges its legal and moral duties to ensure that its homes are maintained to a decent standard; breakdowns and repairs are responded to in a timely fashion, statutory compliance obligations are met and repairs operatives are trained to work in a manner that ensures their own safety and that of customers. Decency will be defined by the Health and Safety Rating System (HHSRS) as defined by Housing Act 2004, section 5.

Our principles commitments are as follows:

- asra Housing Group will set robust and measurable key indicators for measuring its performance in relation to repairs delivery and compliance.
- The Group will ensure its contractors are subject to robust scrutiny and monitoring to ensure legal compliance and value for money.
- The Group will measure satisfaction levels of both internal and external customers and use this information to instigate improvement plans

The Group will provide all repairs colleagues with the necessary training to perform their duties to a safe standard with excellent provision of customer care. The Group will offer timescales for completion of repairs and where the scope of work is not easily defined, provide guidance through our technical teams to ensure we meet our legal obligations.

1.5 Other Maintenance

The Group recognises the need for other forms of maintenance to ensure it meets obligations to the longer term business strategy of the Group, its moral obligations to customers and legal responsibilities.

Other maintenance can be defined as:

- Cyclical maintenance (e.g. painting on a defined and planned basis)
- Proactive maintenance
- Planned replacements (e.g. windows, kitchens & bathrooms)
- Voids Maintenance

The Group’s strategy for investment is included in the Group’s Asset Strategy which can be located at: www.asra.org.uk/about-us/purpose-vision-and-values/

1.6 Scope

This document applies to reactive repairs activity within asra Housing Group owned or managed properties.

1.7 Method and Areas of Delivery

The service is delivered via a combination of contractors. The Group will utilise direct labour operatives (employed by the Group) and external contractors to the following business areas:

- General Needs
- Independent Living
- Intermediate Rent
- Shared Ownership (where applicable)
- Agency Schemes

The service is delivered to the following main regional distributions:

- London
- Home Counties
- Midlands
- Lincolnshire

1.8 Legislation, Regulation, Group Policies and Best Practice

- This document has been written in conjunction with the requirements or with reference to:
- Health and Safety at Work Act 1974
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995
- Construction Design and Management Regulations 2007/2015
- Management of Health and Safety at Work Regulations 1999
- Building Regulations (section A-P)
- Control of Asbestos Regulations 2012
- The Defective Premises Act 1972
- Landlord and Tenant Act 1985
- Tenancy agreement (agreed between tenant and asra Housing Group).
- The Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994

- Housing Act 1985, 2004
- asra Housing Group Rechargeable Repairs Policy and Procedure
- asra Housing Group Asbestos Policy
- asra Housing Group Complaints Policy
- asra Housing Group Compensation Policy
- Equality Act 2010
- Decent Homes Standard
- Health and Safety Rating System (HHSRS)

1.9 Associated Documents and Information

Repairs responsibilities are contained within tenancy agreements; made between landlord and tenant. Tenancy packs are currently issued at the start of a tenancy. Repair responsibilities are also contained within appendix 1 of this policy.

Information relating to responsibilities is available on the asra Group's website (visit: www.asra.org.uk/). Additional information can also be located on the website relating to service standards and key policies for customers.

Customers can also read the Respecting Differences policy which sets out asra's three year strategic approach to equality, diversity and inclusion. The Respecting Difference policy provides the cornerstone of our beliefs, culture and aims in how we intend to provide services and inclusion.

We will look to enhance our existing supporting documents for customers through our digital inclusion and self service projects from 2016 through to 2019.

1.10 Repair Priorities and Decision Making

Particular attention is applied to categorising the priority of repairs based on the health, safety and vulnerability of our customers. The Group's contact centre will listen carefully during repair reports, prioritise and offer appointments based on a number of key factors.

A number of circumstances are taken into account in diagnosing the time allocated to complete a repair, such as:

- The urgency of the repair based on risk
- The vulnerability of customers, taking into account all factors identified during diagnosis
- The realistic timescales required to complete the repair effectively
- The likelihood of multiple visits being required to safely finish repairs (e.g. following a leak)

Following contact with asra, where the situation remains unclear, or is complex in its nature, we may need to refer the report to our Assets Department for technical intervention. If we do this, we will advise our customers of what is going to happen next and in most cases, we will arrange a visit for one of our technical officers to assess the repairs required.

The Repair Priorities we use and their definitions are:

Emergency repair

An emergency repair is required when there is a serious risk to health and safety and would endanger life or if not repaired or will damage the fabric of the building. Emergency repairs will be completed within 24 hours. Often the solution is to make the immediate risk safe with further routine repairs required to fully remedy the issue. Emergency repairs are not available by appointment.

Examples of Emergency repairs:

- Total loss of power or lighting
- Gas leaks
- Broken windows and insecure external doors
- Blocked toilet (if there is only one toilet in the property)
- Flooding
- Fire
- Burst pipes
- Total loss of hotwater
- Total loss of heating (October – March)

Routine repair

We complete routine repairs within 15 working days. Please be aware that some repairs will need more than one appointment to resolve. Our contractor will arrange the next date if this is required, following the first appointment.

Examples of Routine Repairs:

- Leaking roofs
- Cisterns or Overflow faults
- Minor plumbing repairs eg leaking sink, tap repairs, shower units
- Repairs to windows and external doors
- Plaster work
- Kitchen units and worktops
- External repairs eg walls, pathways

- Reglazing (if a crime has been committed and reference number provided)
- Electrical works
- Flooring works
- Stair treads, balustrades, handrails and bannisters

We may require longer completing complex repairs or may refer the property to our planned maintenance programme. If this is the case, we will advise our customer and will explain what will happen next.

Variable Timescale repairs (specialist or major works within the home)

Typically, variable priority repairs are those which require multiple visits, often with multiple trade skills required or a number of special order parts required. Major works usually require a tender process and may require a number of visits over an extensive period of time. Variable timescale repairs are typically over £1,000 in cost. In some cases, where we require consultancy advice such as a structural engineer or we are processing an insurance claim, we will utilise variable priority.

Planned or variable repairs are often raised following a visit from one of asra's technical team. If we need to carryout extensive repairs, we will talk through what we intend to do, agree timescales and we will project manage the work through to completion. In the vast majority of cases, we will also carryout a post work inspection to check quality of repairs.

1.11 Tenant (customer) Responsibilities

A model list of repairs for which our customers are responsible, is located in appendix 1.

1.12 Reporting Repairs and Making and Appointment

All emergency repairs must be called through to our customer contact centre on 0116 2576716.

There are a number of different ways to report a routine repair. Customers can call us via our contact centre, report a repair via our website or create an account with us via 'my asra' tenant portal, online. Further details can be found at: www.asra.org.uk/

When a customer contacts us with a routine repair request, we can make an appointment which is usually for the morning or afternoon.

1.13 Achieving Our Vision

asra Housing Group has committed, through it's Corporate Plan 2016-2019 to a strategic approach to meeting revised targets over the next 3 years. Achievement of our vision is to hold, "a reputation for delivering great homes and great services."

We recognise that our repairs service plays a big part in our service delivery for customers and we will continue to drive improvements in the way we deliver the service. We also know that we need to do more to invest in our homes with customers identifying advance communication of major works as the most important improvement in our services. A three year plan is now published and available for customers at: www.asra.org.uk/

The following table outlines our corporate objectives, measures and targets for the period 2016-2019 for repairs.

Objective	Measure	Target		
		2016-17	2017-18	2018-19
Serving Customers Well	Satisfaction with repairs	90%	92%	94%
	First time fix for customer queries	95%	95%	95%
Managing Our Business Well	Repairs – routine completed on time	97.2%	98%	98.5%
	Repairs – appointment kept as a % of appointments made	95%	95.5%	96%

1.14 Health and Safety

The Group will employ a Health and Safety Team who are responsible for:

- Providing interpretations of relevant health and safety laws and communicating any implications for the organisation.
- Providing competent advice to colleagues on matters relating to statutory compliance and safe working
- Monitoring Group wide accident, incident and near miss statistics relating to maintenance activities.
- Ensuring updates on non-compliance issues are reported back to the appropriate groups - Board, Executive Team and the Health and Safety Steering Group.
- Ensuring any changes or new introductions is consulted on with colleagues through the Health and Safety Steering Group.
- Ensuring support to the Asset Team in reporting serious injuries, dangerous occurrences and diseases to the Health and Safety Executive as per the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995.
- Working with both the Asset Teams and Learning and Development Teams, ensuring a programme of suitable health and safety training is available for colleagues and commensurate to the job role they perform

1.15 Rechargeable Repairs

It is a condition of individual tenancy agreements that residents must provide access to their properties for necessary repairs and checks. The circumstances in which they are obligated to do so are set out in the tenancy agreement.

asra Housing Group will consider legal action against those residents who fail to allow access for statutory compliance checks, restrict access to carry out repairs, regularly miss appointments or

damage the property in any way. If we need to undertake repairs to ensure the property is safe, as a result of tenant misuse or damage, asra Housing Group may look to recover costs in line with the Group's Recharge Policy. The Group will always act fairly in its application of the recharge policy.

For example, if damage is caused to the property as a result of forced entry based on suspected illegal activity.

1.16 Complaints

asra Housing Group customers will always work to put things right if customers let us know something has gone wrong. Should customers wish to make a complaint, full details are provided in the Complaints Policy available at www.asra.org.uk/.

1.17 Customer Satisfaction

asra Housing Group wants its tenants to enjoy their home and asra's services. We will monitor customer satisfaction, completing at least 10% customer satisfaction surveys each month of repairs carried out by our three main responsive repair contractors. If customers tell us something is wrong when we contact them, we will provide advice or look to put it right.

1.18 Performance Measurement and Reporting

The following performance indicators will be measured on a monthly basis:

- Customer satisfaction with the repairs service
- Response to repairs within the following time scales:-
 - 24 hour emergency
 - 15 working day routine works
 - Planned/Variable category works
 - Rate of first time fix*
 - Average days to complete repairs**
 - Level of appointments kept
 - Quality of Works

* The Group aspires to develop first time fix reporting of repairs after conclusion of digital transformation of its repairs services.

**We expect to start reporting on average days to complete repairs in 2017.

The Group's Board, Executive and Leadership Teams will periodically review which key performance indicators (KPIs) to actively monitor and publish. The Assets Department will monitor KPIs in line with those set out in partnership contracts and operate with agility when choosing how to analyse performance and agree continuous improvement plans.

The Group has committed to continuous improvement of the targets, contained in the Group's Corporate Plan 2016-2019, contained in section 1.14 Achieving Our Vision.

1.19 Term Partnering Contract

The Group aims to deliver services through partnership contracts with its internal and external contractor partners.

The principle aim of the contracts are:

- Share risk by using lump sum pricing arrangements.

- Encourage effective joint working between the two parties.
- Effective cost control and reduced administration costs.
- Ensure good liaison between the two parties to ensure an effective service to asra Housing Group customers.
- To agree a code of conduct in delivery of repairs to our customers (appendix 2)

We are committed to a mixed economy of in-house and external labour with the aim of balancing resources across maintenance and achieving value for money

1.20 Audit and Review

Repairs performance will be subject to review by the Groups Senior Management Team. The Leadership Team, Executive Team and Group Board will review performance regularly.

- Monthly reports on performance shall be produced and shared at senior management level
- Regular internal audit shall be carried out in line with Governance timetables
- Repairs policy shall be reviewed on a 3 year basis
- Regular meetings will take place with all term partner and internal contractors

1.21 Repairs Policy and Corporate Objectives

We suggest readers should review this policy in conjunction with the Group's Corporate Plan (2016-19). Our vision, values and targets are contained within the Corporate Plan as well as our business recipe and how we are focused to achieve our vision.

Additional information is also contained in our Asset Strategy 2016-2019. Both documents can be located on our website at: www.asra.org.uk/

Appendix 1 – Repair Responsibilities

Repair Responsibilities - Overview	
asra Responsibilities	Tenant Responsibilities
<ul style="list-style-type: none"> The structure and outside of your home The fixtures and fittings we have provided Any communal areas 	<ul style="list-style-type: none"> Cause any damage Tenant fixture and fittings Minor items eg plugs and chains, toilet seats, Cleaning and descaling sanitary ware.
Repairs Responsibilities – Detailed View	
asra Responsibilities	Tenant Responsibilities
External walls, External doors and window frames.	Cleaning the inside and outside of windows
Chimneys, chimney stack and flues	Sweeping chimney flues where we have solid fuel fire installations
Pathways, steps and ramps leading to your home, if we provided them	Keeping external areas and pathways clean and free from rubbish. Any rubbish clearance required in your home
Garages and outbuildings, if we provided them	Any temporary structure erected (subject to the necessary permission being granted by asra)
Boundary walls and fences separating your home from communal areas, public paths or roads	Fencing between neighbouring properties.
External hinges, handles, letterboxes and locks. Door frames.	Repairing internal doors including replacing locks and handles. Fitting or replacing any spyhole and door chain. Repairs to door bells (electric or battery operated)
Structural repairs to Internal walls and skirting boards	Filling minor cracks
Window frames and sills	Installing or replacing draught excluders
Boarding up broken glass in windows and doors externally. Replacing broken glass in windows where a crime reference number has been provided by you.	Replacing broken glass or glazing to any doors, windows or fixed panes where a crime reference number has not been provided by the police.
Repairs following criminal damage or vandalism. Unless this is caused by you or those you are not responsible for.	Damage caused by the police or any other enforcement agency as a result of forced access. Any damage to your home as a result of you or those you are responsible for.
Pipe-work fed by mains services	Any damage caused to properties by sink or washing machine overflowing or flooding
Hot and cold water pipework	Damage to plumbing installation within your home if it is a result of misuse

Repairing wall tiles and all splash backs that have not been damaged through misuse	Providing additional tiling/splash backs if required in order to keep your home free from damp and water penetration. Subject to written permission.
Repairing sinks and taps (not blocked sinks)	De-scaling sinks and taps. Replacing chains and plugs.
Providing suitable waterproof flooring in the kitchen and bathroom	Keeping all surfaces clean and free from moisture.
Maintaining the bathroom suite as required by the Decent Homes Standard	De-scaling and cleaning the toilet, bath, shower head and shower tray. Replacing or repairing flexible shower hose and shower head. Replacing baths, basins or sinks if damaged by misuse or neglect
Maintaining your kitchen in line with the Government's Decent Homes Standard	Ensuring worktops and cupboards are not damaged. Keeping surfaces free from water. Repairing or replacing kitchen units if damaged by misuse or neglect
Unblocking toilets in blocks of flats, main drains and soil stacks	Unblocking toilets in self-contained houses. Replacement of toilet seats.
Repairs to sinks, wash hand basins, toilets, baths and showers	Unblocking sinks, wash hand basins, baths, and showers
Unblocking communal waste pipes and drains. Unblocking soil pipes	Unblocking drains where the blockage is as a result of anything which would not usually flushed or emptied in them
Fixed, controllable heating systems, gas fired boilers, night storage heaters, radiators and gas supply pipe work	Maintaining and repairing any portable heating appliances
Servicing gas and solid fuel heating systems, and annual gas safety checks for gas boilers and gas installations	Bleeding radiators and operating the central heating system. Letting gas engineers in to carry out annual safety checks and gas servicing, which is a legal requirement. Please see the gas servicing leaflet
Electric immersion heaters fitted to hot water storage cylinders	
Other types of fitted heating, if originally supplied and fitted by asra	Any heating appliance that has been given to you by asra
Repairing mechanical air extraction systems such as extractor fans	Any connection to your appliances. Regular cleaning of mechanical extraction systems
Repairing the structure of the property to eradicate penetrating damp.	Taking action to prevent and control condensation. Keeping your home properly ventilated and free from moisture. Includes mould treatment
External decoration, periodically assessed	All internal decoration.
Maintaining fixed electrical installations	Replacing three pin plug cartridge fuses, florescent tubes and starters, any type of light bulbs and lamp shades
Maintaining communal door and intercom systems	Repairs following misuse of communal doors and intercom systems. Keeping doors closed and secure.
Repairing or replacing faulty locks to external doors	Replacing door and window keys. Obtaining additional keys. Replacing locks where the key has broken in it.
Maintaining mains operated fire or smoke alarms installed by asra	Regular test of domestic smoke alarms and carbon monoxide detectors. Replacement of batteries
Building and structure cover	Obtaining your own household contents

	insurance cover for your belongings. Accidental damage. We recommend taking out an insurance policy to cover your personal belongings against fire, flood, accidental damage and theft. The National Housing Federation offers a 'My Home' policy which may be suitable: call 0345 450 7288 for details.
Repairing communal washing lines	Installing or repairing washing lines and washing line pole
Maintaining appliances we have installed, which have not been gifted to you.	Repairing anything you have installed, also including any damage as a result of installed items
	Installing any additional security items (once you have obtained written permission)
	Fitting or dismantling satellite dishes (you will need to obtain written permission first)
	Fitting and/or dismantling TV aerials, telephone points, connections and sockets
<p>Notes:</p> <ul style="list-style-type: none"> • The following list is designed to provide guidance for asra colleagues and asra's tenants. • Some repairs which asra would usually be responsible for will not be carried out or maybe recharged should asra need to carryout repairs as a result of damage, neglect or misuse. • Wherever the repair is not listed, asra will provide guidance to tenants to confirm responsibility. Leaseholders should note that asra is typically only responsible for parts of the structure of the building. • Specific obligations between landlord and leaseholder will be outlined in the lease agreed between asra and the leaseholder. 	

Appendix 2- Code of Conduct

Purpose and Scope

The Group expects contractors it employs across a range of projects, to treat it's customers, staff and any other effected party, fairly, consistently and with respect, at all times, whilst they are undertaking work on behalf of the Group, and to deliver a quality standard of workmanship at all times. In return, there is an expectation that the contractor will be treated in a courteous manner, and are able to work without undue interference.

Conduct

- All workers are required to wear, or carry, suitable identification
- Contractors are expected to be courteous towards customers at all times.
- Contractors must not use language or behave in a way that might cause offence or annoyance.
- Contractors are asked to take special care with regard to sharp tools and toxic substances which should be kept out of reach. All tools should be secured accordingly when not in use.
- Customers personal possessions, furnishings, decorations, etc, should always be treated with the utmost respect, being protected, where necessary, from damage and ensure that customers are given adequate time to make arrangements for their storage / removal prior to any works beginning on site.
- Customers' homes must always be left secure, and the necessary site security measures will need to be adhered to at all times.
- Contractors must take into account any physical impairment the customer may have when working within a property, and take the necessary precautions to prevent distress or injury as a result of the work being completed.
- Contractors must not use customer's tools or equipment, including vacuum cleaners, buckets, mops or brushes.
- Contractors are asked not to use customers telephone unless in exceptional circumstances, and with permission. In these exceptional circumstances, it is expected that the customer will be reimbursed for any costs associated with this use.
- Contractors must not ask for refreshments or accept them if offered.
- It is expected that the contractor will not drink alcohol or use any illegal substances whilst working.
- The use of a customer's toilet should be avoided and permission for use should always be asked for in advance.

- Notice will be given whenever it is necessary to disconnect services, or interrupt the use of amenities and disruption should be kept to a minimum.
- Contractors will not discuss with customers the standard of repairs or equipment in your home, or any other personal opinions.
- Neighbours should be warned, in advance, before scaffolding is erected or other works start which may cause annoyance or disturbance.
- Any mess created by the repair must be cleaned up by the Contractor and all debris removed from your property. Where a job extends beyond one working day, this should be carried out at the end of each day. The contractor shall not use the customer's refuse facilities to dispose of waste material, and should cart it from site in all instances.

Standard of Work

- Where work materials and workmanship are not detailed or specified elsewhere they are to be of a standard appropriate to the work in hand.
- Replacements will at least match the quality of any item being replaced.
- Work will be in accordance with good building practice and in line with the recognized industry standard.
- All materials should be new, unless otherwise specified by asra Housing Group.