



TITLE	Repairs and Maintenance Policy
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This Policy relates to the Repairs and Maintenance Service, including Gas Installation and Servicing, and Cyclical and Planned Maintenance, provided by WM Housing Group (WMHG).

1. Policy Statement

1.1 The objectives of this policy are to outline WMHG's repair and maintenance obligations in relation to :

- . Repair responsibilities
- . Gas servicing and installation
- . Cyclical and planned maintenance
- . Chargeable repairs

1.2 This policy gives consideration to :

- . The Decent Homes Standard
- . Providing an effective, efficient and responsive service
- . Compliance with Statutory Landlord obligations and duties
- . The Group's Tenancy Agreements, licence agreements, management agreements and Leases
- . The diverse needs of the group's communities
- . Involving customers in improving services to them, and in monitoring how we perform
- . The Asset Management Strategy
- . Statutory Health and Safety requirements

2. Policy Purpose and Aims

2.1 We aim to provide a quality repair and maintenance service which ensures the satisfaction of customers and creates a sense of pride for those people living in and working in our homes.



In providing these services we will act with integrity by being honest in our dealings with customers, and we and our Contractors will work within the group's Code of Conduct objectives ensuring that customers are valued and respected, and the value of their homes is protected.

This policy supports and complements the Group's Customer Involvement Strategy. We will gather information through resident surveys, meetings and other customer involvement which will continue to influence and shape future service delivery. Customers will be involved in setting standards and priorities, the selection of contractors and monitoring of performance.

We will strive to ensure value for money is achieved by providing a cost effective service that is carried out efficiently; in a way that reflects customers preferences and is sensitive to the diversity of our residents. We will also consider the use of renewable technologies and other sustainable products as are appropriate for our varied stock.

- 2.2 This policy meets the requirements of the regulators National Home Standard which states that for the **Quality of Accommodation** all registered providers must ensure that all homes are warm, weatherproof and have modern facilities. Furthermore the Home Standard state that for **Repairs and Maintenance**, registered providers must provide a cost-effective repairs and maintenance service that responds to the needs of, and offers choices to, tenants. In addition, all providers must meet all applicable statutory requirements that provide for the health and safety of tenants in their homes.

3. **Our Policy**

3.1 Repair Responsibilities

Repair and Maintenance covers all categories of responsive repairs; cyclical and planned maintenance; gas servicing and installations; repair responsibilities and chargeable repairs.

Tenancy and licence agreements, leases and management agreements, the tenant's handbook and advisory leaflets establish the repairing responsibilities of WMHG and explain these to the customer. This includes all tenures, such as Affordable Rent, Intermediate Market Rent and Social Rent. The responsibility for a repair will be determined by the item needing repair, the circumstances creating the need for the repair and the repairing obligations of WMHG.

WMHG will repair or replace a fixture / fitting / appliance for which it has responsibility if found to be defective, in ways which achieve value for money, are cost effective and meet statutory obligations.



Responsive Repairs are an integral part of WM Housing Group's services. We are committed to providing day to day repairs in our customers homes and communal areas (living environment).

A service will be provided twenty four hours per day, seven days a week, three hundred and sixty five days a year. All reported repairs will be prioritised and where appropriate appointments agreed with our customers. We will offer a choice of appointment time slots to our customers where the work is not considered to be an emergency.

Customers can report repairs by phone, in writing, via email or via the reporting tool on the companies' website. In addition WMHG staff will also identify repairs arising from home visits and via estate walkabouts.

3.2 Gas Servicing and Installation

WM Housing Group will maintain and annually service all landlord owned gas appliances and carry out a safety check on tenant owned gas appliances as part of its obligations to ensure compliance with Gas Regulations.

All reasonable steps will be taken by WMHG to ensure access and servicing to all properties is carried out in accordance with statutory requirements.

3.3 Cyclical and Planned Maintenance

WM Housing Group is committed to the provision of a quality cyclical & planned maintenance service to ensure satisfaction of customers, to protect the value of its housing stock and achieve value for money.

WMHG will ensure value for money in providing the cyclical & planned maintenance service through its procurement arrangements, performance and quality monitoring mechanisms, together with a regular review of the contract(s) and contractor performance.

3.4 Chargeable Repairs

Chargeable repairs are items that are the responsibility of the tenant and are carried out by WMHG on behalf of the tenant either during or at the end of a tenancy. Also included are associated activities such as removal of rubbish, missed appointments and replacement of keys and door entry fobs.

Where repairs are correctly identified as being the responsibility of a customer, work will be carried out in accordance with Statutory obligations using the following order of priority:

- . To require the customer to carry out the repair (or for the customer to arrange for the work to be done) to an appropriate and acceptable standard.
- . To carry out the necessary repair, subject to the customer pre-paying the cost of



the repair needed.

. In circumstances where there is an urgent need to carry out a repair (e.g. an imminent risk to health and safety), we will carry out any essential work and re-charge the costs to the tenant.

Chargeable costs include all reasonable costs incurred in carrying out chargeable repairs, any administration costs, Value Added Tax and, where relevant, legal costs.

Any enhanced lettings standards, which are the tenant's responsibility, will not be repaired within the rechargeable repairs process.

We will consider cases where customers feel there are exceptional circumstances involving a chargeable repair.

Where a chargeable repair results in a debt to the organisation, WMHG will pursue payment, including where appropriate, the use of debt collection agencies and/or court action.

4. Equality Impact Assessment

4.1 We will ensure that our services reflect the diverse communities that we work with and are in line with our policies on equality and diversity.

WM Housing Group carry out Equality Impact Assessments to understand the impact that our policies may have on groups of people or individuals. These impacts may be positive or negative. We have reviewed our policy with employees from within our area of the business, with the Repair and Maintenance Customer Service Improvement Group, with customers and found that no significant concerns were identified. Where issues were highlighted these have been taken into account in finalising this policy.

5. Performance Measures and Targets

5.1 We have an established set of Key Performance Indicators which we will monitor on a regular basis to gauge the quality of service provided to our customers. The following KPI's will be measured and reported on a regular basis:

- . % of Emergency repairs completed on time
- . % of Urgent repairs completed on time
- . % of Routine repairs completed on time
- . % of all repairs completed at the first visit
- . % Customer satisfaction with the completion of repair and improvement work
- . % compliance for gas appliances serviced within a 12 month period
- . No. Calendar days for kitchen and bathroom improvements to be undertaken in tenanted properties
- . No. Calendar days for kitchen and bathroom improvements to be undertaken in void properties



- 5.2 We will carry out regular performance monitoring of our contractor(s) regarding contract compliance, customer care, quality standards, timescales and cost.
- 5.3 The quality of our contractors' performance for gas servicing and repair will be regularly audited to ensure compliance with gas safety regulations.
- 5.4 Performance against these targets will be reported to Partner Associations' Boards, Committees and appropriate Customer panels.

6. Monitoring and Review

- 6.1 The next policy review is scheduled for January 2013 and then every three years thereafter.

7. Responsibility

- 7.1 This effective implementation of this policy is the responsibility of the Director of Property Services within the group.

8 Associated Documents/Policies

- 8.1
- Customer Care Policy
 - Equality and Diversity Strategy
 - Value for Money Strategy
 - Regulatory Code
 - Audit Commission Key Line of Enquiry numbers 3 & 32
 - The Group's Tenancy Agreements
 - Health and Safety Policy
 - Landlord and Tenant Act 1985
 - Housing Act 1985
 - Housing Act 1988
 - Gas Safety Regulations 1998
 - Environmental Protection Act 1990 (sections 79 & 82)
 - Right to Repair & Right to Compensation for Improvements
 - Defective Premises Act 1972 (section 4)
 - Leasehold reform Act
 - Group Customer Engagement Strategy
 - Group Asset Management Strategy