



Responsive Repairs Policy

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Responsible director	Executive Director of Assets
Policy monitoring body	Group Leadership Team
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Linked strategies/policies	Value for Money Resident Involvement Customer Access People Strategy Inclusion Strategy Community Investment Financial Inclusion Community Safety Neighbourhood management Asset Management strategy
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1.0 KEY OBJECTIVES:

1.1 Wythenshawe Community Housing Group (WCHG) is committed to the provision of an excellent Repairs and Maintenance service to ensure the satisfaction of its tenants and leaseholders, to protect the value of its housing stock and achieve value for money. In order to achieve this, WCHG will:

- Ensure colleagues are clear on the objectives of WCHG with regard to Repairs and Maintenance
- Ensure colleagues are provided with appropriate training
- Meet our Repairs and Maintenance targets with a 'Right First Time' approach
- Take a 'zero tolerance' approach to reports of damp and mould
- Focus on improving the average time taken to complete a repair, across all repair types
- Ensure that our service to all customers reflects WCHG tenancy agreements, leases, legal requirements, best practice and regulatory guidance under the HCA's Regulatory Framework 2015 requirements
- Work collaboratively with all key partners to ensure that we achieve these objectives
- Produce service standards in consultation with our tenant involvement mechanisms
- Establish the principles for performance standards and performance management
- Explain tenants' responsibilities and identify where a recharge approach may be appropriate
- Identify situations where vulnerable tenants may require support with repairs
- Ensure that tenants' homes meet the standard set out in the Government's Decent Homes Guidance and continue to maintain their homes to at least this standard

2.0 INTRODUCTION


2.1 All responsive repair works will be carried out by WCHG in line with this policy and will be undertaken by the WCHG direct labour organisation, Wythenshawe Works or approved sub-contractors employed by WCHG.

2.2 WCHG will provide a quick, efficient and cost effective responsive and planned repair service in order to provide tenants with homes that are safe and well maintained in sustainable neighborhoods.


2.3 A separate policy is in place to cover repairs carried out on empty homes, referred to as the Empty Homes Policy.

2.4 WCHG will undertake an annual zero-based budget process for repairs and seek to make the most efficient use of this budget. The costs of the repairs service, and the cost of the provision of the preventative service, will be contained within the budget set. WCHG will drive performance, improvements, cost savings and enhanced service offerings to achieve Value for Money.

2.5 WCHG will take a strategic approach to ensure that repairs on our stock relate to current maintenance needs, deliver a right first time approach, enhance sustainability, deliver value for money and are directly influenced by our tenant's feedback and priorities. This will be underpinned by our Asset Management Plan.

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- 2.6** WCHG will annually monitor, track and review demand profiles of its housing stock for maintenance and plan resources appropriately to ensure homes are maintained and we make best use of those resources available. This data will also ensure our programmed investment work minimises component failure. A formal annual review and report will be undertaken each summer ahead of the following years budgeting process.
 - 2.7** All Wythenshawe Works operatives receive the appropriate health and safety training on a regular basis. Individual technical qualifications are maintained in accordance with regulatory and legal requirements.
 - 2.8** Policy and procedural developments are briefed out to all colleagues with responsibility for service delivery as required.
 - 2.9** This policy will also provide information about the repairing responsibilities of WCHG and the responsibility of the tenants and leaseholders. It outlines the policy for repairs and how repairs are categorised dependent on urgency, type and size of work.

3.0 RIGHT FIRST TIME

- 3.1** WCHG will deliver a right first-time approach to repairs and maintenance.
 - 3.2** To achieve right first time, WCHG will attend the property and complete the repair in one visit, utilising materials from the Technician's van.
 - 3.3** Where a Technician leaves the property to collect material items from WCHG approved stores, the job will be considered a right first-time failure.
 - 3.4** Failures in right-first time will be reported and analysed and van stocks reviewed and updated as required in order to maximize right first-time performance
 - 3.5** All other repairs that must be re-attended on a different day will not be classed as right first time and will be recorded in the housing management system as 'follow on work' required.
 - 3.6** WCHG will measure this approach and seek to continually improve the number of jobs completed on the first visit.
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4.0 DAMP AND MOULD

4.1 WCHG take a 'zero tolerance' approach to reports of damp and mould and will offer:

- First contact mould removal
- Individual reactive property investigations
- Proactive property investigations
- A data led approach
- Property management advice for customers
- Increased ventilation
- Additional support linked to the WCHG Living Well Fund

5.0 REPAIR CATEGORIES

5.1 There are two main categories of repair: **Responsive Repairs**, made up of Emergency Repairs and Appointed Repairs and **Planned Repairs**, made up of Six Week Repairs and Programmed Repairs:

5.2 Responsive Repairs

5.3 All responsive repairs will be completed by appointment at a time and date agreed with the Tenant at the time of reporting.

5.4 Emergency Repairs

5.5 Emergency repairs are carried out when there is a potential danger to health or risk to the safety of the occupants or third party or a danger of serious damage to the building. Priority will be given to those repairs that arise from acts of harassment or anti-social behavior.

5.6 Emergency repairs will be attended to and completed within 24 hours. In order to provide an enhanced level of customer service, WCHG will endeavor to attend all emergency repairs within the first 3 hours after the repair is reported.

5.7 Should a tenant not be available within the first 3 hours, they will be given a 2-hour appointment slot to suit them within the 24 hours target.

5.8 In some instances, it may only be practical to carry out a temporary repair to make the situation safe and secure. Once this has been done, arrangements will be made to complete at a second appointment, at a time and date agreed with the tenant.

5.9 The following are examples of emergency repairs (this is not an exhaustive list):

Water and Drainage Systems	<ul style="list-style-type: none"> • Burst pipes, cylinders or tanks where there is an uncontrollable flow of water that the tenant cannot contain • No cold water – if there isn't a general problem in the neighbourhood • Where effluent is overflowing into the property or garden
W.C.	<ul style="list-style-type: none"> • Blocked W.C. – where there is only one in the property (Tenants may have to pay for this repair)
Electrics	<ul style="list-style-type: none"> • Complete power failure (if nearby homes are also affected, contact the electric company instead of the Group) • Failure of communal lighting • Faults to bathroom, kitchen or staircase lighting • Smoke alarm that cannot be silenced, where no fire emergency exists • Communal TV aerial failure in schemes for vulnerable tenants
Domestic Heating Systems	<ul style="list-style-type: none"> • Any burst on a heating system which is likely to cause water damage • From 1st October to 31st March or where tenants are classed as vulnerable <ul style="list-style-type: none"> ▪ No heating where you do not have a separate gas or electric fire ▪ No hot water – when no other source in the property e.g. Immersion heater or electric shower
Property Security	<ul style="list-style-type: none"> • Lock or broken window lock – if it makes the property insecure (tenants may have to pay for this repair) • Lost keys – if it makes the property insecure (tenants may have to pay for this repair)
Lifts	<ul style="list-style-type: none"> • Any faulty lift
Gas Leak	<ul style="list-style-type: none"> • Gas smell leaks should directly be reported to Cadent on 0800 111 999, in line with the Gas Maintenance and Safety Management Policy

5.10 For the purposes of this policy the definition of a vulnerable household, when determining the eligibility of a heating related emergency, is deemed to be where a member falls into any of the following categories:

- Older person
- Child under 3 years old
- Person with a disability

5.11 Discretion, where appropriate will be applied by a manager of the relevant section.

5.12 WCHG provides emergency repairs with local housing partners, One Manchester and Southway outside of office opening hours, during evenings, weekends and bank holidays, which can be accessed via the contact centre.

5.13 WCHG will aim to respond within 3 hours under the out of hours service to make safe the incident and repair where practical to do so.

5.14 Appointed Repairs

5.15 Appointed Repairs are carried out when situations don't pose a health hazard but cause an inconvenience, discomfort or nuisance to the occupants or third party and are likely to lead to further deterioration of the building if the problem persists.

5.16 Appointed repairs may be reported by the tenant or identified and reported by a WCHG colleague. Repairs identified whilst an annual health and safety inspection is undertaken will be recorded as a new job under a specific priority for reporting purposes only. Repairs of this nature will be treated as all other appointable repairs.

5.17 The following are examples of responsive repairs which will be completed by appointment (this is not an exhaustive list):

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| Any leak, which has been controlled by the tenant | <ul style="list-style-type: none">• Running overflow• Dripping tap• Leak on a wastepipe• Any appliance which leaks only when used |
| W.C. | <ul style="list-style-type: none">• Non-flushing W.C. that can be flushed in another way• Renewal of W.C. pan where there is only one in the property• Noisy pipes |
| Miscellaneous | <ul style="list-style-type: none">• Defective entry phone system• Loose or detached banister or handrail• Rotten or defective flooring or stair treads• General wear and tear to kitchen units |
| Electrics | <ul style="list-style-type: none">• Light switches not working (where not in kitchen)• Partial or individual faults to plugs/outlets |

5.18 Six Week Repairs

5.19 Six Week repairs are repairs which are external or larger repairs which have a high value or are multiple trades; these repairs are carried out when situations do not pose

a risk to the health, safety and security of the occupants or third party and/or specific/specialist materials may be required.

5.20 The following are examples of six-week repairs; this is not an exhaustive list:

- Roof and gutter repairs
- Footpath repairs
- Internal doors
- Plastering
- Pointing and brickwork
- Timber infestation / damp and rot

5.21 Programmed Repairs

5.22 Programmed repair works are repairs which have been identified as common to a number of properties in a geographical area of a non-urgent nature and are able to be delivered collectively as part of an investment activity scheme to deliver value for money. An example would be wholesale replacement of failed double-glazed units. WCHG would take a 'batching' programmed approach to such requests. Tenants will be kept fully informed of the programme, including extent of works and timescales for delivery.

5.23 In extreme unexpected/unavoidable circumstances where works are unable to take place, e.g. global pandemic, all jobs may be put on hold until further notice. Senior Managers will define the procedure for returning these works to the usual streams in line with corporate priorities.

6.0 REPORTING REPAIRS

6.1 Repairs can be reported in accordance with our customer access strategy and in the following key ways:

- By telephone - Customer Services Officers (CSOs) are available daily Monday to Friday to answer all enquiries in line with customer access strategy and published opening times
- Out of Hours Monday to Friday, weekends and Bank Holidays, the same number can be used to access the out of hours emergency repair line
- In person – at one of our reception offices open daily Monday to Friday in line with published opening times and access strategy
- Internet – www.wchg.org.uk, using our online service tenants can also view their repair history and rent statements
- Via mobile app – using our bespoke WCHG app, tenants are able to report certain non-complex repairs and book appointments from their mobile phone

6.2 WCHG will provide appropriate interpretation and translation services when required and ensure appropriate technology solutions are in place to support customers

and officers in the diagnosis of repairs and efficiency in deploying operatives effectively.

6.3 Appointments

6.4 All Responsive repairs are appointable at the time of reporting the repair. Appointments for Six Week and Programmed repair categories will be made at a later date. A team member will contact the tenant to arrange a convenient start date.

6.5 Monday – Friday appointments are offered between the hours of 8:00am and 6:00pm, at a time agreed with the tenant.

6.6 Saturday appointments are between 8:00am and 3:00pm (last appointment 2:00pm start).

6.7 For tenants who are unavailable within the core times, WCHG will endeavor to accommodate their needs with a suitable alternative appointment time.

7.0 RESPONSIBILITIES

7.1 Responsibility for the maintenance of the WCHG homes is shared between the tenant and WCHG. Tenants are expected to keep the property in good decorative order and undertake the following minor repairs:

- Easing to internal doors to fit carpets
- Clearing blocked sinks, basins and shower wastes
- Replacing electric fuses, light bulbs, tap washers, sink and bath plugs (unless communal)
- Relighting boilers
- Filling plaster cracks and internal decoration
- Toilet seat repairs and replacements
- Plumbing in washing machines and repairs to own equipment
- Repairing damage caused by themselves or their visitors
- Repair any fittings or appliances not provided by the Group
- TV aerials or satellite dishes (unless communal) and any damage to property or neighboring property caused by their installation
- Clothes posts and lines (unless communal)
- Curtain rails and battens
- Garden areas, including tenants own fencing

7.2 WCHG have a legal responsibility for keeping the structure, exterior and services of the building and most of the fixtures and fittings in good order. These include:

- Drains, gutters and external pipes
- Roofs

- External brickwork and doors, window sills and frames
- Chimneys, chimney stacks and flues
- Pathways within property boundaries, steps and other forms of access
- Plastering
- Repairs to boundary walls or boundary fences
- Replacing keys and locks (tenants may be charged for this if replacement is a consequence of their actions)
- All services. This includes gas and water pipes and electrical wiring
- Communal entrances, halls and passageways, stairways and lifts
- Communal lighting
- Communal security systems
- Communal aerial systems

7.3 NB. For leasehold and shared ownership properties, the repair responsibilities will be set out in the lease and will take precedent over the above. See section 15.0 for additional information.

8.0 INSPECTIONS

8.1 Inspections can be classified as either pre-inspections or post inspections.

8.2 Pre-inspections may be needed to accurately diagnose problems and determine what work is required, or to support a vulnerable tenant who is seeking assistance on a defect.

8.3 It is WCHG intention to minimise the use of pre-inspections and maintain inspection levels at around 5% in line with best practice. Examples of where they are necessary include:

- Where the tenant is unable to fully explain the repair required and needs our assistance
- The responsibility for the repair lies with the tenant or it is unclear
- Where a work schedule is required to cover major or multiple repairs
- A previous repair has not solved the problem

8.4 Many pre-inspections by surveyors result in no further work at the property and are actually advisory visits on managing controls or condensation advice etc., these will be identified as a separate category of inspection visits and demand levels used to inform our programmes and product choices.

8.5 Post inspections will be carried out to collate 'quality' information regarding the repairs. We set an annual inspection target (between 5% and 12% of jobs completed) for post inspections which will prioritise certain areas identified within our service improvement plan fed from customers feedback and complaints monitoring. We will use the information gathered to improve the repairs process and ensure an acceptable level of quality is achieved. This is reviewed annually as part of the demand analysis work each summer.

9.0 CANCELLATIONS

9.1 Repairs will only be cancelled when:

- The tenant requests it
- The work has been completed by someone else
- The work is to be completed on a planned programme of works
- Cases of no access – general appointed repairs only

10.0 NO ACCESS

10.1 It is the responsibility of the tenant to provide access for Technicians to carry out repairs and for Surveyors to carry out inspections which have been ordered.

10.2 WCHG will confirm with the customer the appointment for the repair or inspection verbally at the time of reporting, or in writing or text to the tenant's choice. Text appointment reminders are also sent the day before all responsive repair appointments.

10.3 If the repair is an emergency repair, or if insufficient time is available to advise the tenant in writing, we will verbally advise the tenant only. If the tenant fails to provide access for the appointment a missed appointment card will be left, requesting the tenant contacts WCHG to rearrange as soon as possible.

10.4 For repairs that **do not** cause any potential risk of disrepair, structural damage or a health and safety risk if left incomplete, where the tenant fails to contact WCHG, the repair will be cancelled.

10.5 For repairs that **may** cause a potential risk of disrepair, structural damage or a health and safety risk if left incomplete, where the tenant fails to contact WCHG, Wythenshawe Works will make further attempts to gain access to complete the repair.

10.6 Gas Servicing/Electrical Periodic Inspection – No access

10.7 In cases of no access for Gas Servicing or Electrical Periodic Inspection (EPI) appointments – the appointment is cancelled but the job is left open and the Gas servicing/EPI procedure is activated, which could result in legal action.

11.0 RECHARGEABLE REPAIRS

11.1 A separate policy exists for rechargeable repairs. A rechargeable repair is where deliberate damage or neglect by the tenant, their family or visiting friends is caused to a property belonging to WCHG. The repair will be highlighted with the customer as rechargeable at the point of reporting or before completing the repair to discuss the recharge payment arrangement in advance of proceeding with the works.

12.0 SELF REPAIR SCHEME

- 12.1** The WCHG Self Repair Scheme enables tenants to carry out their own minor, non-urgent repairs and claim costs up to a set value back from the Group.
- 12.2** Tenants must submit a self-repair request; qualifying repairs will meet the criteria as set out in the Self Repair Procedure.
- 12.3** All works will be subject to a pre and post inspection by an appropriate member of staff. Qualifying repairs will be up to a value of £200, must be the responsibility of the Group and must not be the consequence of willful damage, neglect, misuse or abuse.

13.0 HANDY PERSON

- 13.1** WCHG delivers a handyman service to undertake DIY tasks for all its tenants and leaseholders. This service is available in morning or afternoon slots Monday – Saturday and a suitable fixed pricing and menu of repairs will be provided for tenants.
- 13.2** Where a handyman request is not listed in the fixed prices and/or is of a technical gas/electric nature, a pre-inspection may be offered to determine whether WCHG will undertake the request and/or advise of the cost.
- 13.3** Charges for all handyman jobs must be paid in advance of works being completed, with no exceptions.

14.0 IMPROVEMENTS AND ALTERATIONS

- 14.1** Improvements and installations of services such as Sky, Virgin, BT etc. and alterations to water meters may only be carried out to tenant's homes with written permission from WCHG before the work commences. A separate procedure is in place to support tenants through this process and ensure clarity on standards and responsibilities. An inspection will be undertaken to ensure works are to the required standard. A charge may be levied for any corrections WCHG has to make for sub-standard work.

15.0 OTHER WORKS CATEGORIES

15.1 Cyclical Works

- 15.2** Cyclical works are carried out periodically to prolong the life of the building component and to avoid either expensive repairs or a complete breakdown. Cyclical programmes

are in place to control and minimise responsive failure demand, for example cyclical painting.

15.3 Gas Servicing

15.4 Gas Safety (Installation and Use) Regulations 1998 require that landlords ensure that appliances and associated equipment to which their duty extends is checked for safety within 12 months of installation and every 12 months thereafter. The Group adopts an MOT style servicing programme.

15.5 Annual Gas Safety Checks are completed to this effect with an external audit function in place, full details of which can be found within the Gas Maintenance and Safety Management Policy.

15.6 For properties that do not currently have a live gas supply, the Group will carry out an annual health and safety inspection.

15.7 Electrical Periodic Inspection

15.8 The electrical fixed wiring system to every property will be inspected at least once every 5 years or on tenancy change to ensure the installation is safe, full details of which can be found within the Electrical Safety Management Policy.

15.9 Programmed Improvement Works

15.10 Large scale improvements such as kitchens, roofs, bathrooms, hard standings and external painting will be undertaken on a programmed basis in accordance with the stock condition survey and Asset Management Strategy and Plan.

15.11 Any associated non-urgent repairs may be deferred until the programme works are to be undertaken.

15.12 Void Properties

15.13 Repairs on void properties will be completed in line with the Empty Homes Policy, Voids Standard and Procedure. Occasionally it may be practical to postpone some repairs until the new tenant has moved in. In these circumstances the repairs will be authorised by the relevant Void Team Leader or Contract Manager and added to the post-tenancy repair diary.

15.14 Adaptations

15.15 Adaptations are assessed in line with the Equipment and Adaptations Policy and categorised in two ways.

15.16 Minor adaptations are small items such as grab rails, lever taps and bathroom rails. Major adaptations are larger scale works such as level access showers, stair lifts or adapted kitchens.

16.0 ASBESTOS

16.1 The Group will take all steps possible to identify asbestos and asbestos-containing materials. Any works undertaken to manage the risk from asbestos will be completed as set out in the Asbestos Policy. Asbestos information known to the Group will be shared with operatives and contractors.

17.0 COMPLAINTS

17.1 Tenants who are dissatisfied with the service will be encouraged to follow the complaints procedure. Complaints and claims for compensation will be dealt with through the Complaints, comments and Compliments Policy and Discretionary Compensation Guidance. Legal claims for disrepair will be dealt with outside the complaints policy by the Property Surveying team.

18.0 LEASEHOLD AND SHARED OWNERSHIP PROPERTIES

18.1 WCHG has a different level of repair responsibility for leasehold, shared ownership and extra care properties set out in the individual lease.

18.2 In general terms:

Leasehold property – WCHG will maintain and repair the structure, exterior and common parts of the building, including drains and external pipes.

Shared Ownership – WCHG is not responsible for any repairs or maintenance, unless explicitly stated in the lease or linked with insurance perils and repairing as part of an insurance claim

19.0 PERFORMANCE MANAGEMENT

19.1 The performance of Wythenshawe Works will be monitored and actively managed monthly. The measure of performance will be reflected within the Key Performance Indicators (KPI's) and Management Performance Indicators (MPI's) and used to benchmark our repairs service in accordance with best practice. These will be reported regularly to the Executive team, Tenant Committee and Board. We will adopt best practise and benchmark our service with similar peer organisations across the sector to enhance cost and performance metrics.

19.2 WCHG will also monitor and track users of the service to assist identifying service improvements or vulnerability issues. Contacting high service users and non-users will help to ensure our service is fit for purpose and tenants are maintaining

their tenancy appropriately. Accreditation will be obtained and the repairs service audited routinely as part of the WCHG corporate audit schedule.

20.0 CUSTOMER SATISFACTION

20.1 WCHG will gather satisfaction data in a number of ways and report consistently which may include methods such as:

- On site data collection through mobile hand-held technology
- Immediate phone back
- Postal survey
- Text messages
- Internet
- External verification (surveys)
- Bespoke surveys targeted at specific service areas
- Organisation wide periodic satisfaction surveys
- Language line and translation services

21.0 EQUALITY AND DIVERSITY

21.1 WCHG has a responsibility to serve the needs and promote the interests of its entire staff and all tenants/service users. WCHG will provide equal service in accordance with the Equality Act. WCHG works towards developing services, facilities and working practices, which are equally accessible to and appropriate for all its customers, irrespective of their gender, age, race, sexuality, transgender, disability, religion, marital status/civil partnerships or income.

21.2 A key element of the Equality standards involves carrying out an Equality Impact Assessment on all existing and, in particular, new policies to ensure they do not have an adverse impact on or have any that can be justified on a particular group.

21.3 WCHG will make consideration for all identified vulnerable groups when conducting this service.

21.4 At the discretion of WCHG consideration will be given to all vulnerable groups, tailoring our service and customer needs. This will be dealt with case by case on an individual need.

21.5 We will provide information in languages other than English, in Braille, Large Print, Compact Disc and Audiotape. Our reception and interview room are fitted with a hearing loop system.

22.0 RELATED POLICIES AND PROCEDURES

- Responsive Repairs Procedure
- Gas maintenance and Safety Management Policy
- Empty Homes Policy, Procedure and Standards
- Equipment & Adaptations Policy
- Rechargeable Repairs and Recoverable Costs Policy
- Health and Safety Policy and Working Documents
- Asbestos Policy
- Value for Money Strategy
- Customer Complaints, Comments and Compliments Policy
- Discretionary Compensation Guidance
- Anti-Social Behaviour Procedure
- Inclusion Strategy
- Electrical Safety Management Policy
- Asset management Strategy
- Asset Management Plan
- Tenant Alterations Procedure

23.0 STATUTORY AND LEGAL FRAMEWORK*

- Landlord and Tenant Act 1985 & 1987
- Homes (Fitness for Human Habitation) Act 2018
- Housing Act 1985, 1988, 1996, 1998 & 2004
- Localism Bill 2011
- Laying the Foundations: A housing strategy for England 2011
- The Regulatory Framework for Social Housing in England from April 2012
- Defective Premises Act 1972
- Occupiers Liability Act 1957
- Commonhold and Leasehold Reform Act 2002
- Construction Act 1996
- Construction (Design and Management) Regulations 2015
- Right to Repair Regulations 1994
- Gas Safety (Installation and Use) Regulations 1998
- Leasehold Reform, Housing and Urban Development Act 1993
- Health and Safety Legislation
- Housing Health and Safety Rating System
- Health and Safety at Work Act 1974
- Disability Discrimination Act 1995
- Control of Asbestos Regulations 2012
- Control of Substances Hazardous to Health (COSHH) 2002
- Environmental Protection Act 1990
- CRE code of practice on Racial Equality in Housing
- HCA Home Standard 2012
- Equality Act 2010

*or such superseding act or regulation where replaced