



Repair Policy

Prepared By	Chief Executive
Date Approved	19/10/2021
Review Frequency	3 Years

1. Most repairs are reported directly to Family Housing Association's office by telephone. However, tenants also have the option to report repairs in person, by e-mail, text message, through our website or by sending a letter. A contract will be maintained with an 'Out of Hours' call centre to handle our out-of-hours repairs and book any emergency work directly with one of our approved contractors.
2. Family Housing Association will provide the facility on its telephone system for tenants to be automatically connected to the 'Out of Hours' Call Centre whenever the office is closed.
3. When a repair is reported the following details should be requested from the tenant:
 - Tenant's name and address
 - Tenant's telephone number
 - The repair required
 - When our Contractor can get access
4. Repairs will be dealt with as quickly as possible, depending on their urgency, the availability of contractors and materials, and the type of repair required. Where practical an appointment will be arranged in consultation with the contractor and the tenant. The details of the appointment will be recorded on the Repairs Database and shown on the correspondence to the tenant and contractor. The percentage of repairs where an appointment is made will be included in Key Performance Information.
5. Every effort will be made to ensure that the various types of work are completed within the times set out in our Service Standards.
6. Each working day Association Employees will follow up repairs taken by the Out of Hours Call Centre and record the details on the Housing Management System.
7. All Repairs will be recorded on the Housing Management System and the tenant will be sent a Customer Satisfaction Questionnaire and a reply-paid envelope. The Customer Satisfaction Questionnaire will also show details of the repair including the date reported and the date due for completion. The Contractor will also be sent notification of the repair order.

8. All returned Customer Satisfaction Questionnaires will be entered onto the Housing Management System and included in the monthly prize draw. A random sample of 10% of those who do not return the questionnaire will be contacted and the questionnaire completed over the telephone. Those contacted over the telephone will also be entered into the prize draw. The results of the Customer Satisfaction Questionnaires will be included in the Key Performance Information.
9. A weekly job schedule will be sent to contractors, listing all jobs either not completed or not invoiced. Each week Association Employees will check the schedule for jobs nearing their due date and will monitor those jobs through to completion, liaising with the contractors as necessary.

10. **REPAIRS PRIORITY SYSTEM**

EMERGENCY REPAIRS

These are defects affecting safety, security, or health. Repairs should be completed or made safe within 24 hours of being reported.

Examples of Emergency Repairs include; Major plumbing repairs, such as burst pipes; Total loss of electrical power; Gas leaks; Total loss of heating; Dangerous structural faults

URGENT REPAIRS

These include defects causing loss of an essential facility or likely to cause more damage to the structure, fabric, fittings, fixtures, or services. Repairs must be completed within 5 working days from the date that they were reported.

Examples of Urgent Repairs include; Plumbing faults - causing loss of use of water or heating; Roof leaks; Electrical faults; Loss of hot water supply; Minor heating faults.

ROUTINE / OTHER REPAIRS

These include defects that can be dealt with later without serious inconvenience. Repairs should be completed within 21 working days from the date that they were reported.

Examples of Routine Repairs include; Minor plumbing repairs; Repairs to fittings - kitchen fittings, cupboards etc; Plaster defects; Joinery repairs to doors, window frames, floors, etc.

MAJOR REPAIRS

This category relates to repairs that, due to the extensive nature of the works, it is unrealistic for them to be completed within the Routine Repair timescale of 21 working days. They will often necessitate our Surveyor producing a schedule of works, obtaining competitive quotes from contractors before work commencing on site.

Examples of Major Repairs include; damp proof courses, structural work; dry-lining and insulation of solid walls; sound insulation; overhaul of driveways or paving; re-roofing; treatment of dry or wet rot.

11. **PLANNED MAINTENANCE / CYCLICAL MAINTENANCE**

This work is planned annually or regularly to keep the properties in a good state of repair and to ensure they continue to meet the Decent Homes Standard.

Examples include; Annual Gas Servicing; External redecoration and associated works (5 yearly); Internal decoration of common parts (5 yearly or earlier if necessary); Electrical Testing (5 yearly)

12. **DECANTING TENANTS**

If so much work is required to a property that it necessitates the tenant moving out, temporary accommodation will be offered, and the tenant will normally have the choice of staying there or returning after completion of the work.

13. **COMPENSATION**

Tenants will be entitled to compensation when the Association fails to carry out a repair within the timescale agreed. The amount of compensation will be £10 plus £2 per day, up to a maximum of £50. Compensation will not be paid where a tenant has failed to provide access or where exceptional circumstances prevented the work from being carried out (such as severe weather or civil unrest). Any compensation is credited to the tenants rent account, with any credit balance being paid to the tenant.

14. **VALUE FOR MONEY**

The Association must ensure that it receives Value for Money from its contractors. The Association should include analysis of the value for money work carried out by Paddock Johnson in KPI reporting. For works costing over £2,000 the Association should obtain at least two quotations. The Chief Executive or in his absence the Operations Director & Deputy Chief Executive, can allocate the work without obtaining quotations if, using their knowledge and experience, the quoted cost offers reasonable value for money. This is particularly important for repairs that have health and safety implications, where delaying the work to obtain additional quotations could have a negative impact on the health of the tenant or their family.

15. TENANTS IMPROVEMENTS

Tenants occasionally request permission to carry out improvements to a property such as replacing a kitchen or bathroom. Typically they would like to install a higher specification kitchen or bathroom than our standard installations. Tenants that have invested in their homes tend to stay longer and take better care of the property, so it is in our interest to encourage this. Where a tenant requests permission to improve part of their home we may make a contribution towards the cost, at the discretion of the Chief Executive. The amount of contribution will be calculated as follows;

- It will reflect the age of the existing component. For example, if a current kitchen was 10 years old, halfway through its life, we will contribute 10/20ths of the cost. If it was 5 years old, we would contribute 5/20ths. This is effectively 'cost neutral' to the Association as the kitchen would then not need to be replaced for 20 years.
- Our contribution would be based on the cost of our standard specification, not the amount the tenant has been quoted. If the tenant has been quoted a cheaper cost than our standard specification, the contribution will be based on the lowest cost.
- Where the tenant wishes to use our contractor, the work on site will not commence until the tenant has cleared any rent arrears and has paid in advance for their contribution towards the cost of the works.
- Where the tenant wishes to use their own contractor, before approving the works we will need to review and approve the specification and ensure the contractor is suitably qualified. Once the work is complete, our contribution will not be paid until a receipt has been provided and the works inspected. Our contribution will be used to offset any rent arrears before any balance is paid to the tenant.