

BELGRAVE NEIGHBOURHOOD CO-OPERATIVE HOUSING ASSOCIATION REPAIRS AND MAINTENANCE POLICY

Aims of the repairs policy

The following are the aims of the repairs policy:

- a safe, secure and healthy living environment for our members
- a high quality, sensitive, responsive, efficient and cost-effective repairs service where members are treated with respect
- enough money available to pay for responsive and planned maintenance repairs
- effective monitoring and review of repairs service delivery through the Management Committee
- meeting legal and contractual repairs obligations
- meeting health and safety requirements

Delegated Authority

- 1 The co-op delegates it's Senior Property and Compliance Lead to operate its repairs procedure and authorises them to arrange to:
 - respond to member requests for repairs
 - call out repairs contractors to carry out repairs work to the levels of authority set out below
 - ensure that sufficient contractors are identified to be included on the co-op's contractor list and that the list is periodically maintained as necessary
 - ensure that the co-op's annual gas and other servicing programmes are delivered
 - plan the co-op's planned maintenance programme.
- 2 The Operations Sub-Committee is delegated to:
 - oversee the co-op's delivery of the repairs service
 - agree actions where policies require committee involvement in relation to operational delivery of BNCHA services and regarding out of policy decisions relating to operational delivery of BNCHA services
 - act as a point of contact for co-op staff regarding any issues that may need Management Committee authorisation in between committee meetings

- ensure that any items of significance regarding repairs are reported to the Management Committee.

Repairs responsibilities

- 3 The co-op is generally responsible for maintaining the structure and fabric of the home, which will usually include:
 - all exterior and structural maintenance of homes and communal areas including the roof, walls, floors, drains, gutters, external pipes, doors, windows, pathways, boundary walls, fencing and gates
 - installations for the supply of water, gas and electricity, sanitation, heating (including central heating systems, gas fires, gas water heaters, immersion heaters, electric fires)
 - any kitchen units and cupboards and furnishings provided by the co-op
 - external and communal hallway redecoration
 - entryphone, security and fire-fighting or protection systems.
- 4 For avoidance of doubt, the co-op will also:
 - carry out internal decorations where it would be difficult for the member to decorate (ie. where access is a problem and/or where the tenant is physically incapable of decorating); and where redecoration is necessary as a result of other repairs. Where internal decorations are to be done, the co-op will discuss how they will be done with the member. Subject to the member's wishes, the co-op will aim to return the decorations to how they were before any repairs or improvements have been done. If this involves renewing wallpaper, the co-op will put the wallpaper up if the member supplies it.
 - replaster walls where it is considered that there is a need to do so, particularly where redecorating is required over walls where plasterwork is insufficient. The co-op will also carry out a programme to replace obsolete lath and plaster finishes.
 - give new members the option to retain existing carpeting or floor covering (if there is any) in a new let. If the new tenant member chooses to retain the existing carpeting, they will be asked to sign a waiver taking full responsibility for the carpeting/floor covering. If there is a need to do so, the co-op will install basic floor coverings (not carpeting) in each room of a property when it is let or when other repairs suggest a need to do so. If the co-op is installing

basic floor coverings, it will ensure the integrity of the floor prior to installation and it will consider the most cost-effective solutions, such as using floor tiles so that damaged tiles can be easily replaced.

- install outdoor security lights as necessary. When replaced, outdoor security lights will be of a sufficient brightness and quality to potentially provide appropriate levels of confidence in safety and security provisions to members.
- if a member reports that there are rats in their property, they will be referred to Leicester City Council. If a member reports mice or some other infestation in their property, the co-op will have an initial inspection carried out of the property. Dependent on the outcome of that inspection, the co-op may fund 50% of the costs of treatment of the infestation, or the co-op may use discretion, having discussed the matter with the Chief Executive Officer, to carry out an alternative action to resolve the matter.
- replace door chains, bolts and letterboxes
- install showers and associated necessary tiling where it is appropriate to fit showers
- install mixer taps when kitchen replacements are done
- update to U-bend pipes under sinks to prevent water retention in pipes when the issue is reported by members
- unblock drains or internal pipework. The co-op may charge members to unblock drains or internal pipework where the contractor identifies that blockages have been caused by the member (or there is other evidence that this is the case), especially where this is as a result of the member or their family pouring fat, grease, oil or other material into drains, and especially where this happens repeatedly.
- box in exposed pipework
- arrange for radiators to be bled when carrying out gas servicing
- arrange a three yearly programme to clean extractor fans
- replace kitchen and bathroom lightbulbs and fluorescent tubes
- provide draught exclusion as part of its work to ensure environmental sustainability
- address major cracks in walls and ceilings where these are caused by subsidence or other structural issues.

5 Co-op members are responsible for the following:

- cutting or replacing keys and replacing locks not due to wear and tear or criminal activity carried out by a third party (for which a

- crime reference number will be required)
 - TV aerials in non-communal blocks
 - repairs to battery operated bells
 - any additional tiling beyond standard on or around sinks, basins and baths, toilet roll holders, towel rails, cosmetics of internal doors, including rehanging or shaving after carpet fitting
 - damage to windows or any other part of homes that are caused by a third party without a crime reference number
 - installing or repairing washing lines
 - any and all plumbing for white goods and garden taps
 - maintaining and repairs to portable heating appliances
 - any worktops not fitted by the co-op
 - replacement plugs, lightbulbs and fluorescent tubes in rooms other than the kitchen and bathroom
 - loft ladders, lighting and timber works to loft area
 - any fixtures and fittings or other non-standard items that have been installed by the tenant (eg. power showers or different doors)
 - coat hooks, curtain rails and batons, window blinds
 - normal internal decoration and coving.
- 6 Co-op members are also responsible for any alterations or improvements they do to their homes. Co-op members are expected to apply in writing to carry out an alteration or improvement, in accordance with the Improvements and Alterations Policy, such as replacement tiling or different types of taps. However, permission is not required for replacement of minor components such as toilet seats.
- 7 Neither the co-op nor members are expected to address minor cracks in walls and ceilings where they are not caused by subsidence or other structural problems.
- 8 Where the co-op may have to carry out works relating to the list in clause 6 above for health and safety reasons, or to enable a member to gain access to their home in the event of them having locked themselves out, or in order to protect the property, the co-op will charge the cost of the repair to the member.

Prioritising responsive repairs

- 9 Responsive repairs are isolated repairs that are carried out “on demand” in response to requests from members. The co-op will prioritise repairs as either emergency, urgent or routine.

Definition	Examples	Target
Emergency repairs		
Repairs which may result in harm to people or damage to property	• electrical faults and dangerous fittings • burst water pipes • leaking roofs • lighting for members who are vulnerable	24 hours (or sooner in some cases)
Urgent repairs		
Repairs which could severely inconvenience residents if not addressed urgently.	• faulty hall or bathroom lights • small water leaks • extractor fans for members who are vulnerable	5 working days
Routine repairs		
Repairs that can be deferred without causing serious inconvenience	• broken bathroom tiles • doors coming off their hinges	20 calendar days

- 10 Carrying out an emergency repair will involve making the home safe and secure. Subsequent necessary repairs will be carried out according to the priority of works needed.
- 11 Members should report gas leaks or smell of gas fumes immediately directly to Cadent.
- 12 Routine repairs may be delayed if specialist work is required (ie. erecting scaffolding) or deferred if they are intended to be part of a forthcoming planned maintenance programme.
- 13 As part of the prioritisation process, the co-op will take account of whether the member or someone living with them has any particular needs that mean that the repair should be carried out quicker than the

designated timescale and whether the time of year means that the repair should have a higher or lower priority.

- 14 Particularly high priority will also be given to repairs arising from harassment or racial harassment, domestic violence or abuse, the co-op's safeguarding responsibilities or offensive graffiti.

Annual servicing

- 15 To comply with legal obligations, the co-op will ensure:
- a register of our homes with a gas supply is maintained with up-to-date gas service dates
 - a contract with a suitably qualified contractor to service and maintain gas appliances is established and delivered to appropriate standards
 - our members are required to allow access to have gas appliances serviced on an annual basis. The co-op will take legal action where members do not arrange access for their annual gas service, which could include the capping of the gas supply
 - annual gas safety checks will also include the contractor checking the operation of smoke alarms and carbon monoxide alarms (and installation and maintenance of any alarms that are either missing or are defective).

Health and safety

- 16 The co-op will comply with its Health and Safety Policy in relation to implementing our Repairs Policy, particularly in relation to the following areas:
- carrying out fire safety risk assessments and checks and providing information to our members
 - carrying out regular checks on communal areas of properties and ensuring a zero-tolerance approach towards items left in hallways that shall include removing them if necessary
 - maintaining our asbestos register
 - legionella inspections
 - ensuring that contractors we use comply with our and their Health and Safety Policy
 - complying with Construction (Design and Management) Regulations 2015 (CDM2015) where applicable.

- 17 Where the co-op needs to carry out substantial works; works that give risk to particular risks (such as those listed below); works that may involve more than one contractor; and any other applicable works, the Senior Property and Compliance Lead will consider whether CDM2015 regulations apply and will notify the committee as such. CDM2015 regulations may apply for planned maintenance works; structural works; void works or in other circumstances.
- 18 Where CDM2015 regulations do apply, the Senior Property and Compliance Lead will particularly consider:
- Risks that may apply, particularly including potential falls from height; collapse of structures; exposure to building dusts; exposure to asbestos; electricity supplies; and the need to protect BNCHA members, staff, contractors, and members of the public
 - The necessary time needed to carry out the works safely
 - How the works will be managed and how multiple contractors will be co-ordinated
 - How the welfare of contractors will be catered for on site
 - How health and safety records relating to the works will be kept
 - Any other requirements relating to CDM2015.

Planned and cyclical maintenance

- 19 The co-op will build an ongoing profile of its properties, using periodic stock surveys as necessary, to ensure that the co-op is able to plan for ongoing planned and cyclical maintenance of the co-op's homes.
- 20 The co-op will particularly identify homes that have structural, damp, mould and other problems and take appropriate actions to address these problems. The co-op will manage damp and mould issues in accordance with its specific Damp and Mould Policy.
- 21 The co-op acknowledges that it owns homes that are well below necessary environmental standards and has set a target to achieve Government defined standards.
- 22 The co-op will also ensure that the co-op's homes meet the Government's Decent Homes Standard.

- 23 The co-op will agree a lifespan for all major components in the co-op's homes and will consider replacing them at the end of this lifespan. The co-op will annually publicise works to be carried out in our planned maintenance programme to members.
- 24 The co-op will develop a 30-year business plan that includes sufficient resources to cover future planned maintenance and improvement liabilities.

Delivery of the repairs service

- 25 The co-op will periodically review the best way to provide a cost effective and high-quality responsive repairs service.
- 26 The Senior Property and Compliance Manager will ensure implementation of this repairs policy and will:
- receive repairs requests from members
 - log and prioritise repairs
 - maintain and manage the co-op's contractor list. Inclusion of new contractors on the contractor list will be agreed by the Management Committee.
 - commission works to contractors
 - carry out pre and post inspections as necessary
 - manage the co-op's gas servicing programme
 - deliver the co-op's planned maintenance programme in accordance with the co-op's Asset Management Policy
 - report on the repairs service to the Operations Sub-Group and the Management Committee.
- 27 The Senior Property and Compliance Lead will pre-inspect repairs where there is uncertainty regarding the works that need doing, or where there is a repeat request to carry out the same repair that had been carried out previously. The Senior Property and Compliance Lead will ensure that they are aware of repeat repairs and where appropriate will ask the contractor who carried out the previous works to attend again for no additional cost.

Reporting repairs and appointments

- 28 It is a tenancy condition that members are expected to report repairs as necessary and to arrange access for repairs to be carried out. It is a

breach of tenancy if a member knowingly does not report a repair that needs to be done.

- 29 It is also a breach of tenancy if a member goes away from their property for a period of time having not made arrangements for a repair that they know needs to be done. If a member goes away from their home for a period of time, they should notify the co-op and, where possible, notify the co-op of someone who they have left their keys with who can arrange access for the repair.
- 30 Members can report:
- gas repairs during working hours directly to the co-op's gas contractor
 - all other repairs during working hours to the co-op office, in person, by phone or by email
 - out of hours repairs to the co-op's out of hours service by phone.
- 31 Contractors allocated to carry out works will be expected to ring the member to arrange a suitable time for the repair to be carried out (if access to the home is required). Appointments will be arranged by the contractor with the member.
- 32 Contractors are expected to attend appointments made. Where a contractor is delayed in attending a repair because, for example a previous job has over run, they will be expected to try to contact the member to let the member know when to expect them.
- 33 Where it is known (through member contact or through other means) that a contractor has failed to attend an appointment for administrative or other questionable reasons, and/or fails to inform a member of a potential missed or delayed appointment, the co-op will:
- formally raise the matter with the contractor
 - keep a log of such delays/missed appointments which will be reported on to the Operations Sub-Group.
- 34 If a member has not enabled access to their home when an appointment has been made to carry out a repair, or if the contractor is unable to carry out a repair for other reasons that are the fault of the member, the co-op will normally arrange for the member to be charged for the cost of the contractor's callout to the property, unless

there are clear reasons why such a charge should not be made (such as illness or infirmity).

- 35 Members, or members of their family, are usually expected to move their furniture or belongings sufficient to enable repairs to be carried out. Where possible, the tenant member will be advised in advance that they need to move items. The co-op will exercise discretion regarding paying a contractor to move furniture or belongings where a member is elderly or vulnerable and where there are no family members who can assist.
- 36 Where a contractor is not able to carry out a repair because the furniture or belongings of a member prevents them doing so, or where a contractor considers that they cannot enter a property for health and safety reasons, they will inform the Senior Property and Compliance Lead who will discuss appropriate actions to take with the Chief Executive Officer.
- 37 It is a breach of tenancy if a member abuses contractors, staff or committee members in relation to a repair. If such abuse prevents a repair being carried out, the co-op shall charge the member the costs of the contractor's call out.

Authorising repairs expenditure

- 38 The Senior Property and Compliance Lead will make an assessment of the likely cost of a repair and ensure that financial approval is obtained in accordance with the following limits (all figures excluding VAT):
- **value £2,000 or less** - no quotations necessary and can be approved by a member of the senior management team
 - **value £2,001 to £3,000** – can be approved by the Chief Executive Officer, Chair or Secretary
 - **value £3,001 to £5,000** – at least two written quotations are required and can be approved by the Chair or Secretary
 - **value £5,001 to £10,000** - three written quotations and will be approved by the Chair and the Secretary

- **value over £10,001** - formal tender arrangements will be required and works may only proceed with the approval of the Management Committee.
- 39 Committee members shall consider a range of issues when approving works. The lowest quotation may be a factor, but committee members are not obliged to accept the lowest quotation for works, where they have clear reasons to accept a higher cost quotation (such as perceived quality of works or speed with which works can be delivered).
- 40 Where reasonable attempts have been made and it has not been possible to source the required numbers of quotes for works, the Improvements Sub-Group has delegated authority to decide a lesser number of quotes are required if it considers that to not do so would unnecessarily delay necessary (and particularly statutorily required) works programmes.

Contractors

- 41 The Management Committee will agree a repairs contractor list to carry out responsive and other repairs. The Senior Property and Compliance Lead shall work with the committee to ensure that there are sufficient contractors with the skills needed to carry out works required.
- 42 When a contractor is included on the contractor list, the Senior Property and Compliance Lead will ensure that contractors:
- provide an hourly rate for their work
 - have relevant up to date qualifications and certification for work carried out
 - have appropriate insurance certificates
 - provide information on their accounts and tax status
 - provide their health and safety policy (including contractors being conversant with CDM regulations where applicable)
 - provide their equality and diversity policy.
- 43 The Senior Property and Compliance Lead will ensure that the above information is provided on an annual basis where information is

updated on an annual basis, and that policies comply with equivalent co-op policies.

- 44 The Senior Property and Compliance Lead shall ensure that contractors on the contractor list sign up to a Code of Conduct for Contractors, which, amongst other things, shall require them to:
- schedule works with members at times that are suitable for members and contractors
 - not attend member's homes without an appointment to carry out works
 - communicate with members if they have a delay in getting to a pre-arranged appointment
 - carry and show ID to members on arrival at members homes
 - take before and after photos of the works being carried out which shall be supplied to the co-op
 - provide information to the co-op regarding the date on which repairs have been completed.
- 45 The co-op will provide a 24-hour emergency service to deal with emergency repairs. Members will be provided with an emergency phone number and will not be required to phone any other contractors to arrange emergency repairs.

DIY repairs

- 46 If a member wishes to carry out repairs or improvements to their home themselves or by using a contractor they commission themselves, they should request permission to do so from the co-op. Improvements requests where the member wishes to commission their own contractor will be managed in accordance with the co-op's Improvements Policy.
- 47 The co-op will advise the member if the improvement will require planning permission, and the member will be expected to apply for any permissions required.
- 48 If the member wishes to carry out small repairs themselves, the co-op will determine whether it is safe for the member to carry out the repair. The co-op does not allow members to carry out any repairs relating to gas, electricity or water supply to the home.

- 49 Members who carry out repairs themselves or through a contractor they commission themselves will be required to accept liability for any loss or damage caused by their negligence.
- 50 The co-op will arrange to inspect any improvements or alterations made.
- 51 If a member carries out repairs without seeking authorisation through the co-op, the co-op may arrange inspections of the repair and charge the member for the cost of the inspection and any remedial works that may be necessary.

Tenant damage

- 52 The tenancy agreement states that members are responsible for any repairs caused by neglect or damage to co-op property by the member, their family or guests. They are also responsible for any damage caused by improvements or alterations carried out by the member, whether authorised by the co-op or not.
- 53 Where there is a case of tenant damage, the co-op will inform the member in writing that they are liable for the costs of rectifying the damage and will agree a payment schedule with the member. If the member refuses to pay for the damage, the Senior Property and Compliance Lead will report the matter to the Operations Sub-Group who will determine what action should be taken.
- 54 The co-op's working hours and out of hours repairs service and agreements with contractors should prevent the co-op incurring repairs call out costs in relation to members reporting repairs that are not necessary or emergency repairs where the repair is not considered to have been an emergency. However, if this is not the case, or where a member does not enable access to the property at an agreed time to carry out a repair, the co-op may seek to charge the member for the call out costs.

Insurance repairs

- 55 The co-op will identify repair costs that may be claimed under the co-op's insurance policy (excess permitting) and submit claims as

appropriate. Where an insurance claim is likely, the co-op will ensure that a crime reference number is obtained from the police where appropriate.

- 56 Except in the case of an emergency or where serious inconvenience is being caused, the co-op will not order works where an insurance claim will be made until verbal or written authorisation has been obtained from the co-op's insurers.

Monitoring the repairs service

- 57 The co-op operates a satisfaction survey system where members who have had responsive and planned maintenance repairs carried out will be asked whether they are satisfied with the works.
- 58 The co-op will periodically review satisfaction statistics and information returned by members. The co-op will ensure that expressions of dissatisfaction are investigated.
- 59 The co-op will ensure that all repairs and works of a value of £2,000 or more and at least 10% of other works carried out are inspected by a qualified person after completion. Results of post inspections will be reported to the Operations Sub-Group.
- 60 The Senior Property and Compliance Lead will provide a monthly report covering the following summary information for responsive repairs:
- performance against target timescales
 - explanations where targets have not been met
 - contractors used for work
 - costs of repairs and comparison with the repairs budget allocation.
- 61 The Senior Property and Compliance Lead will also provide a monthly compliance report detailing performance in relation to the co-op's legal liabilities, including:
- completion of annual gas services carried out, any services that are overdue and action taken
 - asbestos checks
 - fire safety checks
 - legionella testing
 - any other health and safety compliance issues

- 62 The co-op will ensure that it receives a quarterly report in relation to repairs carried out on:
- satisfaction reported by our members
 - investigations where dissatisfaction has been expressed
- 63 The co-op will provide a summary of our repairs performance during the year to members in the co-op's annual report.

Risks to be avoided:

- An unfair repairs service where residents do not know what to expect or can't get repairs done
- Gas servicing or other health and safety issues are not dealt with properly or in accordance with legislation or regulations
- Unqualified people carrying out repairs and creating potential liabilities for the co-op
- There isn't a long term planned maintenance programme resulting in expensive response repairs costs