

## BELGRAVE NEIGHBOURHOOD CO-OPERATIVE HOUSING ASSOCIATION REPAIRS AND MAINTENANCE POLICY

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### *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
- 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 its service provider to operate its repairs procedure and authorises it to:
  - respond to member requests for repairs
  - call out repairs contractors to carry out repairs work to the levels of authority set out below
  - maintain the co-op's contractor list and have dialogue with contractors 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 Management Committee has designated a Repairs Officer to:
  - oversee the service provider's delivery of the repairs service
  - attend periodic meetings with the service provider to discuss delivery of the repairs service
  - act as a point of contact for the service provider 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 However, co-op members are responsible for the following:
  - cutting or replacing keys and replacing locks not due to wear and tear and replacement of locks due to loss of keys
  - sheds (unless brick sheds) and additional/lost keys to them
  - TV aerials in non-communal blocks
  - repairs to battery operated bells
  - replacement door chains, bolts, numbers, letterboxes and doorbells, toilet seats, plugs and chains and any additional tiling beyond standard on or around sinks, basins and baths, toilet roll holders, towel rails, tumble dryer outlets and cosmetics of internal doors, including rehangings 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 not supplied by the co-op and garden taps
  - blocked drains or pipes within the boundary of the house or where blockages are caused beyond the boundary by pouring of fat, grease, oil or other material
  - exposed pipework (boxing in)
  - maintaining and repairs to portable heating appliances
  - bleeding radiators and cleaning of extractor fans
  - any worktops not fitted by the co-op

- replacement fuses, plugs, lightbulbs and fluorescent tubes
- 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
- doorstops, draught excluders and weather strips
- internal decoration and coving
- minor cracks (except where damage is caused by subsidence or programmed works).

5 Where the co-op may have to carry out works relating to list in clause 4 above for health and safety reasons or in order to protect the property, the co-op will charge the cost of the repair to the member.

### Prioritising responsive repairs

6 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 standard.

Definition	Examples	Target
<b>Emergency repairs</b>		
Repairs which may result in harm to people or damage to property	<ul style="list-style-type: none"> <li>• electrical faults and dangerous fittings</li> <li>• burst water pipes</li> <li>• leaking roofs</li> </ul>	24 hours (or sooner in some cases)
<b>Urgent repairs</b>		
Repairs which could severely inconvenience residents if not addressed urgently.	<ul style="list-style-type: none"> <li>• faulty hall or bathroom lights</li> <li>• small water leaks</li> </ul>	5 working days
<b>Routine repairs</b>		
Repairs that can be deferred without causing serious inconvenience	<ul style="list-style-type: none"> <li>• broken bathroom tiles</li> <li>• doors coming off their hinges</li> </ul>	14 calendar days

- 7 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.
- 8 Members should report gas leaks or smell of gas fumes immediately directly to Cadent.
- 9 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.
- 10 As part of the prioritisation process, The service provider 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. 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

- 11 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
  - any electrical appliances that require annual testing provided by the co-op will be checked on an annual basis.

## Health and safety

- 12 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
- maintaining our asbestos register
- legionella inspections
- ensuring that contractors we use comply with our and their Health and Safety Policy.

## Planned and cyclical maintenance

- 13 The co-op will arrange periodic stock condition surveys of the co-op's homes to ensure that the co-op is able to plan for ongoing planned and cyclical maintenance of the co-op's homes. These surveys will ensure that the co-op's homes meet the Government's Decent Homes Standard.
- 14 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.
- 15 The co-op will develop a 30 year business plan that includes sufficient resources to cover future planned maintenance liabilities.

## Delivery of the repairs service

- 16 The co-op will periodically review the best way to provide a cost effective and high quality responsive repairs service.
- 17 The service provider will implement 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 Repairs Officer and the Management Committee
  - meet periodically with the Repairs Officer to discuss delivery of the repairs service.
- 18 The service provider 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 service provider will ensure that it is aware of repeat repairs and where appropriate will ask the contractor who carried out the previous works to attend again for no additional cost.
- 19 Members can report repairs during working hours to the service provider, in person, by phone or by email. The service provider will ensure that contractors allocated to carry out the work ring the tenant 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.

### Authorising repairs expenditure

- 20 The service provider 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 £500 or less** - no quotations necessary and can be approved by the service provider
  - **value £501 to £1,000** – can be approved by the Repairs Officer
  - **value £1,001 to £3,000** – at least two written quotations are required and can be approved by the Repairs Officer
  - **value £3,001 to 10,000** - three written quotations and will be approved by at least two committee members

- **value over £10,001** - formal tender arrangements will be required and works may only proceed with the approval of the Management Committee.

## Contractors

- 21 The Management Committee will agree a repairs contractor list to carry out responsive and other repairs and shall work with the service provider to ensure that there are sufficient contractors with the skills needed to carry out works required.
- 22 When a contractor is included on the contractor list, the service provider 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
  - provide their equality and diversity policy.
- 23 The service provider will ensure that the co-op receives the above information on an annual basis where information is updated on an annual basis, and that policies comply with equivalent co-op policies.
- 24 The service provider will ensure that the above information is obtained for contractors already on the contractor list who may not have provided the information previously.
- 25 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

- 26 Co-op members may carry out small repairs themselves where it is safe for them 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.

- 27 Members who wish to carry out their own repairs should notify the service provider in advance. The service provider will determine whether it is safe for the member to carry out the repair. Members who carry out repairs themselves will be required to accept liability for any loss or damage caused by their negligence.
- 28 If a member carries out repairs without seeking authorisation through the service provider, 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

- 29 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.
- 30 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 service provider will report the matter to the Repairs Officer and/or Complaints Officer who will determine what action should be taken.
- 31 Where the co-op incurs repairs call out costs in relation to a member reporting a repair that is not necessary or where the member does not enable access to the property at an agreed time to carry out a repair, the co-op will seek to also charge the member for the call out costs. The co-op will also seek to recover costs for emergency repairs where the repair is not considered to have been an emergency repair.



## Insurance repairs

- 32 The service provider 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 service provider will ensure that a crime reference number is obtained from the police where appropriate.
- 33 Except in the case of an emergency or where serious inconvenience is being caused, the service provider 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

- 34 The co-op will ensure that a satisfaction survey is carried out of affected members for all responsive and planned maintenance repairs carried out. The co-op will periodically review satisfaction statistics and information given by members in surveys. The co-op will ensure that expressions of dissatisfaction are investigated.
- 35 The co-op will ensure that at least 10% of works carried out are inspected by a qualified person after completion. Results of post inspections will be reported to the Repairs Officer.
- 36 The service provider 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
  - completion of annual gas services carried out, any services that are overdue and action taken.
- 37 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

38 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