



RESPONSIVE REPAIRS POLICY

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Authors Name(s)	Peter McHugh /Ralph Hall
Authors Job Title(s)	Responsive Repairs Manager/ Electrical Supervisor
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1. Introduction

- 1.1 This document sets out Rochdale Boroughwide Housing's policy for the responsive repairs service. The service is one of our most important functions as a landlord and we aim to deliver the service to a high standard which meets the needs of our tenants. The policy deals specifically with responsive repairs which can be defined as "works to rectify or maintain a component in the fabric of the home which is faulty or requires a repair for which the Landlord is responsible".
- 1.2 It is our aim to deliver an efficient, effective and value for money responsive repairs service that complies with all relevant legislative and regulatory requirements.
- 1.3 This policy covers all areas with regards to the maintenance and upkeep of RBH properties, excluding gas servicing and empty properties maintenance. It clarifies the landlord and tenant responsibilities under the tenancy agreement and the service standards customers can expect from RBH. Our intention is to deliver the service effectively and efficiently in order to optimise the financial resources available to invest in the service.

2. Objectives

- 2.1 RBH will provide a prompt and cost effective responsive repairs service which meets agreed service standards.
- 2.2 We will provide services which are easily accessible and at a time and in a way to suit our tenants and which delivers high standards of customer service.
- 2.3 We will comply with our legal responsibilities and with relevant regulations covering construction, asbestos, water hygiene, electrics, gas safety, fire safety and health and safety more generally.
- 2.4 We aim to deliver a value for money service by completing repairs on the first visit and adopting a right first time approach.
- 2.5 We aim to ensure that all of our tenants live in a safe and secure environment.

2.6 We will deliver a quality repairs and maintenance service and consider the needs of our customers and where appropriate tailor the service to meet the needs of vulnerable tenants.

(See page 10 for vulnerabilities statement)

2.7 We recognise the diversity of communities which we serve and shall ensure that all procedures and practices are fair, equitable and conducted in line with our mutual values.

3. Our Values

3.1 Our core values are the heart of the business and are the principles and standards that influence the way we work and behave. They create unity amongst employees and tenants promoting membership and commitment to working together to make a difference in our communities through the delivery of exceptional services that are innovative, forward thinking and mutually beneficial. They are:

- **Responsibility** – We take responsibility for, and answer for, our actions
- **Equity** – We carry on our business in a way that is fair and unbiased
- **Democracy** – We give our members a say in the way we run our business
- **Pioneering** – We will seek to be a leader in the way we meet challenges and seek solutions
- **Openness & Honesty** – We will share information, do what we say we will do and when we make a mistake we will own up to it
- **Caring** – We will listen and respond to the needs of our members, tenants and employees
- **Championing** – We will encourage members to take responsibility for our communities and work together to improve them.

4. Landlord / Tenant Responsibilities

4.1 As **landlords** we will take responsibility for the following list of repairs; unless any repairs are necessary as a result of damage caused by the tenant, his/her household visitors or because of neglect, deliberate or careless acts (see 5.2 of Tenancy Agreement)

Structure and Exterior of your Home:

- Chimneys
- External pipes
- Ceilings
- Walls
- Skirting boards
- Floors (but not floor coverings)
- Foundations
- Steps
- Other means of access.
- External doors and door frames
- Window frames
- Roofs
- Gutters and rainwater pipes
- Drainage
- Water services
- Hard Standing Driveways (where provided by RBH)
- Disabled adaptations (where provided by RBH – refer to page 10)

Gas, Water, Electricity and Internal Works

- Electrical fittings
- Gas services
- Central heating and hot water systems
- Internal doors
- Communal areas (e.g. lifts, stairs and decoration) in multi-occupied buildings
- External decoration (as part of planned maintenance)
- Safeguarding work e.g. Door entry systems.

4.2 As **Tenants** you are responsible for any repairs that are necessary as a result of damage caused by the tenant, his/her household visitors or because of neglect, deliberate or careless acts (see 5.2 of Tenancy Agreement)

4.3 You are also responsible for the following repairs; please note this list is not exhaustive. We may at our discretion carry out some of the below repairs at your request but you will be charged for the cost of these works.

- Rehanging internal doors
- Plumbing to washing machines, dishwasher and other such appliances
- Keeping sink wastes gullies clear (except communal gullies)
- Toilet seats, chains, pulls and handles
- Plugs and chains to sink, bath and wash hand basin
- Door bells, latches, knobs, handles, finger plates, chains and spy-holes where fitted by the customer
- Curtain battens, coat hooks and rails
- Kitchen units door catches, handles, hinges, shelving and drawers.
- Minor plaster cracks
- Garden paths and patios not provided by the landlord
- Sheds
- Electrical plugs, resetting circuit breakers and light bulbs (excluding sealed units)
- Smoke detectors and batteries which you have supplied and fitted
- Lost keys
- Adjustments to doors to clear floor coverings
- Washing line and posts (except where washing line is a communal facility)
- Gate catches and latches (excluding wrought iron gates)
- Fencing repairs (including the application of timber preservatives) if not provided previously by the Landlord
- External glazing, unless caused by a structural fault or vandalism if a crime reference is presented. If customers fail to undertake the glazing repair in a reasonable timescale, (routine repair 15 working days) or in an emergency situation, work may be done by the Landlord and charged to the customer.
- The removal of all floor covering prior to work starting and the reinstatement on completion of the work (includes laminated floor covering)
- Internal redecoration following completion of a responsive repair
- Responsibility for clearing rooms/cupboards/lofts prior to work being undertaken
- Responsibility for the removal of satellite dishes and burglar alarms, which have been fitted by the customer unless otherwise agreed by the landlord. Prior to the commencement of repair work and the reinstatement on completion of the work.
- Responsibility for the installation of television aerials, and all Digital TV cable installation subject to gaining appropriate approvals. (Excluding where this facility is supplied as part of a communal system)
- Any fixture or appliance supplied by the customer

5. Repairs Priorities

Emergency Repairs

- 5.1 Where there is an immediate danger to the health and safety of the occupant, or a serious risk of damage to the building, we will respond to these repairs within 2 hours and aim to complete works within 24 hours where possible. Examples are listed below.

Examples for 2 Hour Emergency Response

- Total loss of power
- Total Blockage of your only toilet
- Insecure windows and doors
- water leaks causing structural damage
- Dangerous structures

Examples of 24 Hour Urgent Repair

- Leaking radiator (dependent upon severity of the leak this may not be deemed as urgent)
- Total loss of water
- Fire alarm or smoke detector failure
- Total loss or significant partial loss of heating and/or hot water(October31st-May1st)
- Major sewerage blockage
- Lift failure
- A total loss of communal lighting

- 5.2 In circumstances where a customer has been found to have caused damage to their home they shall be required to make good the damage or RBH will undertake the work on their behalf and recharge for these works.

Routine Repairs 15 Working Days

- 5.3 Routine repairs are non urgent work where the repair does not cause immediate inconvenience or pose any danger to the occupants or the public. We will complete routine repairs within 15 working days of being reported or by agreement with the tenant if outside this time frame. Any right to repair works will be completed within the statutory time frames. Full details of the Right to Repair can be found within RBH's Customer Feedback policy.

Examples of Routine Repairs

- Partial loss of electrical power **
- Partial loss of water supply **
- Blocked sink, bath or basin that a customer has been unable to unblock themselves **
- Taps that cannot be turned on/off **
- A leaking roof ***
- Faulty door entry system ***
- Replacement floor tiles and floorboards
- Broken wall tiles
- Gate repairs
- Minor plastering
- Replacement boiler
- Door entry phone not working ***
- Mechanical extractor fan in kitchen or bathroom not working ***
- A loose or detached banister or handrail **

Under right to repair timeframes the above items marked** will be completed within three working days and *** in seven working days

Out of Hours Emergency Repairs Service

- 5.4 RBH operates an emergency repairs service in the evenings, at weekends and during public holidays. This service is available from 5.00pm to 8.00am every weekday and operates from 5.00pm on Friday evening to 8.00am on Monday morning. The service is available 24 hours a day to cover public holidays and office closures.

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5.5 The out of hours' service is designed to deliver a "make safe" response where there is an immediate danger to the health and safety of the occupant, or a serious risk of damage to the building.

Batched Repairs within 12 months

5.6 Planned Repairs and batched programmed work shall not be considered a responsive repair. These works would typically be of a non-urgent nature and can involve the replacement of items such as a bathroom or kitchen, external brickwork or plastering.

5.7 RBH will contact the tenant to notify them when the works are due to take place. If there are no immediate plans for the work to be undertaken then RBH will keep a record of the desired works and incorporate it into future programmes and keep the customer informed accordingly.

Examples of Batched / Planned work

- Guttering and rain water pipe repairs
- Replacement kitchen units
- Replacement bathroom fittings
- Brickwork repairs
- Replace windows
- Major plastering work
- External wall repairs
- Pathway repairs
- Repairs to garages or outbuildings
- Floor repairs or replacement
- Replace doors or frames
- Fencing and gate renewals

6. Vulnerabilities and Special Circumstances

6.1 It is our policy to use discretion in cases of identified vulnerability such as frailty or illness or any other identified needs. RBH will use data collected from its Customer Relationship Management (CRM) system to ensure we have accurate and up to date customer profiling information to assist in identifying vulnerabilities. We would also ask tenants to make RBH aware of issues or considerations to be taken into account which could influence decisions taken in relation to the repairs service that they receive.

We will develop business rules to ensure the needs of vulnerable tenants are addressed and the repairs service shall be tailored to meet their needs when necessary to do so.

Adaptations

- 6.2 Minor adaptations such as handrails/grab rails/step alterations etc. can be fitted through Adult Care Services. Lever taps can be fitted by request and assessment by the Home Improvements Agency. Major adaptation works such as ramps and bathroom alterations will only be considered if no other suitable accommodation is available to meet the individual's needs. In which case, self referral to Adult Care for assessment will be required. Other minor adaptation may be considered and carried out by utilisation of the handy person's scheme.

7. Condition of your Home

- 7.1 RBH shall ensure we maintain properties to an acceptable standard. In return we expect tenants to keep the inside of their homes clean and in good condition and keep gardens and communal areas clean and tidy. Where the home is deemed unfit a repairs team member reserves the right to refuse to carry out a repair.

8. Right to Repair

- 8.1 In accordance with the Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994, RBH operates a Right to Repair Scheme which enables tenants to have qualifying repairs carried out at the landlord's expense and to receive compensation from their landlords if qualifying repairs are not carried out within a prescribed period. (Full details of the Right to Repair can be found at <https://www.gov.uk/government/topics/housing>)
- 8.2 The Right to Repair does not apply in the following circumstances:
- The customer has told RBH that they no longer want the qualifying repair to be carried out;
 - Where the customer fails to provide details for the contractor to gain access to their home;
 - Access for an inspection or repair to be carried out has not been provided;
 - Non-qualifying repairs;
 - Where the contractor needs to order special parts to complete the repair;
 - Where severe weather conditions prevent the contractor from completing the repair the prescribed period is suspended;
 - Leaseholder properties.

9. Alterations

- 9.1 You must not make any structural or building alterations, adaptations, or improvements to your home without our prior written permission;
- 9.2 You must not fit a satellite dish or any similar form of electrical apparatus to your home without our written permission. You must make good any damage caused to your homes by fitting a satellite dish or similar electrical apparatus;
- 9.3 You must not, without our written permission, make any changes to or additions to the installations for heating space and/or water, or for the supply of water, gas, electricity and for sanitation;
- 9.4 All work carried out to your home must be carried out by a qualified and competent contractor, for example a Gas Safe registered gas engineer and NICEIC approved electrical contractor.
If we give our written permission for structural changes, you may still need to get planning permission and must comply with relevant building regulations;
- 9.5 We will give you a right to make improvements and receive compensation for them on leaving your home. You can obtain details of these rights and our policies from the Head of Risk and Compliance Tel: 01706 273775.

10. Reporting Repairs

- 10.1 Customers can report repairs in any of the following ways:-
- Free phone 0800 027 7769 or 01706 274100 to contact the service during office hours, or for the emergency out of hours service.
 - **Online:** Via RBH website www.rbh.org.uk
 - **E-mail:** rbh.repairs@rbh.org.uk
 - **Text Message: 07786 202 400** text 'repair' followed by your address and message

- 10.2 Where false or misleading information is given by the customer then RBH will consider any damage that has been caused by the tenant, his/her household or visitor and will charge for any repairs undertaken. See appendix A section chargeable Repairs.

11. Code of Conduct

- 11.1 RBH operates a code of conduct for our own repair team members and external contractors who carry out repairs on our behalf. It is our aim to provide the highest standards of customer care and to ensure that all customers are treated with respect. Equally we expect all team members and contractors to be treated with respect by customers. We take seriously any action by customers who harass or threaten to harass or use or threaten violence towards RBH team members or contractors working on our behalf. We will always take action to protect our team members where such circumstances arise and in extreme cases this may involve police action or other legal action such as an injunction.

12. Equality and Diversity

- 12.1 We are committed to eliminating all forms of discrimination against customers. We will design and deliver the RBH repairs service to remove barriers and meet individual requirements of customers. An equalities impact assessment has been undertaken and we will take into consideration and seek to address any further equality and diversity issues which are identified as part of the formal review process.

13. Insurance

- 13.1 As a Landlord we are only responsible for insuring the bricks and mortar to your home and to cover any Landlord Repairing Obligations. We strongly recommend that you take out contents insurance for your belongings in your home. RBH can offer a competitive home contents insurance service which includes cover for accidental damage and tenants liability, for more details contact RBH on Free phone 0800 027 7769 or 01706 274100.

14. Monitoring and Review

14.1 Monitoring of the operational delivery of this policy will include:

- Production of weekly and monthly performance reports to enable managers to monitor progress against agreed targets and to effectively manage associated budgets.
- Performance reports to the Senior Management Team.

14.2 RBH will invite tenants to engage in the monitoring and reviewing of its Responsive Repairs Policy by the Homes Panel and through ongoing tenant consultation and satisfaction surveys.

14.3 All RBH strategies, policies and procedures are reviewed on a regular basis in order to ensure that they are 'fit for purpose' and comply with all relevant legislation and statutory regulations.

14.4 This policy, including any other related procedures will be reviewed annually by the Head of Customer Experience in order to ensure its continued appropriateness and formally reviewed and submitted to EMT for approval every three years.

Appendix A

Estimated costs to be charged to customers for completing repairs for which the tenant is responsible.

Where RBH undertakes works for which customers are responsible then the costs of the works shall be charged back to the customer. If works are undertaken out of hours then an additional call out fee shall be added to bill and charged to the customer.

The list below is for illustrative purposes only; we will provide an estimate for a repair. However actual costs may vary depending upon the extent of work which is undertaken.

Trade	Description	RBH estimated chargeable costs including VAT
all trades	callout standing charge	£39
CH	remove and refix radiator	£74
CH	drain down CH system after leak	£42.
CH	renew section of CH pipework	£76
CH	cap gas supply after gas leak	£57
EL	check/make safe electrics after leak	£65
EL	renew light fitting	£44
EL	replace hard-wired smoke alarm	£137
EL	replace faulty broken/socket	£44
EL	repair electric fault to light + sockets	£87
EL	supply temp connection to electrics	£56
EL	supply and fit new 16w 2d lamp	£44
EL	no power to light or sockets repair	£83
JR	internal door	£156
JR	internal fire door	£270
JR	internal door ease and adjust	£67
JR	Renew set of lever handles	£47
JR	Internal door casing repair	£63
JR	Internal door frame renewal	£157
JR	External hardwood door	£754
JR	External composite door	£868
JR	External composite door Fire rated	£1,338
JR	front door arched head frame	£1,106
JR	Back door standard frame	£866

JR	Bath panel side or end Inc. framing	£89
JR	Kitchen - sink top and base unit	£435
JR	Kitchen Base Unit	£163
JR	Kitchen wall unit	£111
JR	Re-glaze single pane	£94
JR	Re-glaze double glazed	£114
JR	board up any window or door	£76
JR	gain access and change one lock	£92
JR	supply and fit mortice lock	£86
JR	supply and fit Yale cylinder barrel only	£53
JR	gain access garage door fit lock	£117
JR	gain access + renew padlock	£78
JR	repair any door lock excluding PDS	£58
JR	board up any window or door on c/out	£97
JR	supply and fit new night latch comp	£91
JR	repair PDS multi-point lock	£63
PB	supply and fit new bath	£586
PB	Wash basin Inc. pedestal	£268
PB	WC pan and cistern close coupled	£387
PB	Toilet seat	£70
PB	WC cistern	£134
PB	Kitchen - sink top only	£236
PB	repair burst/nailed pipe	£88
PB	clear blocked W.C	£61
PB	supply and fit new w.c. pan only	£159
PB	blocked bath	£46
PB	blocked sink w/h/basin	£41
PB	blocked shower	£80
PB	cistern not flushing	£85
PB	drain down domestic water supply	£50