



Responsive Repairs Policy

Ref: 201

1. Policy Aim

Repairs and Maintenance is one of the most important services offered to tenants. It is also a key service by which tenants judge the overall service delivery of The Pioneer Group as their landlord. Delivery of a high quality repairs service is therefore of high importance to us in maintaining good relations, satisfaction and reputation with tenants.

2. Scope

- 2.1 This Policy relates to tenants, leaseholders, and the occupants of buildings, owned, leased, or managed by The Pioneer Group

3. Related Documentation

- Tenants Handbook
- Repairs Handbook
- Tenancy Agreement
- Rechargeable Repairs Policy
- Estate management policy
- Asbestos Policy
- Contractor Management Policy
- Gas Safety Policy
- Electrical Safety Policy
- Planned, Cyclical and Major Investment Policy
- Equipment and Adaptations Policy
- Leasehold Management Policy
- Health and Safety Management Policy
- Health and Safety Executive (HSE)- Electrical Safety at Work Guidance Document.

4. Compliance

- The Housing Act 2004
- The Landlord and Tenant act 1985
- Defective Premises Act 1972
- Environmental Protection Act 1999
- Health and Safety at Work Act 1974
- The Gas Safety (Installation and Use) Regulations 1998
- Construction (Design and Management) Regulations 2018
- RSH Home Standard 2015
- Leasehold Reform Act 2002
- Building Regulations, 2010 plus 2013 amendments
- Electrical Equipment (safety) Regulations 1994
- Electricity at work Regulations 1989
- The provision of use of Work Equipment Regulations 1998
- Management of Health and Safety at Work Regulations 1999
- Regulatory Reform Fire Safety Order 2005

5. Background/Context

- 5.1 The Pioneer Group's objective is to deliver a responsive and cost effective repairs service sensitive to the needs of tenants, ensuring that legal and statutory obligations are met. Our aim is to provide tenants with an efficient day to day repairs service that is responsive to their needs.

5.2 As a social landlord The Pioneer Group will make sure that homes comply with the Decent Homes Standard, are maintained in a good state of repair and structurally sound and weather tight, with hot water and heating.

5.3 As a landlord we are legally obliged to keep our properties in a decent state of repair. The key legislation relating to this obligation is as follows:

Landlord and Tenant Act 1985: This Act imposes on landlords an obligation to carry out basic repairs, including the structure and exterior of the property and installations for the supply of water, gas and electricity, and for sanitation and space heating and heating water. There is also an implied covenant to maintain the property in good order.

Defective Premises Act 1972: Section 4 of this Act places a duty on the landlord to take reasonable care to ensure that anyone who might be expected to be affected by defects in the property is reasonably safe from injury or damage to their property.

Environmental Protection Act 1990: This Act makes provision for the control of premises which are considered to be prejudicial to health or a nuisance. This legislation means The Pioneer Group may become liable for damages and compensation to tenants and their families who suffer as a result of failure to maintain properties so as not to be prejudicial to health or a nuisance.

6. Policy Detail

6.1 The Pioneer Group's General Repair responsibilities

6.1.1 We will keep in good repair the structure and exterior of the property and its fixtures.

6.1.2 We will keep in good repair and proper working order all installations for the supply of water, gas and electricity, for sanitation and for space and water heating.

6.1.3 In the case of flats and maisonettes, we will maintain all entrances, halls, stairways, passageways, rubbish chutes, lighting, door entry systems and other parts provided for common use.

6.1.4 We will develop and maintain a strategy to make sure that we have funds in place to carry out future major repairs programme in line with commitments in the Associations 30 year Business Plan.

6.1.5 Damp and mould cases are to be managed on a case by case basis. Thorough inspections will be carried out in properties. Day to day contractors will be instructed to carry out necessary repairs to manage damp & mould. Dependant on severity, damp specialists will be called upon to carry out an in depth survey and carry out the recommended works.

6.2 Reactive Repairs

6.2.1 Repairs can be reported by telephone, or in person to any member of staff during normal office hours or by letter or the Pioneer Group's website (www.pioneergroup.org.uk).

6.2.2 We will operate an out of office hour's emergency service every day of the year. This service will be publicised and easily accessed by tenants.

6.2.3 We will operate an appointment system offering customers a service that best meets their needs.

6.2.4 We will categorise reported repairs according to the level and nature of urgency and response required, applying a consistent approach to categorisation and ensure the internal repairs team are appropriately trained to achieve this.

Repairs will be categorised as follows:

Emergency Repairs

An emergency repair is defined as something which presents a danger to the health and or safety of the properties occupants, visitors, staff or contractors and or serious damage to the property.

For Example but not limited to:

- Insecure properties
- Hazardous premises, structural failure and serious roof leaks
- Gas escapes
- Total loss of light or power
- Sole toilet facility not working
- Loss of Heating in cold weather or where the tenant is elderly, disabled or chronically sick, or has children under 5 years old
- Severe uncontrollable water leak
- Loss of hot water if the resident has young children or is vulnerable

Non Emergency / Appointed Repairs

A repair that requires attention but does not present an emergency response requirement. These will be designated an appropriately suitable appointment dependant on the nature of the repair. More urgent repairs will take priority over more routine maintenance requirements.

An urgent repair can be defined as:-

- Minor leaks which are containable
- Loss of hot water
- Faulty electrical fittings
- Partial loss of water or gas supply
- Door entry phone not working
- Damp and mould

All other repairs will be appointed at the convenience of the customer and will relate to works such as:-

Routine Repairs can be defined as:-

- Exterior repairs to walls
- Repair or replacement of individual kitchen units
- Repair or replacement of door or window fittings which are still safe and secure
- Plaster repairs
- Wall and floor tile replacement
- Minor roof repairs
- Repair and cleaning of gutters and rainwater pipes.
- Minor plumbing work or tap replacement

Cyclical repairs will be carried out on a more planned approach that will enable The Pioneer Group to amalgamate or plan more strategically the replacements or repairs.

Cyclical Repairs can be defined as:-

- Fencing replacement
- Misted double glazed units
- Paving and hard standing repairs that don't present a trip hazard
- Works requiring specialist materials or labour.

| CATEGORY | RESPONSE TIME |
|-------------------|--|
| Emergency Repairs | Attend and make safe within 4 hours |
| Appointed Orders | To be completed within an average of 7 days of reporting |
| Cyclical Repairs | 12 Months from the date of report |

6.3 Tenants Responsibilities

- 6.3.1 Tenants are required to report repairs to us as soon as they have become aware of the item of disrepair.
- 6.3.2 Tenants in general are responsible for carrying out any repairs that are caused by accidental damage, misuse or neglect. The rechargeable Repairs Policy Ref. 202 sets out the detail and circumstances of recharges being applied.
- 6.3.3 Tenants are expected to repair or replace small items around the home. This includes plugs and chains to sinks, cupboard catches or internal door handles. Where the tenant is elderly, disabled or has other special needs we would consider providing assistance in respect of these and other items.

6.4 Inspection Programmes

- 6.4.1 Our Contract Managers will carry out inspections by appointment prior to issuing repairs to a contractor where the repair has a high-cost implication or is of a complex nature. Industry best practice sets out that there is not an over reliance on technical officers, or inappropriate delays in the delivery of the service.
- 6.4.2 To ensure quality and cost in terms of value for money of the repairs service, our Contract Officers will carry out a minimum of 10% post repair inspections.

In addition our Contract Officers will carry out 100% inspections where:

- A formal complaint or compensation claim has been logged
- A completed repair incurs a cost in excess of £500
- A repair is out of scope of PPP/Inclusion arrangements

- 6.4. We will carry out diagnosis of repairs trends and also planned inspections from time to time to ascertain the condition of properties and to help us plan for future programmes of works.

7. Performance Monitoring and Reporting

- 7.1 We will maintain internal information systems (the Orchard housing management system) which are based around ensuring effective monitoring, control and reporting of repairs and maintenance activities. Comprehensive records of all repairs and maintenance work shall be held in the Orchard Housing management system, so as to ensure transparency in the way work has been carried out and authorised.

- 7.2 We will monitor repairs and maintenance performance using both regulatory and local performance indicators as follows:
- The average number of days taken to complete a repair
 - Overall Satisfaction with the repairs and maintenance service
 - The number of appointments made and kept
 - Satisfaction with the contractor delivering the service
 - The volume of pre and post inspections carried out
 - Expenditure against budget
- 7.3 In addition to monitoring the suite of contracted KPI's contract management will include:
- Monthly performance review meetings
 - Quarterly performance review meetings
 - Annual performance review meetings
- 7.4 Monthly (or as requested) performance, financial monitoring and statistical reports will be presented to:
- The Executive Leadership Team
 - Operational Board
 - Strategic Board
 - Scrutiny Committee

The structure and content of these reports shall be reviewed periodically to ensure the Group Boards and Executive team members are able to make informed strategic decisions.

8. Roles and Responsibilities

Strategic responsibility for implementation of this policy rests with the Director of Development and Asset Management.

The Head of Asset Management is responsible for implementing the policy and in conjunction with the Contract Manager (Responsive & Cyclical) will be responsible for ensuring that continued management meets the requirements of all relevant legislation.

9. Data Protection Statement

The Pioneer Group manages all of the data referred to in this policy in accordance with the GDPR Regulations 2018. For more information on how The Pioneer Group handles information please see;

- Access to Your Information Leaflet (www.pioneergroup.org.uk)
- Data Protection Policy (www.pioneergroup.org.uk)