



**Policy:** **Responsive Repairs Policy**

**Approved by:** **BHA Board**

**Date Approved:** 21 March 2023

**Frequency of review:** **Every 3 years**

#### **POLICY STATEMENT:**

Broadland Housing Group is committed to providing an efficient, effective and appropriate Responsive Repairs service which delivers a high-quality service to all its customers and meets legal and regulatory obligations, which will be subject to ongoing review.

#### **SCOPE:**

- Deliver an efficient, effective and value for money responsive repairs service that meets the needs of our customers
- Comply with all relevant legislative and regulatory requirements and meet our contractual obligations
- Ensure that all customers live in a safe and secure environment
- Provide a prompt and cost-effective responsive repairs service that our customers value, consistently delivering to our customer & company service standards.
- Provide services which are easily accessible at a time and in a way to suit our customers and which deliver high standards of customer care
- Ensure customers are aware of their responsibilities for minor repairs and tenancy obligations
- Work in partnership with our customers to continuously drive service improvement.

*(BHG Responsive Repairs Procedure gives a detailed account of how this Policy will be implemented.)*

#### **KEY STAFF RESPONSIBILITIES:**

##### **Leadership Group, Board**

Board & Leadership Group are responsible for approving the Policy, and monitoring its Implementation. Performance information is available to Board and Leadership on a regular basis and discussed at monthly performance meetings to provide assurance.

**Senior Managers**

Ensuring that the Board's decisions are implemented in accordance with legislative and regulatory requirements and any non-compliance is reported

**Staff**

Ensure that the policy and procedures are followed.

**Key Staff Roles**

All staff are responsible for implementing the policy and procedure and ensuring that all repairs are carried out within the allocated timescales. Further information can be found in the Responsive Repairs Procedure.

**DEFINITIONS:**

For this policy, the following definitions apply:

Repair - The process of rectifying a component or installation in a Broadland owned and/or managed property for which it is responsible when it is faulty or in a state of disrepair.

Maintenance - The upkeep of components or installations in a Broadland owned and/or managed property for which it is responsible.

**RELVANT KEY LEGISLATION AND RELATED DOCUMENTS: (not limited to)**

<b>Legislation</b>	<b>Documents</b>
Control of Asbestos Regulations 2006	Corporate Strategy
Electrical Safety Regulations 18 <sup>th</sup> Edition (IBS7671 Wiring Regulations)	Asset Management Strategy
RSH Regulatory Standards	Electrical Policy
Management of Health and Safety at Work Regulations 1999	Responsive Repairs Policy & Procedure
Health and Safety at Work Act 1974	Gas Policy
Management of Health and Safety at Work Regulations 1999	Complaints Policy
Housing Health and Safety Rating System 2006	Compensation Policy
Decent Homes Standard	Tenancy Agreement
Landlord and Tenant Act 1985	Recharge Policy
Gas Safety (Installation and Use) Regulations 1998	Asbestos Policy & Procedure
Building Regulations Act 1984	Aids & Adaptations Policy & Procedure
HCA's Home Standard	Homes for Cathy Commitments
HCA – The Regulatory Framework for Social Housing in England from April 2012	Resident Involvement Strategy
Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994	Allocations Policy
Leasehold Reform Act	Mutual Exchange Policy
	Safeguarding Policy
	Domestic Abuse Policy

## **EIA – EQUALITY IMPACT ASSESSMENT:**

An Equality Impact Assessment has been completed to consider the positive and negative impacts this Policy may have on people with protected characteristics under the Equality Act 2010.

## **DATA PROTECTION:**

This policy (and associated procedures) requires a Privacy Impact Assessment (PIA) and one was completed on 03 March 2023 and appropriate risk mitigations implemented. Please refer to the Tenant and Employee Privacy Notices, and the Data Protection Policy and Procedures, for details on Broadland's use, security, sharing and retention of personal data.

## **IMPORTANT PRINCIPLES:**

- This policy will apply to all buildings in BHA's full ownership and to all individuals employed and/or engaged by BHA. It covers all aspects of the responsive repair service delivered by BHA and its partners, contractors, or other agencies at times.
- BHA to ensure homes are safe and secure, we will carry out regulatory checks such as electrical, gas and fire.
- To provide a reactive maintenance service and undertake repairs works in a professional and cost-effective manner.
- To provide a flexible, convenient customer-oriented repairs service that gives priority to the safety and comfort of customers.
- To ensure repairs are carried out in accordance with our published timeframes.
- Provide customers with clear information on who is responsible for repairs.
- Have procedures that are consistently applied across the service.
- Undertake repairs of properties in accordance with BHA's responsive repair procedure, standard and meets statutory responsibilities.
- Keep customers informed of repairs status.
- Ensure that communication with customers is in an easy-ready format.
- To repair and maintain BHA's homes to not less than the Decent Homes Standard.
- To measure and monitor customer satisfaction and make use of the information to continuously improve services.
- To ensure effective systems are in place to monitor performance in relation to maintenance and repair activities and services. These shall underpin the framework for achieving desired levels of work quality and customer service and satisfaction.
- Identify situations where vulnerable tenants may require support with repairs.
- Meet our repairs targets with a 'Right First Time' approach.