



Procedure: Responsive Repairs Procedure

Approved by: Leadership Group

**Date
Approved:** 07 March 2023

**Frequency of
review:** Every 3 years

1. PURPOSE

Broadland Housing Group is committed to providing an efficient, effective and appropriate responsive repairs and maintenance service which delivers a high-quality service to all its tenants and meets legal and regulatory obligations.

The purpose of this procedure is to:

- 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 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 contractual obligations.
- keep in repair the structure and exterior of our property and its fixtures.
- keep in repair and proper working order all installations for the supply of water, gas and electricity, for sanitation and heating.
- maintain all entrances, halls, lifts, stairways, passageways, rubbish chutes, lighting, door entry systems and other parts provided for common use; ensure that all fire protection systems and fighting equipment are adequate, regularly inspected and serviced.
- work in partnership with our customers to continuously drive service improvement
- agree ways in which we can improve the value for money of the service, including the delivery of more planned and programmed work to manage the demand for responsive repairs.

Please also refer to the Responsive Repair Policy for Scope,

2. KEY STAFF RESPONSIBILITIES

Leadership Group, Board

Leadership Group are responsible for setting overall the Policy, and monitoring its implementation, Monthly reports of noncompliance to be reviewed and works actioned. The Chief Executive retains the overall responsibility for the implementation of this policy.

Senior Managers

Ensuring that the Board's decisions are implemented in accordance with legislative and regulatory requirements.

Staff

Ensure that Policy decision and procedures are followed. Any query from the tenants are dealt with in a timely manner.

Key Staff Roles

BHA employs Operatives who have specific roles in dealing with responsive repairs. There is also oversight by Team leaders, Technical managers and Local Delivery Managers.

3. DEFINITIONS

For the purpose of this policy, the following definitions apply:

BHA – Broadland Housing Association

BBS – Broadland Business Systems

H&S – Health and Safety

EIA – Equality Impact Assessment

PIA – Privacy Impact Assessment

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.

4. RELATED DOCUMENTS

- Control of Asbestos Regulations 2006
- Electrical Safety Regulations 18th Edition (IBS7671 Wiring Regulations)
- RSH Regulatory Standards
- Management of Health and Safety at Work Regulations 1999
- Health and Safety at Work Act 1974
- Management of Health and Safety at Work Regulations 1999
- Housing Health and Safety Rating System 2006
- Decent Homes Standard
- Landlord and Tenant Act 1985
- Gas Safety (Installation and Use) Regulations 1998
- Building Regulations Act 1984
- HCA's Home Standard
- HCA – The Regulatory Framework for Social Housing in England from April 2012
- Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994
- Leasehold Reform Act
- Corporate Strategy
- Asset Management Strategy

- Electrical Policy
- Responsive Repairs Policy & Procedure
- Gas Policy
- Complaints Policy
- Compensation Policy
- Tenancy Agreement
- Recharge Policy
- Asbestos Policy & Procedure
- Aids & Adaptations Policy & Procedure
- Homes for Cathy Commitments
- Resident Involvement Strategy
- Allocations Policy
- Mutual Exchange Policy
- Safeguarding Policy

5. OVERVIEW

Deciding responsibility for the repair

Repairs which are BHA's responsibility usually include:

- Heating and hot water;
- Electrical wiring, sockets and light fittings;
- Plumbing;
- Roofs, outside walls, windows and doors;
- Drains and gutters;
- Inside walls, floors, ceilings and doors;
- Kitchen units
- Boundary marking
- Baths, basins and toilets.

Customer Responsibilities

Repairs which are a customer's responsibility will be determined by the individual tenancy agreement. However, they usually include:

- Damage caused by the customer, a family member or a visitor to the property whether accidentally or intentionally
- Decorations inside and replacing light bulbs
- Door handles and latches inside
- Replacing keys and locks if they have lost their key or it has broken in the lock;
- Clearing blockages to sinks and basins if they have caused the blockage
- TV aerials (unless it is a shared aerial we have provided), phone lines, satellite and cable TV, and broadband.
- Fencing between properties
- Sheds

We will only undertake repairs which are not our responsibility in a limited number of circumstances, which include:

- Emergency situations, health and safety is our prime concern; we will establish responsibility and arrange any appropriate recharges afterwards
- Where the damage is posing a health and safety risk to customers or members of

the public

- Repairs which are the customer's responsibility, when the customer has permanently left the property or has refused to do the work
- Situations where the repair is necessary to avoid further damage to the property or any other properties
- Where a reasonable adjustment may be required because the customer has a protected characteristic or a safeguarding concern.

See Tenants Recharge Policy and Procedure for details on recharges.

Insurance

Broadland Housing will ensure the structures of our properties are insured.

Customers are responsible for any insurance cover for their furniture and belongings and for any insurance to cover them in case they cause damage to their neighbour's property, fire, theft, vandalism or water damage such as burst pipes.

Prioritisation of Repairs

All customers should contact us to report a repair which is our responsibility. Customers can report repairs to us in many ways, including: in person, over the telephone, through our website or self-service portal, by text message, email, letter. Repairs to communal areas will be reported and treated in the same way as repairs to customers' homes.

When a customer contacts us to report a repair, we will:

- Identify whose responsibility it is to carry out the repair
- Identify whether the customer requires a reasonable adjustment and which repair category should be allocated to the job due to the tenant's disability or protected characteristic
- Tell the customer whether it will be dealt with as an emergency, urgent or routine repair
- Identify if there is any upcoming planned work or if their liability period agreement, in which case the original contractor will be contacted
- Confirm the appointment with the customer using their preferred method of communication

However, where customers raise out-of-hours emergency repairs, we will arrange for immediate action to address the defect but will not carry out all of the above steps.

Customers can request emergency out-of-hours repairs. However, routine and urgent jobs will not be raised during out-of-hours other than through the website or Tenants Online..

The types of repair are split into eight categories (depending upon the urgency of the work), which each have a target timescale that we aim to achieve:

emergency – 4 hours

emergency – 24 hours

Urgent – 5 working days

Category A – 30 Days

Category B – 60 Days

Category C – 90 Days

Category D – 120 Days

Category E – 365 Days

The below lists provide examples of which category of response time different types of repair will usually be assigned. However, in all cases, the officer arranging the repair will use their discretion and consider factors such as whether the defect is posing an immediate health and safety risk or whether the customers requires a reasonable adjustment

Emergency repairs – within 4 hours

Emergency repairs are those that pose an immediate risk to a customer's health and safety or security, or if left incomplete, may cause immediate damage to the home.

Emergency repairs include, but are not limited to:

- fire or flood
- gas leaks
- overflowing sewage in the customers home
- heating system failure in adverse weather
- a socket or switch which is dangerously faulty
- exposed or loose electrical wires
- blocked toilet if it is the only one
- leaking soil stack pipe
- a water leak that cannot be contained inside a property
- a loss of power and/or lighting to all of the property
- checking electrics after flooding/ water penetration
- forced entry and replacement of lock where a person is locked out or inside the property (which will be recharged unless a crime reference number is provided)
- re-securing doors where the property is not secure

Once the problem has been made safe, the emergency repair job will be closed and if more work is needed, a new repair job will be opened immediately.

We aim to be clear about what will happen if a second visit is needed. Where possible, the second repair job will be scheduled while the operative is still in the home to give the customer the date and time of the next appointment. For out-of-hour emergencies, the customer will be contacted within five working days.

Emergency repairs – within 24 hours

Emergency repairs are that are inconvenient, affect the comfort of the customer and which, if left incomplete, may cause damage to the home. Urgent repairs include but are not limited to:

- loss of heating or hot water (emergency temporary heating units will be provided in the interim during cold periods)
- repair/ replacement of defective locks to external doors
- loss of lighting
- defective smoke or carbon monoxide alarms that are permanently wired in
- rotten timber floor boards or stair tread (make safe)
- internal leaks that can be controlled using a bucket or bowl
- partial loss of water supply or a continuous overflow
- toilet not flushing or a loose, cracked or broken WC toilet seat, sink, bath or wash hand basin

- taps which will not turn off
- rain penetration from roof or guttering into property
- badly cracked glass
- broken or damaged banister rails
- Additional security measures for a victim of Domestic Abuse.

Urgent repairs – within 5 working days

Urgent repairs include but are not limited to:

- repairs to immersion heaters
- flooring/floor covering is damaged/uneven and is dangerous
- heating system failure: temporary heaters delivered on first visit; additional works required
- A drainage cover is loose or damaged (urgent)

Routine repairs (Category A) – within 30 working days

Routine repairs for Category A include but are not limited to:

- unsafe brickwork
- drain is blocked/running slowly
- the light is faulty (background lighting available)
- hand/stair rail or banister loose/damaged (manageable risk)
- the door or window is insecure (manageable risk)
- bath/shower cannot be used (manageable risk – other washing facilities available)
- the electric shower cannot be used (other washing facilities available)
- the seat in the shower is damaged (manageable)
- the shower rail is loose (manageable)
- the TV aerial is faulty
- the communal washing line is damaged
- there is damp or mould in the property
- containable leak (not tap related)
- multiple radiators are not working
- the seal around the bath is damaged
- the shower door is damaged
- toilet is loose/damaged (manageable)
- rubbish needs cleaning
- adaptations equipment repairs i.e. stairlifts, bathing aids

Routine repairs (Category B) – within 60 days

Routine repairs for Category B include but are not limited to:

- heating system failure in favourable weather conditions (excludes reported faults between October to April)
- windows need repair
- the extractor fan is faulty
- the garage roof is leaking
- tap is loose/dripping/seized
- the storage heater is faulty
- radiator is loose/damaged/not working

Routine repairs (Category C) – within 90 days

Routine repairs for Category C include but are not limited to:

- brickwork is loose/damaged
- the garage door is damaged
- gutter/fascia is loose/damaged
- the loft insulation is damaged
- heating airlocks/power flushing
- door frame loose/damaged (manageable)
- external door needs repair (manageable)
- bath/shower tray needs repair (manageable)
- the basin or sink is faulty (manageable)
- door lock repair/replacement (manageable risk)

Routine repairs (Category D) – within 120 days

Routine repairs for Category A include but are not limited to:

- kitchen cupboard door is damaged
- kitchen plinth is damaged
- wall/base unit needs repair/replacement
- worktop is damaged
- the shower is is faulty (customer have other bathing facilities)
- meter cupboard door/box need repair/replacement
- wall/ceiling need repair
- the thermostat is faulty (manageable risk)
- wall tiles loose/damaged
- pipework needs repair (non-urgent)
- flooring/floor covering is damaged/uneven (manageable risk)

Routine repairs (Category E) – within 365 days

Routine repairs for Category E include but are not limited to:

- internal door needs repairing
- bath panel is damaged
- boxed in area needs repair/replacement
- skirting/architrave damaged/loose
- a bollard or parking post is damaged
- gate/fencing needs repair/replacement
- the radiator is rusty
- painting works
- fascias, soffits and bargeboard repairs
- misted glass in door or window

In certain situations, different timescales apply will apply. These include:

works which immediately affect health and safety must be assigned a higher priority – we take health and safety extremely seriously and will take the necessary action to reduce risks.

Where the repair has been prioritised as the customer requires a reasonable adjustment (see below)

- asbestos removal
- extensive internal damage
- extensive external damage
- structural damage preventing occupation
- major infestations and specialist cleans
- properties not achieving the Decent Homes Standard.

Where one of these situations applies, we will ensure that the customer is fully aware of these implications and the expected timescales for the work

Reasonable Adjustments for Customers

We may provide reasonable adjustments to our service where a customer has a protected characteristic or there is a Safeguarding concern.

We aim to prioritise repair jobs for customers who require reasonable adjustments and this will be considered on an individual basis when the repair being reported. This may include carrying out a repair which would normally be the customers responsibility and not recharging for it.

Reporting a Repair

It is the responsibility of the tenant to maintain their home to a good standard and to report any faults or damage to their home and / or communal areas immediately.

Repairs can be requested in a number of ways:

- By telephone
- Online at www.broadlandhousinggroup.org
- By email
- Via our social media platforms
- In writing
- Tenants online
- Reported to a Broadland Housing member of staff

As soon as a repair request is scheduled it is given a unique reference number. Customers who report a repair by phone will be provided with this number.

Our reporting team will discuss the repair requirements with the tenant and will then use our repairs diagnostic system to ensure an appointment is made for the correct operative with the correct time to carry out the work.

If a customer reports a repair via tenants online or email, the Customer Service Team will aim to contact them back within five working days to offer an appointment.

The customer will receive a text or email notification prior to a repair appointment.

Appointments

We provide appointment dates at the first point of contact when a repair is reported, and morning and afternoon appointment slots are offered based on operative availability and efficiency of the repair being completed on certain dates to reduce travel distances.

Reporting a Repair outside of working hours

The 'out of hours' emergency service is available outside normal working hours for those repairs which pose an immediate risk to people or property.

The intention of the service is to 'make safe' any immediate risks. The operative will try and fix the fault during the initial visit but as not to impact their ability to attend to further emergency repairs required.

In some cases, the operative may need to raise orders for replacement parts, equipment or other trades. In these circumstances, the follow-up repair will be carried out in accordance with our specified repair categories.

Customer Satisfaction with Repairs completed

Following every completed repair a customer satisfaction survey is sent out to capture satisfaction.

Customers can choose very satisfied, satisfied, dissatisfied and very dissatisfied. All very dissatisfied customers are contacted to try and resolve any outstanding concerns and understand what went wrong.

Gaining Access

The requirement to allow access to their home is set out in the respective agreements of tenants and leaseholders. Access may be required by BHA and its contractors, to undertake planned maintenance or renewal works, repair work, annual gas safety checks, periodic electrical checks or inspections.

To support access for repairs, tenants are responsible for cleaning surfaces, moving furniture and lifting carpets (or laminated flooring). Where this is not done, and staff or contractors have to lift carpets or move furniture, BHA and its contractors cannot be held responsible for any damages.

Refusal to allow access can lead to legal proceedings, with costs being passed on to the customer.

In the event of an emergency where the tenant, leaseholder or a member of the household cannot be contacted, BHA retains the right to gain entry.

Post Inspections & quality checks

It is very important that the services we provide offer value for money and that tenants are satisfied with the repairs that we carry out.

The repairs team monitor and audit the work on a weekly basis to ensure costs have been charged correctly. They also monitor high-value works to verify the works completed and that the quality of works is up to standard. As part of the auditing process, repeat jobs on similar property elements are reviewed to identify future planned programmes or replacements, which will ensure value for money in delivering repairs.

We aim to check up to 5% of all repairs carried out to make sure they have been completed to a good standard. These checks will be completed by either a call or a visit to the customer's home. We may also check completed repairs when:

- The repair has failed to solve the problem

- The quality of the repair is not acceptable to the tenant
- The tenant has identified that they are dissatisfied with the service via the text customer satisfaction survey sent following completion of every repair.

Leaseholders

A leaseholder is a customer who has bought a property where the building or part of the building and grounds are owned by Broadland Housing Group. A lease agreement sets out the repairing responsibilities of each party.

Leasehold customers are generally responsible for internal repairs to their home. Broadland Housing is generally responsible for maintaining the structure and exterior of leasehold properties, including all shared areas in and around them.

Section 20 of the Landlord and Tenant Act 1985 (which was replaced by Section 151 of the Commonhold & Leasehold Reform Act 2002 but is still referred to as Section 20) requires Broadland Housing to consult with leaseholders about work it may be proposing where the contribution of the leaseholder is going to exceed £250.

If required, BHA will offer a basic maintenance or servicing package to include annual gas service and 5-year periodic electrical testing at a cost to the leaseholder.

Right to Repair

The Right to Repair Scheme gives tenants the right to have some small emergency or urgent repairs carried out within a set timescale. Compensation to a maximum of £50 per repair may be claimed if Broadland Repairs Service fails to meet this obligation.

A qualifying repair:

- has an estimated value of less than £250
- is classed as an emergency or urgent repair by the landlord

The Right to Repair does not apply where: -

- the tenant chooses to have a repair carried out by appointment
- the repair has an estimated value of £250 or more
- The tenant has not provided access for inspection or for the repair to be carried out, having been given a reasonable opportunity to do so

Housing Health and Safety Rating System (HHSRS)

Where a hazard or risk associated with the HHSRS assessment system is highlighted, whether by Broadland staff, contractors or 3rd party agencies we will address any works needed within the responsive repairs service.

Repairs will be raised according to the appropriate repairs priority and will be completed by Broadland Repairs Service or their contractors.

From time to time cases will be raised with us by other agencies, either as part of informal liaison or as part of formal communication such as legal disrepair or local authority enforcement. Broadland Housing will fully co-operate with any such agencies and exchange any and all information as is appropriate to complete repairs and or arrange alternative housing, as determined by each individual case.

Referrals to Planned works programme

If BHA believes that a repair is not economical, they can refer it as an unsatisfactory component so that a decision can be made as to whether it should be added to the Planned programme. All repairs needed to keep an item safe and serviceable should be completed until planned works are confirmed and completed.

Legal Disrepair Notices

Legal Disrepair is a civil claim for compensation arising from an allegation that repairs have not been carried out at a residential property. Broadland customers may make a claim for alleged disrepair. These may come in the form of a notice from a solicitor representing a customers, or in the form of a counterclaim made in rent claim proceedings.

Any disrepair notice received by Broadland Housing Group, should be dealt with in accordance with legal advice and applicable policies and procedures.

6. REVIEW

This procedure will be subject to ongoing review in the light of experience, changes in legislation and Group policy and meeting the needs of our stakeholders.

Responsive Repairs Procedure Latest Revision:		Revised by: Dale Wordley Verified by: Louise Archer
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