



Repairs and Maintenance Policy

Date of approval	9th July 2024
Responsible director	Paul Butterworth Executive Director of Assets
Policy monitoring body	Customer Experience Committee
Resident input into policy	Customer Experience Committee
Date for policy review	July 2027
Linked strategies/policies	<ul style="list-style-type: none"> • Asset Management Strategy • Carbon Reduction Strategy • Repairs and Maintenance Policy • Fire and Building Safety Policy • Empty Homes Policy • Continuous Performance Engagement Policy • Growing Talent Through Professional Development
Statutory and Legal Framework	<p>All legislative and regulatory requirements relevant to Registered Providers. Particular attention has been paid to:</p> <ul style="list-style-type: none"> • The Charter for Social Housing Residents: Social Housing (Regulation) Act 2023; including requirements of Awaab's Law and the Safety and Quality Standard • The Homes (Fitness for Human Habitation) Act 2018, • Housing Health and Safety Rating System.
Version/date	V3 1st July 2024

Repairs and Maintenance Policy

1. Background

- 1.1. The Wythenshawe Community Housing Group (WCHG) Repairs and Maintenance Policy reflects the WCHG commitment to providing customers with healthy, safe and secure homes, by ensuring investment and repairs & maintenance services are focussed on maintaining the safety, quality and decency of the property portfolio.
- 1.2. We recognise that the quality of these services are critical to determining how satisfied customers are with their home and landlord. This policy will drive provision of a service that is proactive, has a right first time ethos, provides value for money, is accessible, and capable of meeting the different needs of all our customers.
- 1.3. In addition, it will fundamentally support the delivery of our Asset Management Strategy, and the need to preserve and improve the net present value of the homes we provide.
- 1.4. WCHG will use this policy to support the delivery of the WCHG Corporate Plan, the Great Places strategic theme, and ensure that we meet all statutory, regulatory and contractual obligations in ways that customers recognise.
- 1.5. It will support delivery of the specific corporate objective:

‘We will improve and maximise the value, quality, and customer experience delivered through our proactive Repairs and Maintenance services.
- 1.6. Our achievements will be measured against the Regulator of Social Housing’s Tenant Satisfaction Measure 2 – Satisfaction with repairs.

2. Scope

- 2.1. This policy defines the service provided by WCHG to meet our repairing responsibilities for properties, communal areas, components such as electrical wiring and plumbing, and installations such as kitchen and bathrooms.
- 2.2. The delivery of investment work such as the improvement, planned and cyclical maintenance programmes, that maintain decency standards across the property portfolio, also fall under the scope of this policy.
- 2.3. The following services are covered by their own specific policy, but any repairs required across these areas will be delivered in line with this policy:
 - 2.3.1. Estate Services such as mobile cleaning and grounds maintenance.
 - 2.3.2. Gas Servicing
 - 2.3.3. Electrical Safety
 - 2.3.4. Water Management
 - 2.3.5. Lift Management
 - 2.3.6. Fire Safety Management

- 2.3.7. Building Safety
- 2.3.8. Provision of major and minor adaptations
- 2.3.9. Asbestos Management
- 2.3.10. Empty properties and re-let standards
- 2.3.11. Mutual exchanges and transfers

- 2.4. This policy applies to all customers who rent their home under a tenancy agreement, and leaseholders. The different repairing obligations under each tenure type are set out within the tenancy agreement or lease and more details about repairing responsibilities are available on our website.

3. Landlord Responsibilities

- 3.1. WCHG will meet all obligations relevant to investment, and repair & maintenance services as set out in tenancy agreements and leases, relevant legislation, guidance and regulatory standards; in particular the Regulator of Social Housing's Safety and Quality Standard.
- 3.2. We will take a proactive approach to identifying, managing and rectifying hazards, improvements and repairs, to maintain the safety and comfort of customers, and meet property decency and quality standards, within individual homes and all shared communal areas.
- 3.3. We will take into account the individual customer vulnerabilities that we are aware of, when assessing the level of risk presented by hazards and repairs, that are reported or identified within individual homes and shared communal areas.
- 3.4. We will provide customers with services that deliver:
 - 3.4.1. Planned investment and improvement work to their homes.

These are programmes of work across a number of properties, to maintain the Decent Homes Standard or improve the property. E.G. replacing a kitchen, bathroom roof or windows, or providing external wall insulation.
 - 3.4.2. Cyclical maintenance.

This is work that is scheduled at an agreed frequency. E.G external painting, or servicing of appliances such as boilers, or inspection of electrics, follow on work from facilities compliance work.
 - 3.4.3. Emergency repairs.

These are repairs that a pose an immediate risk to the health and safety of the customer and will cause significant damage to the property if left unattended. EG Severe leaks, complete power failure.
 - 3.4.4. Urgent Repairs.

These are repairs that are not emergencies but need to be carried out quickly to prevent any risk to the health and safety of the customer or significant damage to the property. EG Partial loss of electric supply, running overflows.

3.4.5. Non-Urgent Repairs

These are repairs that need to be completed but do not pose a risk to customers or the property. E.G Plaster patching, repair internal door, or kitchen unit repairs.

3.4.6. Major Repairs

These are complex or specialist repairs that may take more than one appointment to complete. EG replacing floors, large scale plastering.

3.4.7. Surveyor technical inspections, and customer advice

These are visits by a Surveyor to inspect and diagnose property issues and defects.

3.4.8. Intervention and treatment for damp, mould and condensation.

This includes a range of work that includes mould removal and treatment, and improving ventilation.

3.5. The investment, and repairs & maintenance services, will be delivered to a consistent standard, using a blend of in-house teams and subcontractors.

3.6. WCHG will exploit opportunities provided by technology to drive performance, and provide effective and efficient services that represent value for money for our customers, and are delivered in a planned and prudent way,

3.7. We take a 'zero tolerance' approach to damp and mould within our properties. Further details of our approach to damp and mould can be found within the WCHG Damp and Mould Policy.

4. Customer responsibilities and support

4.1. Customers are expected to meet the responsibilities they have for repairs and maintenance within their home, as set out in their tenancy agreement or lease. These include:

- Keeping the property in good decorative order
- Easing internal doors to fit carpets.
- Clearing blocked sinks, basins, showers.
- Replacing electric fuses, light bulbs, tap washers, sink and bath plugs.
- Filling plaster cracks & internal decoration.
- Repairing or replacing toilet seats.
- Plumbing in washing machines and repairs to own equipment.
- Damage they or their visitors cause.
- Repairs to fittings or appliances that **have not** been provided by WCHG.
- TV aerials or satellite dishes, and making good damage caused to property or neighbouring property.
- Clothes posts and lines.

- Curtain rails and battens.
 - Garden areas and fencing the customer has installed at their own cost.
- 4.2. We will provide customers with a Handy Person Scheme they can use to carry out work at their home, that offers a fixed price menu of repairs completed by appointment. Full details of this service and payment procedures are provided on our website.
- 4.3. We recognise that customers may want to carry out alterations and improvements to their home, and we will provide permission when this is reasonable. Full details of how customers can request permission to alter or improve their home, and the process that needs to be followed is provided on our website.

5. Recharging customers

- 5.1. WCHG may under certain circumstances complete work that is the responsibility of the customer. We have the right in such cases to recharge customers for the cost of the work that has been undertaken.
- 5.2. We will always make sure customers are aware of this before we undertake the work, and when appropriate we can choose not to apply a recharge.
- 5.3. When necessary we will take legal action to gain access to customers' homes, in order to complete work that is essential to maintain health and safety, and decency standards within a property.
- 5.4. In such cases we can reclaim any legal costs we incur, by recharging the customer.
- 5.5. There are full details of when customers may be recharged and when a waiver may be applied on our website.

6. Repairs and Maintenance Service Delivery

- 6.1. WCHG will proactively seek to complete work at customers' homes that is essential to protect their health and safety, and to maintain property decency standards.
- 6.2. This means that as well as responding to repair and maintenance issues reported by customers themselves, we will also receive and respond to issues identified and reported by colleagues, contractors, and other third parties acting on our behalf.
- 6.3. WCHG will provide customers with accessible ways to report issues and request repair and maintenance services. This includes speaking to colleagues, contractors or other third parties who visit customers in their home. Full details of all the ways customers can contact us are provided on our website.
- 6.4. When we need to complete investment, repair or maintenance work, we will offer customers a choice of appointments, so they can choose a time that is convenient and suitable for them for the work to be done.

- 6.5. Customers will also be offered choices when, for example, their home is part of an investment programme to replace components such as bathrooms and kitchens.
- 6.6. We will deliver a proactive ethos of 'right first time' completion for repair and maintenance work, to minimise repeat visits and follow up work, and so reduce the impact of this activity on customers. This includes allowing an original repair order to be varied by internal colleagues without any further authorisation.
- 6.7. We will listen to customers and make reasonable service adjustments to meet individual needs and preferences, for example, meeting specific access requirements. Customers can request a reasonable adjustment at any point during the service delivery process.
- 6.8. We will keep in touch with customers during the service delivery process, especially if appointments need to be re-arranged or works are delayed.
- 6.9. We will complete the following categories of repairs within the stated timescales:

Repair Category	Target Completion Timescale
Emergency Repairs	Within 24 hours of being reported
Urgent Repairs	Within 5 working days of being reported
Non-Urgent Repairs	Within 20 working days of being reported
Major Repairs	Within 60 working days of being reported
Planned/Improvement/Cyclical Repairs	Within 365 calendar days of being reported
Pre Inspections	Within 10 days of being reported (included within the overall repair category completion timescale)

- 6.10. We will confirm the category of repair and agree the expected completion timescale or appointment with the customer at the point they report the issue. Further details about repair categories are provided on our website.
- 6.11. When required we will provide customers with a clear expectation of when 'follow on' repair work will be completed. For example if additional work is identified at the first visit, the customer will be advised of any new repair category and completion timescale, to reflect the work required.
- 6.12. We will arrange to pre-inspect work required at customers' homes when:
- 6.12.1. A customer needs support to report the issue.
 - 6.12.2. An accurate diagnosis and risk assessment is required.
 - 6.12.3. The responsibility for the work is unclear.
 - 6.12.4. Multiple repairs of different trades are required.
 - 6.12.5. A previous repair has not resolved the issue.

- 6.13. WCHG will post inspect 5% of responsive repairs completed by internal teams and subcontractors, to provide assurance about the quality of work completed in customers' homes. Results will inform the annual process of setting targets for improvement across the service.
- 6.14. We will support customers to ensure they can access and understand information and data, relating to all aspects of investment and repairs & maintenance work undertaken at their home.

7. Customer engagement

- 7.1. We will encourage a wide and diverse range of customers to influence and shape the development of this policy, and to monitor and hold WCHG accountable for the quality of its delivery.
- 7.2. We will gather customer satisfaction feedback through a number of mechanisms that may include text messages, phone and online surveys as well as face to face feedback opportunities.
- 7.3. WCHG will use a suite of customer satisfaction performance indicators including the Tenant Satisfaction Measures prescribed by the Social Housing Regulator to measure the quality of the service provided, and to drive future improvements.
- 7.4. Customers who are dissatisfied with the services provided under this policy can make a complaint through the WCHG Complaints procedure. Details of how to make a complaint are available on our website, including appeals to the Housing Ombudsman.
- 7.5. We will manage all disrepair claims that customers may make against us, in line with the Disrepair Protocol and the requirements of the Landlord and Tenant Act. Customers who take disrepair action against WCHG will continue to receive all services provided under this policy.

8. Roles, responsibilities and governance

- 8.1. The WCHG Board are responsible for setting the priorities of this policy and its delivery. Board members are routinely briefed about its' impact at every meeting, and use this performance data to influence its' future development.
- 8.2. The Customer Experience Committee, comprised of WCHG Board Members and Customers, is a committee of the WCHG Board. It is responsible for approving this policy following each full review, and any interim updates.
- 8.3. The Scrutiny Group, composed entirely of customers, will conduct reviews of service delivery and performance against this policy, and make recommendations for change and improvement as required.
- 8.4. The Group Leadership Team are responsible for monitoring the performance being achieved against the requirements of this policy.

- 8.5. The Executive Director of Assets is responsible for the implementation of this policy.
- 8.6. The Head of Repairs and Head of Assets is responsible for the operational delivery, management and monitoring of this policy.
- 8.7. The Wythenshawe Works technicians and a range of approved subcontractors are responsible for the delivery of services within the scope of this policy.

9. Risk management

- 9.1. The WCHG Board annually review the Corporate Risk Register and agree the risk appetite for each one.
- 9.2. The WCHG Audit and Risk Committee is responsible for overseeing the management of corporate risks associated with this policy.
- 9.3. The Head of Repairs and Head of Assets are responsible for the day to day management and mitigation of risk.
- 9.4. The Corporate Plan objectives covering asset and property services, and customer safety and wellbeing align to the specific risk associated with this policy:

GP5 Repairs, maintenance and environmental services fail to meet/exceed regulatory/legal requirements.'

- 9.5. The risk appetite set by the Board is 'Averse', defined as 'avoidance of risk and uncertainty as a key organisational objective. The key focus of the Board is that regulatory compliance continues to be achieved, and the Regulator of Social Housing Standards and Consumer Standards are met.
- 9.6. We will maintain a suite of procedures and processes to mitigate the risk of service delivery failing to adhere to this policy.

10. Monitoring and Review

- 10.1. We will report key performance indicators to every WCHG Board meeting, to allow oversight of performance against this policy and its associated Corporate Plan commitments
- 10.2. We will report performance against Tenant Satisfaction Measures 'First time Fix' and 'Repairs completed within Timescale' indicators to the Customer Experience Committee, to enable customers to hold us accountable for key drivers of satisfaction
- 10.3. We will use Power BI live data reporting against a range of indicators to inform operational management of performance on a daily basis. This will be formally recorded each month in the Performance Pack.


- 10.4. We will monitor the performance of internal colleagues through the Continuous Performance Engagement process, against a mix of personal targets and the operational management indicators.
- 10.5. We will monitor the performance of contractors supporting delivery of this policy through contract management arrangements
- 10.6. We will invite customers to hold us accountable for our performance and guide the development of priorities, through the Scrutiny Group, and the Customer Experience Committee.
- 10.7. We publish data about how our repairs and maintenance service is performing on our website. This will include the Tenant Satisfaction measures and data about the complaints we have received from customers and the learning we implemented as a result.
- 10.8. We will publish and provide customers with access to data about their home relating to the investment and building safety.
- 10.9. We will review this policy every 3 years, and more frequently as required to take account of changes in regulation and best practice.

11. Competence, Training and Professionalism

- 11.1. We will ensure that all investment, repair or maintenance work is completed by competent and appropriately qualified colleagues or contractors.
- 11.2. We will annually review internal training needs and the validity of qualifications, and ensure the required training to maintain skill levels, and meet mandatory, job essential and business focussed requirements, is provided.
- 11.3. WCHG Board Members are recruited in line with the skills and competency matrix that guarantees the appropriate levels of knowledge and expertise are available to provide effective strategic oversight and accountability for this policy. Regular update training will be provided as required.
- 11.4. The Executive Director of Assets and the management team will hold or be working towards the Chartered Institute of Housing Level 4 and 5 Diploma in Housing, or equivalent.
- 11.5. We will ensure that policy and procedural developments are briefed out to all colleagues with responsibility for service delivery as required.

12. Equality, Diversity and Inclusion

- 12.1. WCHG recognises that colleagues of all races, ages, religions, gender, sexual orientation, literacy levels and disability should be treated equally and fairly. We will make every reasonable effort to ensure that no-one is discriminated against directly or indirectly on the basis of any protected characteristic as defined by the Equality Act



2010. We recognise that some protected groups may be disproportionately impacted and will take additional steps in the application of this policy and make reasonable adjustments to ensure compliance with the Act.

12.2. An Equality Impact Assessment has been carried out on this policy.