



Repairs and Maintenance Policy

Date of approval	20th December 2022
Responsible director	Paul Butterworth – Executive Director of Assets
Policy monitoring body	Customer Experience Committee
Resident input into policy	Consultation with Great Places Panel, Scrutiny Group and Customer Focus Groups
Date for policy review	January 2026
Linked strategies/policies	<ul style="list-style-type: none"> • WCHG Empty Home Policy • WCHG Equipment and Adaptations Policy • WCHG Allocations Policy • WCHG Complaints Policy • WCHG Data Protection Policy • WCHG Equality and Diversity Policy • WCHG Asset Management Strategy
Statutory and Legal Framework	<p>This policy takes account of all legislative and regulatory requirements relevant to Registered Providers.</p> <p>Particular attention has been paid to The Charter for Social Housing Residents: Social Housing White Paper, The Homes (Fitness for Human Habitation) Act 2018, and the Housing Health and Safety Rating System.</p>
Version/date	Final version January 2023

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. We will enable customers to hold us accountable for its delivery, and influence its ongoing development.

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 not within the scope of 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. Provision of major and minor adaptations
 - 2.3.8. Asbestos management
 - 2.3.9. Empty properties and re-let standards
 - 2.3.10. Mutual exchanges and transfersAll of the above are covered by their own specific policy.

- 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 the investment, and repair & maintenance obligations set out in relevant legal and regulatory obligations, tenancy agreements and leases.
- 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 provide customers with services that deliver:
 - 3.3.1. Planned investment and improvement work to their homes
 - 3.3.2. Cyclical maintenance
 - 3.3.3. Emergency repairs
 - 3.3.4. Urgent Repairs
 - 3.3.5. Non-Urgent Repairs
 - 3.3.6. Major Repairs
 - 3.3.7. Surveyor technical inspections, and customer advice
 - 3.3.8. Intervention and treatment for damp, mould and condensation.
- 3.4. The investment, and repairs & maintenance services, will be delivered to a consistent standard, using a blend of in-house teams and subcontractors.
- 3.5. 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,
- 3.6. We take a 'zero tolerance' approach to damp and mould within our properties. Further detail 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.
- 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 an ethos of 'right first time' completion for repair and maintenance work, so that we minimise repeat visits and follow up work, to reduce the impact of this activity on customers.
- 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 40 working 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. We will arrange to pre-inspect work required at customers' homes when:

6.11.1. A customer needs support to report the issue.

6.11.2. An accurate diagnosis is required.

6.11.3. The responsibility for the work is unclear.

6.11.4. Multiple repairs of different trades are required.

6.11.5. A previous repair has not resolved the issue.

6.12. WCHG will post inspect some repairs to provide assurance about the quality of work completed in customers' homes, and support our continuous improvement culture.

6.13. 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 Satisfaction

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.
- 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. Monitoring and Review

- 8.1. We gather a range of performance and customer satisfaction data to monitor and measure the quality of service delivery.
- 8.2. Customers are invited to hold us accountable for our performance and guide the development of priorities, particularly through the Great Places customer panel, the Scrutiny Group, and the Customer Experience Committee.
- 8.3. 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.
- 8.4. We will publish and provide customers with access to data about their home relating to the investment and building safety.
- 8.5. We will review this policy every 3 years.

9. Equality, Diversity and Inclusion

- 9.1. 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.
- 9.2. An Equality Impact Assessment has been carried out on this policy.