

# DAY TO DAY REPAIRS POLICY

<b>Board</b>	August 2020	<b>Responsible Board:</b>	Ocean Housing Ltd
<b>/EG Approval:</b>			
<b>Next Review:</b>	August 2022	<b>Responsible Executive:</b>	Managing Director of Ocean Housing Ltd

## 1.0 INTRODUCTION

- 1.1 Ocean Housing Ltd has agreed the following objectives for its day-to-day repairs service:
- To ensure that the housing stock is maintained to an agreed standard of repair
  - To ensure that repairs are undertaken to agreed timescales, to an agreed standard of workmanship and at a cost which represents value for money for tenants that meet our Regulatory requirements and approved Service Standards
  - To ensure that the service is accessible and responsive to tenants' needs and that repairs are undertaken at times which are convenient to them
  - To do the job right first time and, where problems arise, ensure that these are rectified as soon as possible
  - To aim for the highest possible levels of tenant satisfaction with all aspects of the service including the standard of the completed repair

## 2.0 REPAIR REQUESTS

- 2.1 Tenants, leaseholders and shared owners may report repair requests by any of the following means:
- By telephone
  - In person to any of our offices by appointment
  - In writing through the post
  - By e-mail
  - Via our Website/Livechat
  - Text messages
  - Via social media
  - Online tenant portal/ Ocean App
- 2.2 Outside normal working hours (8.30 am to 5.00 pm Mondays to Fridays except Bank Holidays), the emergency repairs phone line is directed to our out of hours call centre contract provider. The facility operates every day of the year offering 24-hour coverage for emergency repairs only.

## 3.0 REPAIRS POLICY

### 3.1 Responsibilities of Ocean Housing Ltd

- 3.2 We are responsible for all items of maintenance and repair to their dwellings except those, which are specifically the responsibility of tenant, leaseholders and shared owners.

3.3 Where a repair, which is the responsibility of us, is necessitated by neglect of the tenants or wilful damage, we reserve the right to make a charge to the tenant.

## 4.0 HEALTH AND SAFETY COVID-19

4.1 When all repairs requests are received the tenant will be asked a series of questions to ascertain if any of the household members are either self-isolating or have symptoms of Covid-19. These same screening questions will be asked by the trade staff/ supervisor before entering a property. The tenant will also be advised that there is a risk that the Ocean member of staff may be asymptomatic for COVID-19, and that the tenant will need to authorise the member of staff to enter their property with this in mind.

4.2 In response to the Coronavirus Pandemic, Ocean Housing has devised a method statement for instances where internal access to a property is required to carry out an emergency, urgent and routine repairs on a property that has been confirmed that the tenants are self-isolating or have symptoms of COVID 19 (Corona Virus). The method statement outlines the procedures to be followed and identifies the required Personal Protective Equipment to prevent exposure to Corona Virus. This method statement will be kept under review and updated accordingly in line with changing Government and Health and Safety Executive, and Regulatory guidance.

4.3 Where there internal access to a property is required to carry out a repair on a property but where the tenant has no known COVID 19 symptoms, the trade staff will follow government guidelines on hygiene and social distancing to minimise the spread of the virus.

## 5.0 Repair Priorities

5.1 **Pre-inspections** - If a pre-inspection is required the tenant will be offered an appointment for the visit within the next 5 working days.

5.2 **Emergency Priority** (24 hours) - If a repair attracts an emergency priority, the tenant will be advised that the job will be carried out on the same day if possible but within 24 hours. Examples of emergency repairs (generally those needed to avoid serious health or safety risks or serious structural damage and those needed to keep properties secure) include:

- a) Total loss of electrical power or water supply where these are in the control of us
- b) Unsafe power or lighting socket or electrical fitting
- c) Total or partial loss of gas supply
- d) Gas escapes (but these should be reported to Transco/Wales and West)
- e) Blocked flue to open fire or boiler
- f) Total loss of space heating or water heating between 1/11 and 30/4
- g) Blocked or leaking foul rain or soil stack or WC pan (where there is only one WC in the dwelling)

- h) Leaks from water or heating pipe, tank or system
- i) Insecure external window, door or lock (including boarding up of damaged glazing)
- j) Storm, accident or flood damage to the structure and dangerous structures (but limited to making safe in the first instance with follow-on repairs attracting lower priorities)

5.3 **Urgent Priority** (5 working days) - Out of regular working hours, we operate a 'make safe' and follow up procedure. If the follow up repair attracts an urgent priority then the tenant will be advised that the job will be undertaken in the next 5 working days. Wherever possible an appointment for the work will be offered. Examples of urgent repairs include:

- a) Partial loss of electrical power or water supply
- b) Total loss of space or water heating between 1/5 and 30/10
- c) Partial loss of space or water heating throughout the year
- d) Blocked sink, bath or basin
- e) Failure of WC flush
- f) Taps which cannot be turned or faulty tap washer
- g) Loose or detached banister or handrail
- h) Rotten timber flooring or stair tread
- i) Running overflows
- j) Leaking roof
- k) Mechanical extractor fan in internal bathroom or kitchen not working
- l) Door entry phone not working

5.4 **Standard Priority** (20 working days) - If the repair is a standard priority the tenant will be advised that it will be completed in the next 20 working days. If the work requires the tenant to provide access, the tenant will be offered an appointment at the tenant's convenience for the work to be carried out. Examples of standard repairs include:

- a) Major repairs to/ replacement of tiled surround, hearths, repairs to solid fuel heating appliances/ stores
- b) Airlocks in radiators
- c) Repairs to doors, windows, cupboard, shelving, worktops and general carpenter repairs
- d) Replacement of window glass where the damage was caused by break-in or vandalism by a third party (evidenced by a police crime number)
- e) Renewal of doors/ windows (where not being undertaken on a programmed basis)
- f) Minor repairs to house, outhouse, or garage roof
- g) Repairs to floors
- h) Repairs or renewals of guttering and drainpipes (where not being undertaken on a programmed basis)

- i) Renewal of sanitary ware and external plumbing goods (where not being undertaken on a programmed basis)
- j) Repairs to paths, fences, garden walls (where not being undertaken on a programmed basis)
- k) Repairs in internal walls/ ceilings (other than minor repairs which are the tenants responsibility)
- l) Repairs to external rendering, painting and brickwork
- m) Repairs to remedy water penetration and rising damp
- n) Major condensation dampness (where this is beyond the tenants reasonable scope to tackle)
- o) Repairs to communal washing lines

5.5 **Non-Standard Repair** (40 days) - If a repair is non-standard and requires work that falls beyond the standard priority target of 20 days, as additional time is necessary to fully complete the repair, this work will be classified as a 'Non-Standard' repair and will be given a 40 day target to fully complete. All work classified as non-standard will be made safe, and where possible remain useable by the tenant.

Examples of a 'Non-Standard' repair will include:

- Works that require formal external procurement as per Ocean's Procurement Strategy
- Specialist parts that must be ordered, such as, non-standard windows, external doors or drainage works

In such cases the tenant will be kept informed of the indicative date for completing the works. This list is not exhaustive.

## 6.0 Responsibilities of Tenant

6.1 Tenants will be responsible for repairs and replacement to tenants fittings and appliances and the following other repairs:

- a) Internal decorations
- b) Adjusting or replacing doors where carpets are fitted or removed
- c) Repairs/ replacements required arising from tenants' aerals and wiring
- d) Repairs/ replacements arising from telephone installations
- e) Replacement of fuses and the resetting of trip switches on consumer units
- f) Replacement of light bulbs inside the curtilage of the dwelling
- g) Adjustment of room thermostats
- h) Replacement of sink, bath and wash hand basin plugs and chains
- i) Replacement of broken or cracked glass in windows and doors (except where damage has been caused by a third party, vandalism or break-in) – supported by a crime ref number.

- j) Replacement of internal and external doors and window keys
- k) Providing refuse storage bins
- l) Maintenance of timber garden sheds
- m) Clearance of blocked gullies
- n) Repair/ replacement of washing lines and posts (excluding sheltered tenant)
- o) Chimney sweeping
- p) Lockable medicine cabinets
- q) Recycling bins

6.2 Where a tenant requests a repair falling within this category they will be advised that a repair will not be ordered and that it is their responsibility to undertake the work.

### 6.3 **Repair recharges**

6.3.1 We may recharge tenant the cost of repairs as detailed in the Recharge Procedure.

## 7.0 **EQUALITY AND DIVERSITY**

7.1 The needs of older tenant and otherwise vulnerable tenant will be taken into account when repairs and replacements are ordered and carried out. Where necessary, minimum timescales, type of work needed and working patterns will be adjusted accordingly. Tenants from other equality and diversity groups will also receive a service that meets their specific needs where possible.

## 8.0 **CARRYING OUT REPAIRS WORKS**

8.1 All persons carrying out repair works, whether they be our employees or private contractors, must carry and show proof of identity to the tenant when they call and are required to be courteous and helpful, are required to take steps to protect the tenants' belongings and to clean up afterwards including removing all rubbish. All approved Method Statements and Risk Assessments will be followed to ensure Government guidelines are adhered to with regards to COVID-19.

8.2 For an appointed job, if the tenant is not at home and no access can be gained, a card will be left and the job cancelled. Whenever possible, repairs will be completed in one visit. Where this is not possible (for instance when drying time is required), the first trade is required to arrange an appointment for a follow-on visit before leaving the premises by contacting the main office.

8.3 For non-appointed jobs, a minimum of two, and usually three, attempts will be made to gain access within the priority period concerned. If it is not possible to gain access in this way then a card will be left and the job cancelled.

8.4 If a repair requires parts that must be ordered or the repair develops into more extensive works i.e. non-standard works, the original target times may be varied. In such cases the tenant will be kept informed of the indicative date for completing the job.

## **9.0 POST INSPECTION OF REPAIRS**

- 9.1 Post inspections to assess quality will be carried out at random on 5% of all 5 day, 20 day and 40 day repairs completed.
- 9.2 Post inspections will also be carried out when a tenant is dissatisfied because:
- a) The repair carried out has not rectified the problem
  - b) The quality of work was not acceptable
  - c) The conduct of the operative was not acceptable
- 9.3 All unsatisfactory work will be rectified as soon as possible at the tenants' convenience.

## **10.0 MONITORING TENANT SATISFACTION**

- 10.1 Tenant satisfaction with the day-to-day repairs service will be continually monitored to ensure the delivery of the high standard of service expected by tenants. For each repair ordered the tenant will be given the opportunity to comment on their satisfaction with the service received. Satisfaction feedback is routinely gained by offering tenants the opportunity to complete a survey using the trade staff's mobile device. During the Coronavirus Pandemic this option has been withdrawn due to hygiene concerns. Tenants will be asked if they are satisfied with repair which will be logged via the trade staff mobile device by the trade staff member.
- 10.2 Any response showing dissatisfaction will be investigated fully and corrected whenever practicable with the minimum of disruption to tenants.
- 10.3 We will report the results of tenant satisfaction monitoring quarterly to Board and the Tenants Panel.

## **11.0 PERFORMANCE TARGET MONITORING**

- 11.1 We will report the following performance indicators to Board and the Tenant Panel on a quarterly basis.
- a) % of all repairs completed on time
  - b) % of repairs completed at first visit
  - c) % of tenants satisfied with repairs service

Specific performance targets for each indicator are set by Board each year.