

DAY TO DAY REPAIRS POLICY

Board	November 2022	Responsible Board:	Ocean Housing Ltd
/EG Approval:			
Next Review:	November 2024	Responsible Executive:	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 a safe, secure and habitable standard
 - To comply with all relevant statutory and regulatory requirements
 - 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

If the Customer Services Advisor is unable to diagnose the repair, the tenant, leaseholder or shared owner may be asked, if possible, to send photos or a short video of the potential repair. This can be done using the following methods listed above (d,e,f,g)

- 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 homes except those, which are specifically the responsibility of tenant, leaseholders and shared owners.

3.3 **Pest Control** – any form of repair identified that has led to a pest infestation will be treated by Ocean Housing and the repair rectified.

3.4 Where a repair, which is the responsibility of Ocean Housing, is necessitated by neglect from 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 Where internal access to a property is required to carry out a repair and the tenant has COVID 19 symptoms, the trade staff will follow our current advisory risk assessment 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 (or if requested by the tenant, a suitable appointment date to suit their needs) if a virtual inspection cannot be undertaken. Where there is a health or safety risk or the potential for serious structural damage, we will attempt to access the property no more than 3 times in one working week. If access cannot be gained, an injunction process shall commence and recharged to the tenant.

5.2 **Emergency Priority (24 hours)** - If a repair attracts an emergency priority, the tenant will be advised that the job will be made safe within 24 hours, and we will return to complete the repair. If possible, we will complete on the same day. 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 (where the leak cannot be contained and there is a health or safety risk or the potential for serious structural damage)
- 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) - If an emergency 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 subject to material and resource availability. Wherever possible an appointment, at the tenant's convenience 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
- m) Leaks from water or heating pipe, tank or system (where the leak can be contained and does not present serious health or safety risks or serious structural damage)

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) Damp, Mould and Condensation (refer to Damp, Mould and Condensation Policy)
- o) Repairs to communal washing lines

5.5 **Non-Standard Repair** - 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. 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
- Specialist professional surveys and tender of works thereafter

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

5.6 **Service Standard Impact** – When an unforeseen major event, natural disaster or crisis situation occurs, for example severe weather storms or pandemics, it may be necessary to suspend delivery of service standards. This could be due to an unprecedented number of repair cases in a short period of time, or other external factors impacting on service delivery, such as a chronic shortage of materials or fuel. In these circumstances, where the repair is an emergency, it will be made safe as soon as practicable and usually within 24 hours.

5.7 A decision to suspend Service Standards will be made by the Managing Director of OHL. If a decision to suspend service standards is approved by the Managing Director of OHL, this will be reported to Executive Group OHL Board and Together with Tenants will be advised of this decision for information. Wider communication will take place through updates on the website and tenants specifically affected will be regularly updated and provide with an indication of waiting times.

5.8 In such circumstances, a backlog of repair work is usually generated. The backlog will be managed by raising repair orders and holding them in a suspense account and appointing work as soon as practicable. The level of backlog repairs and waiting times will be reported to Executive Group, OHL Board and Together with Tenants. Internal and external resources will be directed at addressing the situation and bringing the service back to adopted service standards as soon as practicable.

6.0 Responsibilities of Tenant

6.1 Tenants will report to us promptly any disrepair or defect for which we are responsible for in the property and any common parts. 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' aerials 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 tenants for the cost of repairs as detailed in the Recharge Procedure.

7.0 EQUALITY, DIVERSITY AND INCLUSION

7.1 The needs of older tenants and otherwise vulnerable tenants 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 reviewed and adjusted to accommodate, where possible.

7.2 We will work with tenants from equality, diversity and inclusion groups to provide a service that meets their specific needs where practicably possible and reasonable adjustments can be made.

7.3 Where there is the potential for communication to be a barrier, access to a translation service will be provided.

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 polite 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, including any Government guidelines with regard 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. It is the tenant's responsibility to contact Ocean again to raise a new repair job. 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 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 will 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 and via the website.

11.0 EQUALITY, DIVERSITY AND INCLUSION

- 11.1 Everyone has a right to be treated with dignity, fairness and respect. This is particularly important when dealing with tenants reporting repairs where we want tenants to feel confident to approach Ocean and we will be tolerant, understanding and non-judgmental of their lifestyle choices. We will ensure that this service is appropriate and delivered in an accessible and flexible way to meet the diverse and differing needs of our tenants.
- 11.2 This Policy is in line Ocean's Equality, Diversity and Inclusion Strategy. All instances and reports of repairs will have appropriate action taken.
- 11.3 This Policy does not unfairly or unlawfully discriminate and will be applied equally for all Protected Characteristics. Reasonable Adjustments, under the Equality Act 2010, will be considered on a case-by-case basis. We are committed to addressing any communication or language barriers by providing translation services for face-to-face contact and written communication when needed. We will also produce information in alternative formats such as audio or large print where required.

12.0 PERFORMANCE TARGET MONITORING

- 12.1 We will report the following performance indicators to Board and the Together with Ocean (TWO) 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.