



# Broadacres

## Responsive Repairs Policy & Procedure

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## **1.0 Introduction & Overview**

To support our vision 'To be the best rural housing association in the country', we must ensure our customers are proud to say they live in a Broadacres' home.

To achieve this, we will strive to deliver a first-class repairs experience and provide our customers with homes of the highest standards.

The following document provides details of our commitment to our customers and how Broadacres provides a high quality, cost effective responsive repairs service for our customers.

## **2.0 Scope**

This policy covers responsive repairs to properties and communal areas where Broadacres have a repairs obligation. This policy excludes empty properties and properties under a defects liability period with the building contractor.

## **3.0 Service Standards**

This policy aims to ensure our repairs service delivers great customer experience, provides great places for our customers to live and great homes for our customers to live in. This will be achieved by consistently delivering the service standards below as a promise to our customers:

- Broadacres is committed to ensuring our repairs experience meets our customer expectations.
- Broadacres will ensure its repair service is cost effective, delivered within budget and achieves value for money.
- Broadacres will ensure compliance with legislative requirements and current best practice.
- Broadacres will ensure compliance with environmental legislation and minimise the impact that Broadacres services have on the environment.
- Broadacres will ensure customer involvement remains at the heart of our decision making.
- Broadacres will consistently monitor and report on key performance indicator to continually improve our service

To achieve these service standards Broadacres will continually monitor Key Performance Indicators that analyse the 'Availability' 'Reliability' and 'Quality' of the repairs service:

- **Availability** – Broadacres will arrange appointments at a time to suit the customer, within our timescales
- **Reliability** – Broadacres will attend customers properties when we say we will
- **Quality** – Broadacres will successfully complete repairs first time and expect the highest standard of service from colleagues and contractors.

#### **4.0 Broadacres Repair Obligations**

There are certain types of repairs that Broadacres are responsible for which are identified below. Broadacres will

- maintain the structure of customers' homes, including drains and external pipes
- repair and maintain installations for the supply of water, gas, electricity and sanitation, including basins, sinks, baths and toilets, installations for heating rooms and water, and the lift service
- repair and keep in good decorative order the shared areas entrances and stairways
- paint the outside of customers' homes if appropriate
- carry out repairs to broken glass, unless the damage is caused by the customer or any visitors to their home
- carry out reasonable redecoration or compensate customers for damage resulting from the repairs.

#### **5.0 Customers' Repair Obligations**

Customers are responsible for keeping homes in a reasonable condition, reporting required repairs and for insuring the contents of homes.

Our customers have a number of obligations. Customers are responsible for

- decorating the inside of homes, including repairing any minor cracks in plaster
- maintaining the garden, including dustbins and rubbish areas but not including shared areas that we maintain
- any repairs caused by neglect, deliberate damage to the property or forced entry if customers get locked out
- taking reasonable precautions to prevent damage to the property by fire, frost, burst water pipes or blocked drains
- trying to clear sink and basin blockages
- any fittings, appliances supplied or alterations carried out by yourselves, including TV aerials, cookers, plumbing in washing machines and dishwashers, and adapting doors to fit carpet
- testing, keeping clean and replacing batteries, unless they are in a sealed unit, in smoke alarms and carbon monoxide alarm
- changing domestic fuses, fire bulbs, light bulbs, fluorescent tubes and starter motors

- replacing keys if lost and locks if locked out
- replacing plugs and chains and other bathroom fittings such as cabinets, mirrors, towel rails and toilet-roll holders
- replacing hat and coat rails
- replacing floor coverings
- outside taps
- washing lines
- bleeding the radiators, unless the property has a combination boiler
- maintaining and replacing battery-operated doorbells
- toilet seats
- hearth and fireplace tiles
- fire grates
- clothes posts and rotary driers

***Repair obligations will be reconsidered on an individual basis when required with regards to the vulnerability and personal circumstances of customers.***

## **6.0 Rechargeable Repairs**

Rechargeable repairs are defects that Broadacres are responsible for repairing but the damage has been caused by neglect, fault or carelessness of customers, family or visitors

These repairs should be paid for before they are ordered wherever possible. If a repair is later discovered that it should have been rechargeable then customers will be retrospectively recharged for the costs.

We will also recharge for the following:

- calling us out at a night or weekend and we find the fault is not an emergency;
- reporting a fault to your heating or electric and it has been caused because your meter has run out of credit;
- not keeping appointments;
- if customers leave a property and repairs are needed to items which are their responsibility, we will charge for the work.

Rechargeable repairs may be reconsidered in exceptional circumstances based on vulnerability and personal circumstances of customers.

## **7.0 Reporting Repairs**

Broadacres customers' can report repairs to their homes in several different ways;

- Via the Broadacres app;
- Online on our website;
- By e-mail;
- By telephone using our standard number;

- To any member of staff;
- In writing;
- In person at our reception.

In order to help deliver the high level expected by both the Association and its customers, the person taking a repair will:

- Confirm the address of the property;
- Confirm the customer's contact number;
- Obtain as clear a description as possible of the work required and determine if a pre-inspection is required;
- Confirm access arrangements;
- Take details of any special circumstances that are not already aware of, for example if the person is disabled;
- Arrange a suitable appointment with the customer;
- Advise them of the priority of the repair;
- If applicable advise them of the contractor who will carry out the work; and
- Advise them if the repair is rechargeable (see The Rechargeable Repairs Procedure).

## **8.0 Service Operating Times**

Broadacres Customer Service Centre handle calls Monday to Friday 08:00 – 18:00 and our repair service operate Monday to Friday 08:00 – 17:00.

Outside of these hours an 'out of hours' service is in operation for 'Emergency Repairs' only, as defined in the Repair Priorities' outlined below.

## **9.0 Repair Priorities**

Broadacres aims to respond to all repairs as quickly as possible, but it is necessary to categorise repairs and give some a higher priority than others. All repairs are put into categories of out of hours, emergency, urgent, routine, planned or recall using the following guidance.

Jobs can, however, be given a higher priority if the customer is vulnerable and the defect would affect the well-being of this person if the usual priority was applied. In addition, if work is required as a result of harassment or hate crime then a higher priority may be required.

### **9.1 Emergency Repairs**

Emergency repairs need attending to immediately because there is a risk of danger to a customer's health and safety or serious damage to a customer's home.

If an emergency repair is reported then we will aim to attend within **24 hours** to make the property safe and wherever possible to complete a full repair. Where a full repair is not possible, we will arrange a new suitable appointment in line with our repair priorities outlined in this policy.

#### Examples of emergency repairs

- There is no power or lights (and not a general power failure) or there is an unsafe socket or fitting which the customer needs to use;
- Loss of heating in winter, where there is no other form of heating available.
- Toilet not flushing if only one toilet;
- Total loss of water supply (and not a general failure);
- Bursts on hot-water or cold-water supply, but only if they are not able to turn off the stop tap;
- Water is affecting wiring after a burst;
- Blocked drains or leaking foul drain, soil stack or toilet pan. (where there is only one toilet);
- Serious leaks inside the property;
- Insecure outside windows, doors or locks (where the window/door cannot be closed and/or secured by any means whatsoever);
- Lifts and fire alarms are out of order;
- A dangerous structure, such as a wall that might collapse.

### 9.2 Urgent Repairs

Urgent repairs will aim to be completed within **5 working days** and are classified as failures/defects that could damage the property or inconvenience the tenant such as:

- Electrical repairs;
- Loss of hot water;
- Blocked sink basin or bath;
- Loss of heating in summer;
- Leaking waste pipe or overflow;
- Leaking roof;
- Rotten timber floor or stair treads;
- Loose or detached banister or handrail;
- Door entry phone not working;
- Defects related to or contributing towards a pest infestation

### 9.3 Routine Repairs

Routine repairs will aim to be completed within **15 working days** and arranged within a timeframe that reflects the urgency of the repair and any special requirements the customer may have. They are classified as faults that will not cause serious discomfort or long term damage to the property such as:

- General joinery repairs;

- Plastering;
- Re-glazing cracked panes of glass;
- Repairs to kitchen fittings;
- Extract fan repairs;
- Minor plumbing repairs such as dripping or leaking taps;
- Repairs to exterior walls, brickwork and roofs.

## 9.4 Planned Repairs

Prior to the placing of a routine repair order the Property Surveyor should consider whether it would be more effective to carry out the work as part of a planned programme of work, which is already on-going, or may be grouped with other similar jobs in order to obtain efficiencies. Examples of such work may be:

- New kitchen units;
- Misting between panes of glass;
- Extract fan replacements;
- External work such as fencing, gates and paths, unless they are dangerous;
- Cleaning out and repairing defects to gutters and rainwater pipes.

Broadacres will aim for planned repairs to be completed within **30 working days** and to keep the customer informed of progress.

## 10.0 Repair Recalls

If the same repair is reported within 28 days of Broadacres attending to carry out repairs, Broadacres will offer to reattend by the end of the next working day, from the point at which the repair is reported.

## 11.0 Appointments

If you report an emergency repair we will attend within 24 hours. We will try and let you know when we expect to arrive and we will inform you when we are on the way.

Other repairs: All other repairs will be appointed and we will arrange a time and date that is convenient for you.

Our appointment slots are;

- All day: 8am – 5pm
- Mornings: 8am – 1pm
- Afternoons: 12pm – 5pm

Customers will receive a confirmation text message when the order has been booked, a reminder text message the day before the appointment and a reminder text message when the operative is en-route.

## **12.0 No Access**

If we are unable to gain access to carry out a repair due to a customer not being home then we will cancel the repair and leave a card at the property to advise. Customers will then need to contact Broadacres to re-arrange via the contact methods identified above.

Continued no-accesses will be monitored and may result in customers being recharged for missed appointments.

## **13.0 Properties with Multiple Repairs**

Repair quantities are continually monitored to help us identify properties that have unidentified underlying issues that require further investigation and to help us to continue delivering a cost-effective repairs service.

Where properties have received a number of repair requests over a specific period of time, we will arrange for a property surveyor pre-inspection to be carried out.

## **14.0 Pre-Inspections**

Pre-inspections may be required for more complex work or are carried out where:

- The nature of the repair is unclear from the customers description; or
- The repair might be the customers responsibility; or
- A previous repair has not solved the problem; or
- The customer has a history of wrongly reporting repairs or abusing the property; or
- If an assessment needs to be made between renewal and repair.

If a pre-inspection is required a Property Surveyor will make contact with the customer within **3 working days** to arrange a suitable appointment,

Following this appointment the Property Surveyor will raise repairs in line with the repair priorities and completion timescales outlined above.

## **15.0 Post-Inspections**

We do post-inspect a sample of our repairs to ensure that:

- the work specified on the order has been completed;
- the quality of the work is satisfactory;
- the appropriate charge has been made; and
- the customer is satisfied with the outcome.

Post inspection appointments will be arranged with customers in advance at a suitable time.

If the work is unsatisfactory then the Property Surveyor or Team Leader will arrange for the relevant remedial works to be completed in line with our repair priorities outlined above.

## **16.0 Customer Satisfaction**

All customers will be given the opportunity to feedback following every repair appointment. Customer satisfaction is a key performance indicator and the feedback is used to analyse trends and continually improve the repairs service.

## **17.0 Legal and Regulatory Framework**

As outlined in our Service Standards Broadacres are committed to ensure compliance with legislative requirements and current best practice including but not limited to;

- Defective Premises Act 1972
- Health and Safety at Work Act 1974
- Building Regulations Act 1984
- Landlord and Tenant Act 1985
- The Secure Tenants of Local Housing Authorities (Right to Repair)
- Management of Health and Safety at Work Regulations 1999
- Housing Act 2004
- Housing Health and Safety Rating System 2006
- Equality Act 2010
- Regulator of Social Housing – The Regulatory Framework for Social Housing in England from 2012
- Data Protection Act 2018

This policy should also be read in conjunction with the below Broadacres policies;

- Asbestos Policy
- Electric Safety Policy
- Fire Safety Policy
- Gas Safety Policy
- Water Hygiene Policy
- Tenancy Policy
- Complaints Policy
- Communications Policy
- Compensation Policy