



Ongo Homes

Maintenance Policy

December 2018

Policy Title:	PRS49 Maintenance Services Policy
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Agreed by :	Heads of Service Team
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1. Our Policy...

- 1.1 In fulfilling our role as a Registered Social Landlord (RSL), we recognise that meeting our customers' expectations of a high standard of service delivery is essential.
- 1.2 As a landlord, we have a responsibility to protect the value of our housing stock to ensure service standard requirements are met.

2. It applies to...

- 2.1 Maintenance work carried out on all our housing stock.
- 2.2 Our tenants and leaseholders.
- 2.3 Responsive, planned and Empty Homes maintenance.
- 2.4 This policy does not include Gas Servicing. This is covered in our Gas Safety Policy.

3. Because we want to...

- Manage the repairs and maintenance to the homes of our tenants effectively and efficiently.
- Make sure residents live in a safe and secure environment.
- Provide an effective, efficient, Value for Money (VFM) maintenance service.

4. We will...

- 4.1 Provide information to our customers that is clear and timely that defines what they can expect from our Maintenance Service.
- 4.2 **Operate a customer driven appointment system**
 - 4.2.1 Appointments will be offered to customers for the work they are requesting. The appointment given will be based on the repairs priorities (see Appendix 1 & 2).
 - 4.2.2 The customer will remain the ultimate determining factor when making an appointment and we will always take into account the individuals needs or circumstances, where possible.
- 4.3 **Strive for "Right First Time" Repairs**
 - 4.3.1 Our customers are at the heart of the business and the service focuses on completing repairs during the first visit to the property, thus ensuring minimal disruption to the customer and the provision of an effective and efficient service.
 - 4.3.2 We will use both our in-house maintenance team and external contractors to meet the needs of the customer, whilst also ensuring that VFM and service standards are met.

- 4.4 Operate within the statutory requirements of the Right to Compensation for Improvements Scheme and the Right to Repair Scheme where appropriate - see our Compensation Policy and Procedures for information and guidance.
- 4.5 Non-urgent repair requests from tenants who are not 1 week in credit, or who are not keeping to a repayment agreement to bring their rent account into 1 week in credit, will not be ordered until an agreement is made.
- 4.6 Charge for any repairs required to the property caused by wilful actions or as a result of neglect and cannot be classed as fair wear and tear, in accordance with the Recharge Policy.
- 4.7 Let our homes only when they meet our Lettable Standard, developed in consultation with our customers. It sets out the minimum requirements for health, hygiene and safety of a property before it is to be relet.

5. Performance Monitoring and Responsibilities

- 5.1 It is the responsibility of the Head of Maintenance to ensure this policy is implemented.
- 5.2 It is the responsibility of the Operational Managers within the Maintenance Team to ensure:
- All staff are aware of this policy;
 - All staff are trained relevant to their role;
 - Monitoring records are collected in accordance with this policy;
 - Customers are adequately informed of the policy and support is given to help them understand it;
- 5.3 We will measure our performance using a suite of indicators, along with operational management information that will give us the assurance that our processes are working efficiently.
- 5.4 Reports will be submitted to the OH Board and Maintenance Panel on the attainment of standards in line with this policy. Where performance does not meet expectations, remedial action will be taken.
- 5.5 We will consider and learn from all comments, complaints and compliments received from our customers and use information from Voluntas on a monthly basis to continuously monitor the service.

6. Links to other Policies & Strategies

6.1 This policy also links to our:

- Corporate Plan
- Asset Management Strategy
- Value for Money Strategy
- Gas Safety Policy
- Operational Gas Servicing Procedures
- Equality and Diversity Policy
- Aids and Adaptations policy
- Health & Safety Policy
- Environmental Policy
- Recharge Policy
- Compensation Policy
- Lettings Policy

7. Legislation

7.1 The main pieces of legislation and regulation relevant to this policy include:

- Landlord & Tenant Act 1985
- Health & Safety at Work Act 1974
- The Housing Acts 1985 & 1996
- Commonhold & Leasehold Reform Act 2002
- Defective Premises Act 1972
- Environmental Protection Act 1990
- Equality Act 2010
- Right to Repair Regulations 1994
- Building Regulations
- Tenant Involvement & Empowerment Standards
- Control of Asbestos Regulations 2012
- Control of Substances Hazardous to Health (COSHH) Regulations 2002

8. We'll look at this again...

8.1 This policy will be reviewed every three years unless there are any significant changes to legislation or regulation or deficiencies are found that necessitate an earlier review.

9. What we mean...

Reference	Definition
Value for Money	VFM is not only based on economy and saving money but also on maximising the effectiveness and efficiency of the service.

	<p>The Regulator for Social Housing (RSH) actively regulates VFM as part of the Economic Standards. VFM, applies to the whole business, taking into consideration the performance of all assets and resources (including financial, social and environmental returns).</p>
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Appendix 1.

Repairs Priorities

The prioritisation of repairs is an essential criteria to meet the needs of our customers and ensure the provision of an effective, efficient and Value for Money repairs service.

Repairs Priorities are set out clearly to determine the timescales for the completion of the work requested.

OH will also work to achieve efficiency and Value for Money by providing a process for works to be carried out on a planned and cyclical basis, thus utilising resources fully.

- Same Day Priority – these repairs will be carried out the same day as the customer requests the repair, these repairs consist of emergency works that be of a significant detriment to the customer or their home.
- Next Day Priority – these repairs are ones which are of an urgent nature but do not fall into the same day priority in terms of customer and/or property detriment.
- Appointment – these repairs will be offered to the customer as an appointment based on customer requirements and the availability of resources to attend the appointment.
- These categories offer emergency repairs to tenants either on the SAME day, or the NEXT day. These will be diagnosed with vulnerabilities in mind and call handlers will be given the discretion to move jobs within priorities to suit the circumstances. All other jobs will be appointed.

Priorities List

Description	Priority
Total loss of electricity	SAME DAY
Unsafe electrical fittings	SAME DAY
Gas leaks (following report to emergency service provider)	SAME DAY
Total loss of gas supply	SAME DAY
Total loss of heating or hot water (1 Oct to 31st March)	SAME DAY
Total loss of water supply	SAME DAY
Leaking water or heating pipe, tank, cistern or toilet – Where leak cannot be controlled by isolation or other means.	SAME DAY
Insecure window, external door or external lock	SAME DAY
Dangerous structures – such as chimneys or loose roof tiles	SAME DAY
Defective Smoke Alarm	SAME DAY
Total loss of Communal Lighting	SAME DAY
Toilet not flushing (where there is no other working toilet in dwelling)	SAME DAY
Gain Access (Tenant locked out) Including Communal Doors.	SAME DAY
Make safe loose or detached banister or handrail for stairs	SAME DAY
Make safe defective floorboards or stair treads	SAME DAY
Partial loss of electricity	NEXT DAY
Partial loss of gas supply	NEXT DAY
Partial loss of heating or hot water (1 Oct to 31 st March)	NEXT DAY
Partial loss of water supply	NEXT DAY
Faulty staircase or corridor lighting in blocks of flats or sheltered accommodation	NEXT DAY
Actionable defects, such as trip hazards, falling tiles or collapsing ceilings.	NEXT DAY
Faulty Shower (where only means of bathing)	NEXT DAY
Blocked or leaking sewer, soil stack or toilet	NEXT DAY
Total or partial loss of heating and hot water (1 April to 30 September)	APPT
Carry out repair to loose or(detached) banister or handrail	APPT
Repair defective floorboards or stair treads	APPT
Blocked sink, bath or basin	APPT
Leaking water or heating pipe, tank, cistern or toilet – Where leak can be controlled by isolation or other means.	APPT
Tap which cannot be turned on or off	APPT
Holes in a roof where rain is coming in or roof tiles have come off in a storm	APPT
Overflows Running	APPT
Electrical fittings not working but are not a danger to health	APPT
Door entry phone not working	APPT
Glass in windows and doors (after being made safe as an emergency repair)	APPT

Taps dripping	APPT
Broken Chimney Pots	APPT
Renew collapsed ceiling	APPT
Replacement of cracked wash hand basins or toilets that are not leaking	APPT
Repairs to gutters and rainwater pipes	APPT
Easing or re hanging internal or external doors	APPT
Weather boards	APPT
Easing windows	APPT
Repairs to kitchen units	APPT
Repair or renewal of floor coverings	APPT
Renewal of Electric fires	APPT
Replacement of parts to solid fuel fire	APPT
Renew / Refix Skirting Boards	APPT
Electrical Fan in kitchen or bathroom not working	APPT
Reseal around bath or shower	APPT

Actionable Defect is a repair that requires immediate action because of Health & Safety implications and /or damage to property.