

Policy Name:	Version:	3.0
Repairs and Maintenance Policy and Procedure	Date approved by Board:	May-2021
	Date of next review:	May-2023

1. Introduction

- 1.1 Fairplace Homes (Fairplace) will make sure that all properties are repaired and maintained promoting a safe home environment for all its residents and tenants. Repairs and maintenance continues to be a top priority for our customers. To ensure value for money, the policy establishes a balance of cost and service delivery excellence.
- 1.2 The purpose of this policy is to set out our approach to responsive repairs, cyclical and planned maintenance.
- 1.3 The main aims of this policy are to:
- Provide clearly, the principles of our repairs and maintenance to our residents; enabling Fairplace to provide a seamless, high quality and customer focused repairs service for all residents; and to
 - Ensure the repairs and maintenance service meets all legal and regulatory requirements.

2. Legal and Regulatory responsibilities

- 2.1 This policy complies with the RSH's Home Standard which requires providers, in maintain their homes to:
- ensure that tenants' homes meet the standard set out in section five of the Government's Decent Homes Guidance
 - continue to maintain their homes to at least this standard meet the standards of design and quality that applied when the home was built, were required as a condition of publicly funded financial assistance if these standards are higher than the Decent Homes Standard
 - in agreeing a local offer, ensure that it is set at a level not less than these standards and have regard to section six of the Government's Decent Homes Guidance.
- 2.2 And in regard to repairs the standard requires providers to:
- provide a cost-effective repairs and maintenance service to homes and communal areas that responds to the needs of, and offers choices to, tenants, and has the objective of completing repairs and improvements right first time

- meet all applicable statutory requirements that provide for the health and safety of the occupants in their homes.

2.3 In operating of this policy Fairplace will comply the legal and regulatory expectations outlined in the following:

- RSH Homes and Tenant Involvement standards
- Disrepair – Landlord and Tenant Act 1985 S11
- Vandalism – OFT tenancy guidance 2005
- Insurance – Occupier Liability Act 1957
- Repairs – Defective Premises Act 1972
- Gas – Gas Safety (Installation & Use 1998)
- Statutory Nuisance – Environmental Protection Act 1990
- Electrics – Electrical Safety regulations 1994
- Control of Asbestos Regulations 2012
- Fire Safety – Regulatory Reform Order 2005
- Standards – Housing Health & Safety Rating System 2004

3. Responsibilities – Tenants

3.1 Fairplace's tenancy agreements set out the repairs and maintenance obligations for both Fairplace and the tenant. When a tenant signs the agreement, it demonstrates that the obligations have been understood and accepted by both the tenant and Fairplace.

Responsive Repairs

3.2 For responsive repairs, Fairplace will be responsible for:

- Structure of the building including foundations, walls, windows, external doors, roofs, rainwater goods, chimney stacks, plaster, floors, stairs;
- Structural fittings and fixtures of the building including internal doors, kitchen units, sanitary ware, internal joinery, cupboards and fireplaces;
- Service installations including drains, inspection chambers, wastes, water pipes, electrical installations, gas pipes, central heating, communal lights, fire alarms, warden call alarms, door entry phones, lifts communal aerials;
- External works including paths, clothes posts, fences;
- Communal facilities of schemes, including paths, drying areas, communal lounges, laundry rooms, bathrooms, paved and grass areas.

3.3 Tenants will be responsible for:

- Any repair caused by the neglect, misuse, wilful or accidental damage by a tenant, family member or visitor to the property;
- Renewal of lightbulbs, other than communal or emergency light;

- Replacement of lost keys or a resultant change to locks to doors or windows;
- Reporting any repairs that are the responsibility of Fairplace as soon as possible.

Planned Maintenance

- 3.4 It will be the responsibility of Fairplace to maintain an up to date register of the condition of our properties and to create a planned maintenance schedule to ensure the longevity of the quality and safety of these properties.

Cyclical Maintenance

- 3.5 It is the responsibility of Fairplace to ensure that all of our properties are compliant with the relevant health and safety laws and appliance servicing needs.

4. Repair Classification and Categories

- 4.1 There are 3 main classifications of maintenance: Responsive Maintenance, Cyclical Maintenance and Planned Maintenance.

4.2 Responsive repairs

- 4.2.1 Responsive Repairs are defined as those repairs or defects which are carried out on a responsive basis as the need arises e.g. the loss or partial loss of heating, power or lighting, blocked toilets, sinks or dripping taps or doors and windows not opening or closing properly.

- 4.2.2 Responsive Repairs are split into 4 main categories: Emergency/Make Safe, Urgent, Priority Non-Urgent and Non-Urgent.

- 4.2.3 **Emergency/Make Safe Repairs** are repairs works which, if not carried out would pose an immediate risk to a resident or third party's health and safety or to the building's structural integrity. Fairplace aim to complete the repair within 24 hours of receiving the request.

- 4.2.4 **Urgent Repairs** are repairs which materially affect the comfort or convenience of the Service Users. This type of repairs could develop into an emergency repair if it is not addressed. Fairplace will aim to complete priority one urgent repairs within 48 hours.

- 4.2.5 **Priority Non-Urgent Repairs** Are repairs works which, if not carried out would not pose an immediate risk but cause a serious inconvenience to the resident. Fairplace aim for urgent repairs to be completed within 7 calendar days.

- 4.2.6 **Non-Urgent Repairs.** These are repairs works that are not hazardous and do not cause any serious inconvenience to the resident. Fairplace aims for priority three non-urgent repairs to be completed within 14 calendar days after being reported.

- 4.2.7 All responsive repairs issues will be able to be logged via phone or email with Fairplace or its managing agent.
- 4.2.8 With all repairs, residents will be notified of when the repair works will take place and how long the repair should take to resolve. Residents will be notified upon completion of the repair works.
- 4.2.9 Fairplace recognises that it will be more difficult for residents with specific communication needs to access our information surrounding repairs & maintenance and reporting them. We will ensure that our communications are accessible to all as described in our Equal Opportunities and Diversity Policy.
- 4.2.10 Fairplace has a dedicated officer who undertakes regular visits and inspections of the communal areas of its accommodation. Support workers of the care provider in each accommodation are able to raise repairs and maintenance needs with the dedicated housing for that accommodation.

4.3 Cyclical and Planned Maintenance

- 4.3.1 Cyclical maintenance comprises work which is considered protective or preventative. This includes gas servicing/safety checks, electrical safety checks, decoration of communal areas and other similar works.
- 4.3.2 Planned maintenance works are planned in advance and will be carried out to maintain the standard of our properties.
- 4.3.3 Fairplace will use data obtained from stock condition surveys to schedule planned maintenance. An annual programme of planned maintenance works will be notified to resident whose properties are impacted by planned work.

5. Performance monitoring

- 5.1 To ensure the quality and consistency of Fairplace's repair and maintenance service Fairplace will record and monitor several key performance indicators. Performance figures will be presented to the Board as well as published on Fairplace's website. The indicators will measure:
- Number and percentage of repairs delivered within the timescales outlined in this policy.
 - Decent Homes Standard compliance
 - Responsive repairs completed first time right
 - Customer satisfaction with the safety of their homes

6. Policy Monitoring and Review

- 6.1. The Board has overall responsibility for this policy. This policy will be reviewed every two years.

Appendix 1 - Maintenance Charter

Here is a schedule of potential repair and maintenance problems. Each issue has been prioritised according to the risk levels attached to it. You will see our predicted timescale for dealing with each issue.

Maintenance Issue	Priority Level	Timescale for Completion
<ul style="list-style-type: none"> ▶ Blocked drains, toilet pans and soil stacks (where there is no other working toilet in the house) ▶ Loss of space and water heating ▶ Leak from tanks, cisterns, heating and water pipes ▶ Electrical failure/loss ▶ Unsafe electrical, power or light fitting ▶ Defective toilet ▶ Insecurity caused by break-in ▶ Insecure external doors, windows and locks ▶ Blocked flue pipes ▶ Loss of water supply ▶ Total or partial loss of gas supply ▶ Exposed electrical cabling ▶ Serious leakage through roof ▶ Loose or broken banisters or handrails ▶ Gale or storm damage causing danger to life or property 	<p>Emergency/Make Safe</p> <p>Emergency repairs required to avoid danger to health, risk to the safety of Service Users or serious damage to buildings or Service Users' belongings.</p>	<p>Complete works within 24 hours.</p>
<ul style="list-style-type: none"> ▶ Broken glazing ▶ Non-functioning refrigerator ▶ Blocked sinks, baths and basins ▶ Taps which cannot be turned ▶ Fallen plaster ▶ Loose or detached hand rails and banisters ▶ Rotten stair tread and timber flooring ▶ Overflow running continuously ▶ Covering of exposed manholes or gullies ▶ Unsafe flooring of any kind 	<p>Priority One</p> <p>Urgent repairs, which materially affect the comfort or convenience of the Service Users.</p>	<p>Complete works within 48 hours.</p>
<ul style="list-style-type: none"> ▶ Loose plaster ▶ Defective floorboards, stair tread, handrails or detached banister ▶ Defect to internal door/kitchen unit etc. ▶ Defective washing machine ▶ Defective extractor fans ▶ Defective guttering ▶ Blocked sink, bath or basin ▶ Tap which cannot be turned ▶ Partial loss of electric power ▶ Leaking roof ▶ Faulty entry systems ▶ Partial loss of water supply 	<p>Priority Two</p> <p>Non urgent repairs</p>	<p>Within 7 days of notification.</p>
<ul style="list-style-type: none"> ▶ Paint touch ups ▶ Loose skirting boards ▶ Air vents ▶ Loose pipe boxing ▶ Garden fencing 	<p>Priority Three</p> <p>Non urgent Repairs</p>	<p>Within 14 days of notification.</p>
<ul style="list-style-type: none"> ▶ Testing of gas appliances & flues ▶ Testing of fire detection apparatus ▶ Testing of small electrical appliances ▶ Testing of electrical supply wiring and fixtures and fittings. 	<p>Annual</p> <p>To maintain 'accredited' status.</p>	<p>Every 12 months or upon change of Service User.</p>