

<b>Repairs Policy</b>	
<b>Document Owner:</b> Director of Property Services	<b>Business Ref:</b> PO-PL-001
<b>Date Approved:</b> August 2023	<b>Review Date:</b> August 2026

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### 1.0 Introduction

- 1.1 This document covers Beyond Housing’s repairs policy and is designed to set out how we will deliver repairs within, or to, our customers’ homes, garden, yard or outbuildings.
- 1.2 The policy applies to all properties owned by Beyond Housing and rented to customers for domestic use. It does not apply to any other type of property or any other type of customer, including shared ownership customers.
- 1.3 Repairs reported by customers, or logged on behalf of customers, are covered by this policy. Void repairs, investment work and compliance servicing are covered under the following policies:
  - Voids repairs under the empty homes policy
  - External contractor access procedure
  - Electrical safety policy
  - Gas and heating safety management policy

### 2.0 Policy objectives, key performance indicators (KPI) and reporting

- 2.1 Beyond Housing is committed to the provision of an excellent repairs service that meets its statutory responsibilities, protects its customers and assets, and that leads to high levels of customer satisfaction. This policy, and the procedures that support it, are designed to enable that service.
- 2.2 Repairs performance is measured via customer satisfaction and is reported in two ways.
  - Customer satisfaction with repairs (transactional survey) reported weekly to the leadership team and to colleagues involved in delivering the service.

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- Customer satisfaction with the repairs service (perception survey) measured in line with the regulators requirement and reported twice per year to board and published for customers to view.

Targets for both measures are agreed with Board and/or the executive management team prior to the start of each financial year.

Key Performance Indicator	Owner (job role)	Policy objective alignment
Customer satisfaction with repairs (transactional)	Director of Property	
Customer satisfaction with repairs service (perception)	Chief Operating Officer	

### 3.1 Definitions

- 3.2 **Repair** – the rectification of a fault or the restoration of an object, component or installation that is in a state of disrepair or that is not functioning as designed
- 3.3 **Property** – the home in which a customer lives and the garden, yard, and any attached outbuildings
- 3.4 **Emergency repair** – a repair that presents an immediate risk to the health and safety of a customer, colleague, or member of the public, or that provides an immediate risk to the fabric and integrity of the property if not made safe immediately
- 3.5 **Urgent repair** – a repair that would present a risk to health and safety, or to the fabric of the property if it were to be completed via the standard appointment system
- 3.6 **Routine repair** – a repair that does not present a risk to health and safety, or to the property, and that can be completed through an agreed appointment
- 3.7 **Planned repair** – a repair that does not present a risk to health and safety, or to the property, and that can be more efficiently completed via a programme of similar works
- 3.8 **Beyond Housing responsibility** – any defect/repair that is included in our service offer and that is completed by Beyond Housing
- 3.9 **Customer responsibility** – any defect/repair that is the responsibility of the customer and that is not included within our service offer.

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#### 4.0 Legislative, regulatory and strategic alignment

- 4.1 In delivering its repairs service Beyond Housing must comply with relevant legislation and with the social housing regulatory framework including the Homes Standard.
- 4.2 The main areas of legislation relevant to this policy and the delivery of repairs include:
- 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) Regulations 1994
  - Management of Health and Safety at Work Regulations 1999
  - Housing Act 2004
  - Housing Health and Safety Rating System 2006
  - Control of Asbestos Regulations 2012
  - Data Protection Act 2018

#### 5.0 Responsibilities

- 5.1 The Director of Property will be responsible for the maintenance and operation of the repairs policy. The Repairs Manager, Gas and Electrical Manager, Complex Repairs Manager and the Property Services Manager are responsible for the delivery of the policy within their respective areas, and they will be supported by the Customer Services Manager. The Chief Operations Officer is responsible for approving the policy.
- 5.2 Performance against the policy will be monitored and reported upon by the customer insight and performance teams
- 5.3 In addition to repairs colleagues, the policy will be delivered by external contractors. Each operational manager, supported by the Neighbourhoods Manager, will be responsible for managing such subcontractors.

#### 6.0 Policy delivery

- 6.1 The delivery of repairs covered by this policy will be in line with the associated written procedures and end to end process map.
- Response repairs written procedures (to be developed)
  - Response repairs V12 process map
  - Response repairs customer arrange V10 process map
  - Response repairs we arrange V10 process map
  - To be major repairs DRS process V10 process map
  - Follow on and STL interim process map

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- Inspections to be process map

6.2 All teams involved in the delivery of repairs will complete annual training on the procedures and process maps listed in point 6.1

### 6.3 How repairs will be delivered

6.3.1 We will clearly list on our web site which repairs are the responsibility of Beyond Housing to complete and which repairs are the responsibility of the customer to complete. No changes will be made to those listings without the written approval of the Director of Property and consultation will be completed with customers for any material change to the content.

6.3.2 All repairs will be completed using standard materials which will be clearly listed on the Beyond Housing web site.

6.3.3 Beyond Housing will aim to attend as soon as possible, and at least within the priority timescales listed below, and will aim, where it is possible to do so, complete a repair in a single visit. We will only replace an item where a repair is not possible.

6.3.4 Customers will be able to book a repair via a variety of ways and will be offered an appointment slot that fits their needs. We currently offer the appointment slots below, however, where a preference has not been expressed an all-day appointment will be made to maximise efficiency and reduce customer wait times.

- Morning appointment
- Afternoon appointment
- Non-school run appointment
- All day appointment

6.3.5 All repairs will be categorised and given a priority and each priority will have a target timescale for completion. Our current priorities and timescales are:

- Emergency priority - attend and make safe within 4 hours.
- Urgent priority - attend and repair or make safe within 24 hours.
- Appointed repair - attend/repair at the next available appointment.
- Planned works - attend/repair within 180 days

6.3.6 Whilst there is guidance available for the categorisation of repairs based upon the content and urgency of the job, service centre colleagues are able to escalate appointed repairs to the urgent priority if they feel that this is necessary where there is a customer vulnerability that would introduce risk should the repair be delayed.

### 6.4 No access

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If we are not able to gain access on the first visit all repairs, except for those that will provide a high level of risk if not completed, will be cancelled and the customer will be required to rebook at appointment. Further attempts will be made to gain access for high-risk repairs and, where necessary, we may seek legal recourse to gain access and ensure the safety of our customers and our property.

### 6.5 Emergency out of hours service

We offer an emergency out of hours service for the delivery of emergency and urgent repairs midweek after 5pm and at weekends and bank holidays. All repairs required out of hours must be booked via telephone and there is an expectation that the customer will remain available to allow access until the repair or make safe has been completed. Some defects cannot be fully repaired out of hours and, where this applies, our engineer will aim to make it safe until we can attend and repair during normal working hours.

### 6.6 Recharges

In rare instances we reserve the right to recharge for repairs we have had to make, or for visits we have completed. Whilst we would seek to avoid taking this action, by expecting the customer to put right the issue themselves, for example, we will consider doing so in the following circumstances:

- A job is reported by a customer as an urgent or emergency job that does not fit the description in 3.3 and 3.4 of this document, and that could have been completed via an appointment
- Damage has been deliberately made by a customer, or that has been allowed to be made by the customer that we are required to repair to ensure the safety of our customers, the general public or to maintain the integrity of the house, its garden, yard or any outbuildings
- To rectify in approved changes to the property and its fixtures and fittings that we are required to put right to ensure that safety of the customer, the general public, or to maintain the integrity of the house, garden, yard or any outbuildings
- Any of the above issues that we are required to complete in order to relet the property once the customer terminates their tenancy

In these circumstances recharges may include labour, including travel time, materials and any hire charges that we would accrue.

### 6.7 Planned work

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In some instances, we will categorise repairs as planned repairs, this is usually because the job can be completed more efficiently if it is included in a future programme of work, or where specialist materials or plant is required to complete the work. They are usually large jobs that can be disruptive to customers to complete. We aim to complete all planned works within 180 days and will communicate to customers in advance of their completion to agree an appointment and confirm attendance.

## 7.0 Controls and reporting

Control	Line of defence (1st, 2nd or 3rd)	Responsible (Job role)	Reported to:
Weekly review of disrepair related jobs	1st	Senior team leader repairs	Repairs Manager
Weekly review of damp and mould jobs	1st	Team leader neighbourhoods	Repairs Manager
Periodic audits and inspections by health and safety team	2nd	Health and safety team	Repairs Manager/ Director of Property

## 8.0 Consultation

8.1 Consultation has been completed with internal colleagues from all relevant teams, and with customers, on the following elements of this policy:

- Service offer/Beyond Housing and Customer responsibilities
- Repairs standard materials

Consultation has been completed with appropriate internal colleagues on all existing process maps listed in this document for the control of the delivery of repairs.

8.2 Consultation has been completed on this document with internal colleagues involved in the process, with the Beyond Housing leadership team, and with customers.

8.3 Consultation must be completed for any material changes to this policy and for any new supporting procedures and for any changes to existing process maps. That consultation must include customer involvement.

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## 9.0 Approval

<b>Approval and revision Criteria</b>	<b>Information</b>
Document written by:	Director of Property
Document approved by:	Board
Version No.	1

<b>Version no.</b>	<b>Revision date</b>	<b>Reason for revision</b>
1		New policy
1	June 2024	Year one desk top review completed