

Repairs & Maintenance Policy

1. Summary

- 1.1. The new Tenant Satisfaction Measures introduced by the Government in April 2023 requires Registered Providers (RPs) to:
 - 1.1.1. 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
 - 1.1.2. meet all applicable statutory requirements that provide for the health and safety of the occupants in their homes.
- 1.2. Specific requirements of the Home Standard are that RPs shall:
 - 1.2.1. ensure a prudent, planned approach to repairs and maintenance of homes and communal areas. This should demonstrate an appropriate balance of planned and responsive repairs, and value for money. The approach should include: responsive and cyclical repairs, planned and capital work, work on empty properties, and adaptations.
 - 1.2.2. co-operate with relevant organisations to provide an adaptations service that meets tenants' needs.
- 1.3. This policy sets out how SHAL will ensure it meets the above regulatory requirements in the repair and maintenance of its homes and the provision of an adaptations service. It also covers the requirements of the following legislation:
 - 1.3.1. Landlord & Tenant Act 1985
 - 1.3.2. Housing Act 2004
 - 1.3.3. Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994
 - 1.3.4. Defective Premises Act 1972
 - 1.3.5. Commonhold & Leasehold Reform Act 2002
 - 1.3.6. Gas Safety (Installation and Use) Regulations 1998

- 1.3.7. Management of Health and Safety at Work Regulations 1999
- 1.3.8. Building Regulations Act 1984
- 1.3.9. Health and Safety at Work Act 1974, Sections 2, 3 and 4
- 1.3.10. Housing Health and Safety Rating System 2006
- 1.3.11. Equality Act 2010
- 1.3.12. 2006 Decent Homes Standard

2. Objectives

- 2.1. At SHAL we aim to provide a high quality and responsive repairs and maintenance service which meets our tenants' needs and expectations.
- 2.2. The key aims of this policy are to set out our approach to day-to-day (responsive/routine) repairs, planned and cyclical improvements, repairs to empty homes (voids) and adaptations to homes to meet the needs of tenants with disabilities.

3. Details

- 3.1. This policy covers day-to-day repairs, planned and cyclical improvements, work on empty homes and disabled adaptations.
- 3.2. Day to day repairs
 - 3.2.1. Day to day repairs may be reported by phone, by email, through SHAL's website or in person by notifying a visiting officer. These repairs are carried out by SHAL's own inhouse repairs team and approved sub contractors.
 - 3.2.2. Repairs are divided into the following priorities:
 - a Emergency – responded to within 24 hours
 - b Routine – responded to within 28 days
 - 3.2.3. An emergency repair is anything that is a risk to health and safety or likely to cause damage to the structure of the building. If something goes wrong and you're left without heating and hot water and you don't have a backup immersion heater we will respond within 24 hours.
 - 3.2.4. Routine repairs are anything standard or routine, including repairs to manageable Plumbing leaks external doors and other joinery,

windows, internal fixtures and fittings. Repairs to non-urgent structural faults, replacement of internal fixtures and fitting, internal doors, window replacement, garages and out-buildings. We aim to schedule and appoint these repairs when they are reported.

3.3. Whose responsibility is it?

3.3.1. Responsibility for repairs is split between SHAL as the owner of the property and the tenant as the occupier of the property and is as follows:

3.3.2. SHAL is responsible for:

- a Main structure and external fabric of the dwelling and adjoining outbuildings
- b Repairs to the installations provided for water supply including ball valve
- c washers, tap washers, gas and electricity supply and space and water heating, drainage Communal installations and services
- d Access paths leading to the dwelling, walls and gates, garages and parking.
- e Boundary fences will be replaced by 1200mm chain link fence and post.
- f Floor tiles and other floor finishes SHAL has provided

3.3.3. Tenants are responsible for:

- a Any repairs or replacement resulting from the tenant's negligence, damage or misuse - if SHAL must complete these repairs we will recharge the tenant
- b Security of the property following loss of keys and work resulting from the loss (e.g. forced entry through doors or windows)
- c Sanitary installation (i.e. the WC seat and cover, the handles and chains, plugs and chains to baths, basins and sinks, blockages to internal waste pipes and traps, including WC pans)

- d All electrical appliances supplied by the tenant, battery operated door bells, batteries, and fluorescent tubes and starter motors
- e Paths and boundary fences not provided by SHAL
- f Internal decorations (i.e. all internal decorations, including plaster cracks which would normally be made good during preparation)
- g Miscellaneous fittings (i.e. hat and coat hooks and rails, internal door pulls and hinges, catches and fittings to cupboards and kitchen units)
- h Glass to windows and doors, curtain rails and battens, any structure or appliance not installed by SHAL - where safety glass is used it must be replaced by glass of the same standard and quality

3.4. Insurance

3.4.1. SHAL insures the building but tenants need to insure their own contents. We urge all tenants to obtain adequate household contents insurance and the National Housing Federation is just one of the many affordable options available. The following items should be covered:

- a Furniture and fittings and internal decorations, i.e. damage following burst pipes, flood, bursting of heating appliances, water storage tanks and cylinders
- b Damage arising from fire and other occurrences
- c Sanitary fittings i.e. accidental damage or misuse of WC pans and cisterns,
- d washbasins and pedestals, baths and bath panels, sinks and draining boards
- e Glass and glazing to windows, doors and internal partitions

3.5. Rechargeable repairs

- 3.5.1. Some repairs are necessary due to negligence, damage or misuse. If the person responsible agrees to pay for the work in question, an estimate of cost is given, and the payment is collected before the work is carried out.
- 3.6. Asbestos
 - 3.6.1. Asbestos can be found in any building built before the year 2000 (houses, factories, offices, schools, hospitals etc) and causes around 5000 deaths every year. There is asbestos in our tenants' homes, it does not present a problem, unless it is disturbed or is damaged. Asbestos is reinspected by our Asbestos consultants every 5yrs and at when a property becomes void.
- 3.7. Gas servicing
 - 3.7.1. If there is a Gas supply to a property, SHAL has a legal duty under the Gas Safety (installation and use) Regulations 1998 to ensure that gas appliances, fittings and flues in the home are safe.
 - 3.7.2. Tenants will be contacted 2 months before the due date by our appointed contractors to arrange a service date.
- 3.8. Planned and cyclical maintenance
 - 3.8.1. To achieve value for money it is preferable for as much work as possible on SHAL's properties to be planned and carried out on several homes together. These works, for example kitchens, bathrooms, electrical wiring, roof will be carried out at intervals as set out in the Government's Decent Homes Standard.
 - 3.8.2. Other cyclical works should also be scheduled and carried out at regular intervals in accordance with Decent Homes (for example exterior painting, Heating replacement etc).
 - 3.8.3. Planned improvements to homes will be explained to the tenant and, where appropriate, will allow the tenant certain choices, for example colour and materials used.

- 3.9. Repairs to empty homes (voids)
- 3.9.1. When homes become vacant they may require various repairs to bring them up to the necessary standard for reletting. All homes due to be vacated will be inspected prior to the end of the tenancy so that any necessary repairs or redecoration can be specified and ordered.
- 3.9.2. Under the Energy Performance of Buildings Directive all properties let after 1 October 2008 are required to have an Energy Performance Certificate provided by a qualified Energy Assessor.
- 3.9.3. SHAL aims to relet each empty home as quickly as possible to minimise the amount of rent loss and repairs will be prioritised accordingly.
- 3.9.4. Shal will assess the Asbestos containing elements of the property and carry out any necessary work.
- 3.9.5. Shal will carry out any Decent Homes and energy efficiency work required.
- 3.10. Disabled adaptations
- 3.10.1. Some people are disabled by physical barriers which prevent them participating fully in society. Because, for instance, people make use of a wheelchair, they require barriers, like steps, to be removed or bypassed. Such barriers can be found in properties owned by SHAL as well as in the wider society.
- 3.10.2. Requests for adaptations are made through the Occupational Therapist Service (OT) at Somerset County Council. The OT will advise tenants of solutions tenants may be able to provide for themselves or, any aid or adaptations needed. SHAL does not become involved with the provision of aids but can be involved with adaptations to a property. Adaptations required fall into 2 categories, minor and major.
- 3.10.3. Minor adaptations

SHAL defines a minor adaptation as costing £1,000 or less. SHAL

has a small budget which includes the cost of handrails, steps, lever taps etc that have been formally requested by an OT.

3.10.4. Major adaptations

Sometimes major works are needed to a SHAL property, such as wet floor showers, or construction of a ground floor bedroom in an extension to the house.

The OT will contact the local Home Improvement Agency and make a recommendation for a Disabled Facilities Grant, which is means tested. An application for consent for this work to be carried out will be considered by SHAL.

3.10.5. Stairlifts

Stairlifts are funded by a Disabled Facilities Grant. When the stairlift is installed it is the property of the occupiers.

Repairs and maintenance in the first year are covered by the manufacturer's guarantee. Shal will carry out a consultation process with the Tenant to see if service charges are applicable. Subsequently SHAL will maintain the stairlift.

If the tenant leaves their home, they should take the stair lift with them.

If the stairlift is left behind it will be removed and recycled.

4. Outcomes

- 4.1. That SHAL's homes are well maintained and meet Decent Homes Standards, and tenants express a high level of satisfaction with the process and quality of repairs.
- 4.2. Empty properties are repaired and relet promptly and to a high standard.
- 4.3. There is a good balance between day to day repairs and planned improvements which ensures value for money is achieved.

5. Consultation

- 5.1. A draft copy of this policy will be available on our website to allow members of the public an opportunity to comment on its contents prior to being submitted for approval by SHAL's board.

- 5.2. All tenants will be contacted by text to advise of its availability online and a draft copy will also be made available on request.
- 5.3. SHAL’s tenant scrutiny panel will also be invited to review the policy and suggest any comments and amendments prior to the policy being approved by the board.

6. Equality and Diversity

- 6.1. SHAL celebrates diversity and recognises the needs of a diverse population. This policy will be applied in a way which complies with our own Equality and Diversity Policy, which states that we will not discriminate on grounds of age, disability, gender reassignment, sexual orientation, marriage and civil partnership, pregnancy and maternity, race, religion and belief and gender.
- 6.2. The policy will also comply with the Human Rights Act 1998, and Equalities Act 2010.
- 6.3. SHAL works closely with its partners and other agencies to ensure it has a clear understanding of its resident community with clear regularly updated service user profiles.

7. Value for Money

- 7.1. SHAL is committed to delivering excellent services which offer value for money. This policy aims to achieve this by using the following range of mechanisms, including:
 - 7.1.1. benchmarking cost and performance data such as average costs per property
 - 7.1.2. market testing of the repairs service against other social and external housing providers
 - 7.1.3. undertaking reviews on processes, services and systems
 - 7.1.4. analysing emergency jobs issued to determine long term remedial or planned works
 - 7.1.5. robust tendering process

8. Owner

8.1. Maintenance Manager

9. Version and Revisions

9.1. This policy will be reviewed every 2 year(s).

9.2. Revisions

New version	Date	Revision details