

**Maintenance Procedure**

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| **Date** |  |
| **Author** |  |
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1. **Introduction** 
   1. We are committed to providing a high-quality Repairs & Maintenance Service for all tenants and leaseholders and understand that this is one of the most important service areas.
   2. Maintenance work does not need to be carried out straight away but are required for the long term good of the property.
   3. Maintenance works include complex repairs that may require an inspection before the work can be arranged and require multiple trades and visits to complete the repair.
2. **Purpose** 
   1. This procedure sets out how we will deliver our maintenance works and cyclical maintenance to ensure our homes are safe and well maintained.
3. **Reporting Repairs** 
   1. When tenants and leaseholders identify a repair is needed, they should first

check our *Tenant/Leaseholder Repair Guide* to identify if the responsibility is their own.

* 1. Where Tai Calon are responsible they can request repairs by:

Phone: 0300 303 1717

E-mail: [talktous@taicalon.org](mailto:talktous@taicalon.org)

Website: [www.taicalon.org](http://www.taicalon.org)

Writing: Tai Calon Community Housing, Solis One, Griffin Lane, Rising Sun Industrial Estate, Blaina NP13 3JW.

In Person: To any member of staff during normal working hours.

Text: Text the word “Repairs” followed by your name and

message to 60030.

Housing Online: [Housing Online - Tai Calon Community Housing](https://www.taicalon.org/tenant-information/housing-online/)

1. **Planned Priorities & Timescales**

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| **Priority** | **Timescale** | **Example Repairs** |
| **MW3**  Maintenance Works | Within 3 months  (Medium Priority) | * Renew Gate * Wet cavity extraction * Install Positive Input Ventilation system. * Remove debris from cavity undercut all internal doors for airflow * Lay Loft Insulation to current building regulations. |
| **MW6**  Maintenance Works | Within 6 months  (Lower Priority) | Major Repair to:   * Kitchen * Plastering * Fences (Over 5 metres) * Walls * Paths & Steps * Shed Door * Chimney * Rendering * Structural Defects |
| **IMP**  Improvements | No timescale –  Batched by location and programmes  (Outside of Asset Programmes) | * Full boundary fence * Full path * Re-plaster whole room * Full Kitchen Replacement * Rebuilding brick Walls * Cavity Extractions * Window/Door replacement |
| **CYE**  Cyclical Maintenance | Because of Legislative requirements, manufactures recommendations these can vary from annually to 5 yearly. | * Gas Servicing * Solid Fuel Servicing * Fire Alarms * Electrical Testing * Asbestos * Legionella * Passenger Lifts * Stair Lifts |
| **Asset Programmes** | In Line with the *Asset Management Strategy* | Improvements:   * Rewiring * Reroofing * New kitchen/bathroom * Garden programmes * Window/door replacements * EWI property * Render property |

1. **Maintenance Works**
   1. Maintenance works can be complex and may require an inspection before the work can be arranged.
   2. Maintenance works may require several appointments for multiple trades to visit to complete the repair.
   3. We will advise tenants/leaseholders of the likely number of visits required and the overall time to complete the repair.
   4. We will keep tenants/leaseholders updated about the progress of their maintenance works.
   5. We will establish the most efficient schedule for the works to be completed and will agree all the required repair appointments.
   6. Once appointed we will provide text message reminders for the agreed appointments.
   7. We understand that larger repairs can be disruptive, and we will provide 5 calendar days’ notice prior to the work commencing. (More immediate access may be required in an emergency)
2. **Cyclical Maintenance**
   1. We have cyclical maintenance plans for several areas of work as shown in

section *2. Repair Priorities & Timescales.* There are procedures in place to manage these works and ensure they meet legislative or manufacturer’s requirements. For further information please see below procedures:

* *Asbestos Procedure*
* *Electrical Safety Procedure*
* *Fire Safety Procedure*
* *Gas Safety Procedure*
* *Legionella Procedure*
  1. It is vitally important that we carry out Landlords Gas Safety inspection at all Tai Calon owned properties with a gas supply, we do this on an annual basis. We also carry out an electrical test in every property every five years. We do these checks to maintain the safety of all our tenants and ask that tenants cooperate with us in completing essential work. Due to the importance of these checks we will take legal action to gain access to homes where it is refused.

1. **Management of Damp / Condensation**

7.1 When we are made aware of possible damp/condensation within a property we

will complete a full house inspection within 15 working days to determine the

cause and severity.

7.2 Where we identify repairs are needed, they will be completed in line with the

repair priorities and timescales.

7.3 We will arrange a follow up inspection after 3 months of the repair works being

completed. This inspection is to ensure that the works carried out have resolved

the damp/condensation experienced and to identify if any further repairs are

needed.

1. **Management of communal areas**
   1. We will carry out inspections of all our estates and communal/common areas

at intervals dependent on the inherent building risk. Fire risk assessments will be carried out in line with the *Fire Safety Procedure*.

1. **Contractors**

9.1 To fulfil maintenance and servicing obligations we will employ

contractors to carry out repairs and maintenance on our behalf. All our staff

and contractors will follow our *Code of Conduct*.

**10. Customer Concerns, Complaints and Compliments**

10.1 If a customer is unhappy with any aspect of our repair service, we encourage them to pursue a complaint in accordance with our *Compliments, Complaints and Concerns Policy*.

10.2 Complaints are viewed as an opportunity to learn how to improve the services provided.

10.3 When dealing with any repair complaint or claim we will aim to put the issue right at the first opportunity and we will follow:

* *Compliments, Complaints and Concerns Policy*
* *Compensation Policy*

**11. Performance Monitoring**

11.1 We continuously monitor our repairs service through tenant satisfaction surveys, *repair post inspection audits* and key performance indicators shown below:

* Appointments made and kept.
* Right first time.
* Repairs completed within timescale.

**12. Review of the Procedure**

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12.1 We will review this procedure when necessary or every two years.

12.2 Any review of the procedure will include consultation with tenants and will consider customer views and Equality Impact Assessments.

12.3 We will also ensure that regular reviews of the procedure take account of any changes in regulatory guidance and good practice.

**13. Reference Documents**

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| Tenant Repair Responsibilities |
| Leaseholder Repair Responsibilities |
| Equality & Diversity Framework |
| Gas Safety Procedure |
| Electrical Safety Procedure |
| Legionella Procedure |
| Asbestos Policy |
| Fire Safety Procedure |
| Responsive Repairs Procedure |
| Code of Conduct |
| Asset Management Strategy 2019 - 2031 |
| Compliments, Complaints & Concerns Policy |
| Compensation Policy |
| Repair Post Inspection Audit |