

**Responsive Repairs Procedure**

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1. **Introduction**
   1. We are committed to providing a high-quality Repairs Service for all tenants and leaseholders and understand that this is one of the most important service areas.
   2. This procedure sets out what is a repair and how we will deliver our Repairs Service to ensure your homes is kept safe and well maintained.

1. **Purpose** 
   1. The key objectives of this Procedure are:

* To carry out repairs at an appropriate time and at the convenience of tenants/leaseholders.
* To carry out repairs efficiently and effectively.
* Provide a high-quality value for money repair service that embraces a “right first-time approach.”
* Achieve high standards of customer care and satisfaction.
* To ensure the repairs service is easily accessible.
* To ensure the repairs service is flexible as far as reasonably possible to enable us to tailor our services to meet the individual needs of our tenants/leaseholders.
* To ensure a consistent and fair approach is adopted in recovering costs of rechargeable repairs and service charges.
* To meet all relevant legislative and regulatory requirements and to meet our contractual and legal obligations.

1. **Reporting Repairs** 
   1. When tenants/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/)

**Repairs Priorities & Timescales**

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| **Priority** | **Timescale** | **Example Repairs** |
| **Emergency** – where there is an immediate danger to a person, or where there is serious risk of damage to a property. | Attend and make safe within 24 hours.  If the repair cannot be completed a follow-on appointment will be arranged. | * Burst Pipes or serious leaks which cannot be contained * Leaks close to electrics * Complete Electrical Failure * Unsafe Electrical Fitting * Total loss of water supply * Blocked toilet – only 1 in property * Blocked or leaking foul drain/soil stack * Fault with fire alarm or smoke detector * Making secure after break in. * Complete loss of heating or hot water between 31st October and 1st May * Immediate Health & Safety Risks * Suspected Gas or Carbon Monoxide leaks. **If you smell gas call 0800 111 999** |
| **Urgent** | Attend within 1 to 10 working days | * Partial loss of electrics * Complete loss of heating or hot water between 1st May and 31st October. * Partial loss of water supply * Blocked Bath/Shower * Tap not working * Leaking roof * Loose or detached bannister or handrail * Rotten timber flooring tread * Door entry phone not working * Mechanical extractor fan in kitchen or bathroom not working * Minor leak |
| **Routine** | Attend within 20 working days | * General repairs to services, internal fixtures and fittings * Repairs to kitchen units * Faulty guttering and downpipes * Dripping/leaking taps * Plastering Repairs |
| **Inspections**  **INS1**  **INS2** | 15 working days  20 working days | * Reports of damp/mould /condensation * Approve and consent to property alterations * Difficult to diagnose repairs |
| **Aids & Adaptations** |  | See *Adaptations Policy* |

**5. Repair Appointments**

* 1. We will arrange a convenient appointment for all repairs.
  2. The appointment options for us to arrive are between:
* 8:00am – 12:00pm
* 12:00pm – 16:30pm
* 10:00am – 14:00pm
* 8:00am – 13:00pm – Friday
  1. We will provide text message confirmations and reminders of the agreed repair appointment.
  2. If tenants/leaseholders cannot keep an appointment, they are asked to inform us at the earliest opportunity.
  3. If an appointment is missed by the tenant/leaseholder, we will try to make contact the next working day to re-book the repair appointment. If we are unable to make contact the repair will be cancelled and the tenant/leaseholder should contact us to re-book. If an appointment is missed twice, we may recharge the cost of the call out.
  4. Repairs will only be carried out where a responsible adult is present to allow us

access.

* 1. Where possible we ask for your home to be smoke free for 24 hours before our Operative arrives.
  2. For the comfort and welfare of our Operative we request that no one smokes/ vapes in your home during our visit.
  3. For the safety of your children, pets and our Operative, we kindly request the area of work is always kept clear.
  4. To keep tenants, leaseholders and our staff safe during pandemics such as the Coronavirus we may ask you to adhere to additional safety measures, for example:
* Maintain social distancing by asking tenants to locate to another room and ventilate the area.

Our staff will also follow any guidance and our safe systems of work to safeguard both you and themselves.

**6. Out of Hours Service**

6.1 We offer an “Out of Hours” repairs service for emergencies that

cannot wait for the next working day. We will respond within 4 hours. Where a reported repair is not an emergency, the customer will be asked to call back during office hours of the next working day to make an appointment for the repair to be completed.

**7. Inspections**

* 1. There may be some repairs reported that require an inspection before the repair appointment can be arranged. In this case we will arrange for an Operative or Technical Officer to visit to carry out an assessment. For example:
* Kitchen reported to be in a bad state of repair.
* Reports of Damp/Condensation.
  1. At the point of inspection, a decision will be made on the action required. If it is possible the inspecting person will book an appointment for the repair to be completed.

**8. Management of Damp/Condensation**

8.1 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.

8.2 Where damp is caused by condensation, we will provide advice to tenants on

how to manage the issue. Possible causes of condensation are drying clothes indoors, showering without a fan on or window open. Tenants are responsible for the management of condensation in their homes and must follow the advice provided.

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

Planned Priorities & Timescales outlined above and in *section 5 Planned*

*Maintenance Procedure.*

8.4 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.

**9. Additional Support**

* 1. We recognise that we have tenants/leaseholders who are vulnerable and need

additional support, therefore, we will tailor our repairs service to meet individual needs.

**10. Decoration Allowance**

10.1 If we or a contractor working on our behalf cause damage to the decoration of

your home whilst carrying out a repair we will either rectify the damage caused or offer a decoration allowance.

10.2 Decoration allowances are intended as a contribution towards the cost of

materials needed to carry out the redecoration work. The allowances are not

intended to meet the full costs involved.

**11. Tenant Improvements**

11.1 Tenants and Leaseholders are able to make improvements and alterations to

their home. In all cases, permission must be granted by Tai Calon before work begins so we can approve any plans and ensure tenants have sought all relevant permissions including Planning and Building Regulations approval.

* 1. We will not unreasonably withhold consent for improvement or alterations. If

consent was not provided before works were carried out, tenants will become responsible for any subsequent repairs, maintenance or replacement.

* 1. We will need access to your home following completion to post inspect and

sign off the improvements/alterations.

**12. Rechargeable Repairs**

12.1 Sometimes we may need to re-charge the cost of a repair to tenants where we have carried out work that is tenant’s responsibility or where they, or their family or visitors have caused damage. For further information please see our *Rechargeable Repairs Procedure*.

* 1. Where there is an outstanding recharge on a tenant’s account, and no

repayments are being made we will only carry out emergency and urgent repairs until a payment plan is agreed and adhered to.

**13. Insurance**

13.1 We insure the building and structure of our homes.

13.2 It is tenants and leaseholder’s responsibility to insure the contents of their home.

**14. Leaseholder Obligations**

14.1 We will not carry out repairs for leaseholders where the terms of the lease

state that the repair is their responsibility. Please see our *Leaseholder Repair Guide*

**15. Health & Safety**

15.1 We will ensure that your home is safe and meets the safety requirements set out in law.

15.3 We are dedicated to making sure the safety standards of are homes are managed in compliance with legislation:

* *Asbestos Procedure*
* *Electrical Safety Procedure*
* *Fire Safety Procedure*
* *Gas Safety Procedure*
* *Legionella Procedure*
* *Lift Maintenance*
* *The Housing Health & Safety Rating System (HHSRS)*

15.3 It is vitally important that tenants/leaseholders allow our employees or

contractors acting on our behalf access to your home to carry out repairs and

inspections at reasonable times and subject to reasonable notice. (we will

normally give 48 hours’ notice but more immediate access may be required in

an emergency)

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

* 1. If customers are unhappy with any aspect of our repair service, we encourage

them to pursue a complaint in accordance with our *Compliments, Complaints and Concerns Policy*.

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* 1. Complaints are viewed as an opportunity to learn how to improve the services

provided.

* 1. 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*

**17. Performance Monitoring**

17.1 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.
* Number of jobs completed per day.
* Average cost of responsive repairs.
* Repairs completed within timescale.

**18. Review of the Procedure**

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

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

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

**19. Equality & Diversity**

19.1We are committed to the principles of equality and diversity. An Impact Assessment has been undertaken as part of the review of this policy.

**20. References Documents**

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| Tenant Repair Guide |
| Leaseholder Repair Guide |
| Equality & Diversity Framework |
| Planned Maintenance Procedure |
| Adaptations Policy |
| Rechargeable Repairs Procedure |
| Gas Safety Procedure |
| Electrical Safety Procedure |
| Fire Safety Procedure |
| Asbestos Procedure |
| Legionella Procedure |
| Compliments, Complaints & Concerns Policy |
| Compensation Policy |
| Repair Post Inspection Audit |