



Ongo Homes

Maintenance Services Policy

November 2015

Policy Title:	PRS49 Maintenance Services Policy
Lead Officer:	Neil Key
Policy written by:	Erica Sanderson – Policy & Research Officer
Date Agreed :	05/11/2015
Agreed by :	Heads of Service Team
Date Equality Impact Assessment completed:	12 November 2012
Next Review date	November 2018

Contents

		Page
1.	Our policy...	2
2.	It applies to...	2
3.	Because we want to...	2
4.	We will	2-3
5.	Performance Monitoring and Responsibilities	3-4
6.	Links to other Policies, Strategies and Procedures	4
7.	Legislation	4-5
8.	We'll look at this again...	5
9.	What we mean...	5
Appendix 1	Repairs Priorities	6
Appendix 2	Priorities Explained	7-8



1. Our Policy...

- 1.1 In fulfilling our role as a Registered Social Landlord (RSL), we recognise that meeting our customers' expectations of a high standard of service delivery is essential.
- 1.2 As a landlord, we have a responsibility to protect the value of our housing stock to ensure service standard requirements are met.

2. It applies to...

- 2.1 Maintenance work carried out on our housing stock.
- 2.2 Our tenants and leaseholders.
- 2.3 Responsive, planned and cyclical maintenance.

3. Because we want to...

- Manage the repairs and maintenance to the homes of our tenants effectively and efficiently.
- Make sure residents live in a safe and secure environment.
- Provide an effective, efficient, Value for Money (VFM) maintenance service.

4. We will...

- 4.1 Provide information to our customers that is clear and timely that defines what they can expect from our Maintenance Service.
- 4.2 Make sure the information is available in a range of formats and languages that meets the needs of our customers.
- 4.3 **Operate a customer driven appointment system**
 - 4.3.1 Appointments will be offered to customers for the work they are requesting. The appointment given will be based on the repairs priorities (see Appendix 1 & 2).
 - 4.3.2 The customer will remain the ultimate determining factor when making an appointment and we will always take into account the individuals needs or circumstances, where possible.
- 4.4 **Strive for "Right First Time" Repairs**
 - 4.4.1 Our customers are at the heart of the business and the service focuses on completing repairs during the first visit to the property, thus ensuring minimal disruption to the customer and the provision of an effective and efficient service.



4.4.2 We will use both our in-house maintenance team and external contractors to meet the needs of the customer, whilst also ensuring that VFM and service standards are met.

4.5 Continue to support the investment in our housing stock by procuring and using the appropriate materials that sustains the standards set out.

4.6 Operate within the statutory requirements of the Right to Compensation for Improvements Scheme and the Right to Repair Scheme where appropriate - see our Compensation Policy and Procedures for information and guidance.

4.7 Charge for any repairs required to the property caused by wilful actions or as a result of neglect and cannot be classed as fair wear and tear, in accordance with the Recharge Policy.

4.8 Undertake planned & cyclical works that will ensure the delivery of a VFM service, whilst also ensuring that we comply with all the regulatory and legislative requirements.

4.9 Ensure that all fuel burning appliances are serviced.

4.10 In line with legislation, all gas appliances will be serviced within a 12 month period and we will evidence that we have taken all reasonable steps to prevent the contravention of this time scale. Please refer to our Gas Safety Policy and Operational Gas Procedures for further information and guidance.

4.11 Let our homes only when they meet our Quality Lettable Standard, developed in consultation with our customers. It sets out the minimum requirements for health, hygiene and safety of a property before it is to be relet.

4.12 Require all tenants and leaseholders to undertake or organise their own minor repairs and functions themselves, in accordance with their tenancy agreement or lease.

5. Performance Monitoring and Responsibilities

5.1 It is the responsibility of the Director of Operations to ensure this policy is implemented.

5.2 It is the responsibility of the Head of Maintenance to ensure:

- All staff are aware of this policy;
- All staff are trained relevant to their role;
- Monitoring records are collected in accordance with this policy;

- 
- Customers are adequately informed of the policy and support is given to help them understand it;

5.3 We will measure our performance using a suite of indicators, developed against our customers stated purpose, along with operational management information that will give us the assurance that our processes are working efficiently.

5.4 Reports will be submitted to the OH Board and relevant panels (i.e. the Repairs Panel) on the attainment of standards in line with OH's Performance Management framework. Where performance does not meet expectations, remedial action will be taken.

5.5 We will involve customers in the regular testing of our Maintenance service standards to ensure continuous improvement.

5.6 We will consider and learn from all comments, complaints and compliments received from our customers and use information from Voluntas on a monthly basis to continuously monitor the service.

6. Links to other Policies & Strategies

6.1 This policy also links to our:

- Corporate Plan
- Asset Management Strategy
- Procurement Strategy
- Value for Money Strategy
- Community Cohesion Strategy
- Gas Safety Policy
- Operational Gas Servicing Procedures
- Equality and Diversity Policy
- Resident Involvement Strategy
- Aids and Adaptations policy
- Health & Safety Policy
- Environmental Policy
- Recharge Policy
- Compensation Policy
- Lettings Policy

7. Legislation

7.1 The main pieces of legislation and regulation relevant to this policy include:

- Landlord & Tenant Act 1985
- Commonhold & Leasehold Reform Act 2002
- Defective Premises Act 1972
- Environmental Protection Act 1990
- Gas Safety (Installation & Use) Regulations 1998
- Equality Act 2010
- Right to Repair Regulations 1994
- Building Regulations
- Tenant Involvement & Empowerment Standards
- Health & Safety at Work Act 1974
- The Housing Acts 1985 & 1996
- Management of Health and Safety at Work Regulations 1999
- BS7671 - Requirements for electrical installations 2008 (17th Edition)

8. We'll look at this again...

- 8.1 This policy will be reviewed every three years unless there are any significant changes to legislation or regulation or deficiencies are found that necessitate an earlier review.

9. What we mean...

Reference	Definition
Value for Money	<p>VFM is not only based on economy and saving money but also on maximising the effectiveness and efficiency of the service.</p> <p>The Homes & Communities Agency (HCA) will be actively regulating VFM as part of the Economic Standards. VFM, in the revised standards, applies to the whole business, taking into consideration the performance of all assets and resources (including financial, social and environmental returns).</p>
Cyclical Maintenance	<p>Cyclical maintenance is where there is a need to preserve the life of equipment or maintain it for health and safety purposes. This includes but is not limited to:</p> <ul style="list-style-type: none"> • Boiler servicing to tenanted and communal boilers • Lift servicing.



Appendix 1.

Repairs Priorities

The prioritisation of repairs is an essential criteria to meet the needs of our customers and ensure the provision of an effective, efficient and Value for Money repairs service.

Repairs Priorities are set out clearly to determine the timescales for the completion of the work requested.

OH will also work to achieve efficiency and Value for Money by providing a process for works to be carried out on a planned and cyclical basis, thus utilising resources fully.

- Same Day Priority – these repairs will be carried out the same day as the customer requests the repair, these repairs consist of emergency works that be of a significant detriment to the customer or their home.
- Next Day Priority – these repairs are ones which are of an urgent nature but do not fall into the same day priority in terms of customer and/or property detriment.
- Appointment – these repairs will be offered to the customer as an appointment based on customer requirements and the availability of resources to attend the appointment at the customer's convenience.
- These categories offer emergency repairs to tenants either on the SAME day, or the NEXT day. These will be diagnosed with vulnerabilities in mind and call handlers will be given the discretion to move jobs within priorities to suit the circumstances. All other jobs will be appointed, where possible at their convenience.



Priorities List

Description	Priority
Total loss of electricity	SAME DAY
Unsafe electrical fittings	SAME DAY
Gas leaks (following report to emergency service provider)	SAME DAY
Total loss of gas supply	SAME DAY
Total loss of heating or hot water (1 Oct to 30 April)	SAME DAY
Total loss of water supply	SAME DAY
Leaking water or heating pipe, tank, cistern or toilet – Where leak cannot be controlled by isolation or other means.	SAME DAY
Insecure window, external door or external lock	SAME DAY
Dangerous structures – such as chimneys or loose roof tiles	SAME DAY
Defective Smoke Alarm	SAME DAY
Total loss of Communal Lighting	SAME DAY
Toilet not flushing (where there is no other working toilet in dwelling)	SAME DAY
Gain Access (Tenant locked out) Including Communal Doors.	SAME DAY
Make safe loose or detached banister or handrail for stairs	SAME DAY
Make safe defective floorboards or stair treads	SAME DAY
Partial loss of electricity	NEXT DAY
Partial loss of gas supply	NEXT DAY
Partial loss of heating or hot water (1 Oct to 30 April)	NEXT DAY
Partial loss of water supply	NEXT DAY
Faulty staircase or corridor lighting in blocks of flats or sheltered accommodation	NEXT DAY
Actionable defects, such as trip hazards, falling tiles or collapsing ceilings.	NEXT DAY
Faulty Shower (where only means of bathing)	NEXT DAY
Blocked or leaking sewer, soil stack or toilet	NEXT DAY
Total or partial loss of heating and hot water (1 May to 30 September)	APPT
Carry out repair to loose or(detached) banister or handrail	APPT
Repair defective floorboards or stair treads	APPT
Blocked sink, bath or basin	APPT
Leaking water or heating pipe, tank, cistern or toilet – Where leak can be controlled by isolation or other means.	APPT
Tap which cannot be turned on or off	APPT
Holes in a roof where rain is coming in or roof tiles have come off in a storm	APPT
Overflows Running	APPT
Electrical fittings not working but are not a danger to health	APPT
Door entry phone not working	APPT
Glass in windows and doors (after being made safe as an emergency repair)	APPT
Taps dripping	APPT
Broken Chimney Pots	APPT

Renew collapsed ceiling	APPT
Replacement of cracked wash hand basins or toilets that are not leaking	APPT
Repairs to gutters and rainwater pipes	APPT
Easing or re hanging internal or external doors	APPT
Weather boards	APPT
Easing windows	APPT
Repairs to kitchen units	APPT
Repair or renewal of floor coverings	APPT
Renewal of Electric fires	APPT
Replacement of parts to solid fuel fire	APPT
Renew / Refix Skirting Boards	APPT
Electrical Fan in kitchen or bathroom not working	APPT
Reseal around bath or shower	APPT

Actionable Defect is a repair that requires immediate action because of Health & Safety implications and /or damage to property.