

Repairs and Maintenance

1.0 Aims and Objectives of the Association's Repairs and Maintenance Service

- 1.1 To fulfil its legal and statutory obligations in terms of:
 - facilitating the health, safety and well-being of the occupants
 - maintaining the structure and fabric of its housing stock as a capital asset and part of the national stock.
- 1.2 To satisfy the demands of its occupants by encouraging participation, ensuring response times and ensuring standards of workmanship.
- 1.3 To optimise the life cycle costs of its dwellings by cost analysis and planned maintenance.
- 1.4 To incorporate within maintenance a degree of improvement to take account of rising standards of amenity and performance.
- 1.5 To meet the Decent Homes Standard
- 1.6 To provide budgetary controls which ensure effective economic execution of maintenance and value for money.
- 1.7 To provide feedback regarding designs or components generating high re-occurring maintenance expenditure, for consultants working on new projects.
- 1.8 To provide all residents and tenants with the information on its housing management policies as required by the guidance issued by the Housing Corporation.
- 1.9 To minimise void periods

2.0 Classification of Repairs

The Association operates the following repair categories for the purposes of both financial and operational control:

2.1 Day-to-Day Repairs

Immediate repairs and replacements carried out at the request of the tenant, or as a result of observation of the Association's staff.

2.2 Cyclical Maintenance

The planned redecoration of external and internal common parts. Cyclical maintenance is carried out on a five yearly cycle.

2.3 Planned Maintenance

Repairs or replacements identified by the Association as part of its regular planned inspection of properties.

2.4 Annual Maintenance Contracts

Servicing of installations and appliances on the basis of an annual contract, e.g. servicing of central heating boilers, fire alarms, washing machines, etc.

2.5 Repairs and Decoration Voids

Works carried out to facilitate the re-letting of void unit or property.

2.6 Rechargeable to Tenant / Resident (recoverable from tenant/resident)

Works carried out as a result of misuse or wilful neglect by a tenant, e.g. repairing broken fittings.

2.7 Works Under Insurance Claims (recoverable from insurance company)

Works carried out to repair accidental/fire/flood damage, burglary or vandalism, where the cost is recovered from the Association's insurance company.

2.8 Recoverable from Other Sources (recoverable from another organisation)

E.g. repair of latent defects or work during defects liability period.

2.9 Major Repairs (repair SHG)

Major repairs carried out as SHG projects, funded by the Housing Corporation. (Major repair works are defined in the Corporation's Design and Contract Criteria Guide.)

2.10 Non-qualifying Costs

Account for the non-qualifying element of costs in a major repairs scheme.

2.11 Estate and Property Improvements

Capital and property improvement carried out by the Association, e.g. the installation of central heating systems.

3.0 Repair Priorities and Response Times

The Association has four defined priorities of repair, as follows:

Category	Type of Repair	Target
Emergency (A)	Safety, security, health response etc, e.g. burst pipes/tank, gas leaks, complete failure of electricity supply, re-securing of a property.	To be completed or made safe within 24 hours.
Urgent (B)	Urgent repairs, e.g. roof leaks, water leaks, electrical works that could be a danger (reduced lighting, making good after emergency works, damaged or defective brickwork/ceiling that may be a danger to the occupiers or the public. Essential repairs, e.g. repairs to electrical points, WC's, basins, kitchen sinks, defective gutters, repairs to doors and windows, voids	Maximum time 7 days
Routine (C)	Any defect that does not cause a resident discomfort.	Maximum time 28 days

For any work that requires Sapphire Independent Housing to go out to tender (over £4 000), there will be a delay of 4 – 9 weeks. Sapphire Independent Housing will inform you if this is the case and keep you informed of the process.

Any works categorised as planned maintenance will be completed within a 12-month period.

3.1 Emergency Repairs (Out of Hours)

This service will be available outside of office hours but is only for serious problems which cannot wait until the next morning or the following Monday in case of the weekend or where the damage is threatened of occurring to belongings, the home or neighbours.

For hostels, the Manager is required to notify the Maintenance Officer on the next working day of the call out, specifying:

- Nature of defect

- Contractor used
- Date/time of attendance
- Work carried out
- Corrective work to be done.

Emergency works are works carried out to make safe, or remove a danger. There will usually be follow – up work required to reinstate to a satisfactory standard.

3.1.1 Gas Leaks, (at any time)

Residents and staff on site should ensure that the following are carried out immediately:

- Extinguish all naked flames
- Turn off gas appliances
- Do not switch on or off any electrical appliances or lights
- Turn off the gas supply at the mains
- Contact the gas board

3.1.2 Electricity failure (at any time)

Residents and staff on site should ensure that the following checks have been carried out:

- Check/replace damaged bulbs
- Check/replace damaged fuses
- Are adjoining properties affected
- Contact electricity board

3.1.3 Plumbing leaks (at any time)

Residents and staff should adhere to the following advice:

If there is water escaping from a burst pipe, overflow pipe of tank, turn off the water at the stop valve. Then turn off taps to reduce the flow of water from the leak.

3.1.4 Other emergency works

This includes work required to remove a hazard, for example removal of broken glazing and boarding up works to make a premises secure.

Tenants in non-24 hour staffed projects should contact Conway House on 020 7372 6633

3.2 Responsive Repairs (day-to-day)

Responsive repairs are those, which are carried out as the need arises, and which cannot wait for inclusion within a planned maintenance programme.

This policy sets out how responsive repairs are dealt with including:

- How repairs are reported
- When works are inspected
- How access is arranged
- Rechargeable repairs
- The right to repair
- How the service is monitored.

It is the responsibility of the maintenance officer to ensure that this policy is adhered to.

3.3 Repairs reporting

Repairs are reported directly to housing management staff within the hostel. In smaller schemes where staff are not on site repairs are reported directly to head office

Residents are advised of the target time for completing the repair. Where appropriate specific appointments will be made with the maintenance officer. Contractors are expected to deal with the repair within the target time as set out in their terms of engagement. Contractors will be monitored by their ability to meet these targets

Housing management staff will contact the maintenance officer with a repairs request, which details the defect/repair. It is the maintenance officer's responsibility to organise a contractor to attend, or to issue the work to Sapphire Independent Housing 's in-house maintenance team.

An out of hour's service is provided to deal with emergency repairs

3.4 Access

Contractors will be required to make an appointment with the maintenance officer/tenant to carry out the work. If the contractor is unable to gain access they must report to the organisation and an alternative appointment will be arranged.

Under the terms of the tenancy/licence residents must allow access to the Associations employees or contractors if notice of 24 hours is given. Immediate access may be required in an emergency.

3.5 Pre- inspections

Pre- inspections are carried out for some responsible repairs as a means of ensuring that the work is properly specified and as a way of controlling the quality and value for money of the work carried out. Pre inspections may be carried out in the following circumstances:

- Where there is doubt about the type of repair needed or the repair needs a specialist trade.
- Where the repair may be programmable or subject to an insurance claim.

- All repairs over £1000
- Where a repair is likely to be rechargeable to third parties.
- Properties that need monitoring because of known disrepair
- Properties with an unusual number of reported repairs
- Repairs where supplementary work is required.

3.6 Work in progress & post inspections

Inspections may be carried out whilst work is in progress to monitor the standard of work, particularly:

- To assess the work of new contractors
- During cyclical maintenance programmes
- Where completed works may be covered over e.g. new wiring
- Post inspections will be carried out in the following circumstances:
 - A random 10% of all repairs
 - All repairs over £1000
 - The work of new contractors
 - The cyclical maintenance programme

3.7 Work at or after completion

Works required at or during completion include:

- Make good all damage consequent upon the works.
- Remove all temporary markings, coverings and protective wrappings unless otherwise instructed.
- Clean the works thoroughly inside and out, including all accessible ducts and voids, remove all splashes, deposits, efflorescence, rubbish and surplus materials consequent upon the execution of the works.
- Cleaning materials and methods to be as recommended by manufacturers of products being cleaned, and to be such that there is no damage or disfigurement to other materials or construction.
- Touch up minor faults in newly painted/repainted work, carefully matching colour, and brushing out edges. Repaint badly marked areas back to suitable breaks or junctions.
- Adjust, ease and lubricate moving parts of new work as necessary to ensure easy and efficient operation, including doors, windows, drawers, ironmongery, appliances, valves and controls.

In certain instances it may not be possible to complete works to match existing, in which case the finish will be filled flush with existing surface.

3.8 Additional works whilst on site

In some circumstances further maintenance items will be reported direct to the contractor whilst on site. While it may be cost effective for the works to be carried out whilst the contractor is on site the following checks will be carried out:

- That the work has not already been reported and ordered.
- That the work is not subject to an insurance claim
- That the work is within the competence of the contractor.

The appropriate authorisation will also be required.

3.9 Rechargeable repairs

Repairs that are the responsibility of the tenant are set out in the tenancy agreement. In addition the following items are not Sapphire Independent Housing's responsibility and would therefore, be subject to a recharge:

- Damage caused by the tenant, or tenants visitors
- Damage caused by the tenant's appliances e.g. leaking washing machine
- Broken windows
- Replacement of locks and keys where the lock is not faulty.

Where the repair is the tenant's responsibility the tenant is informed. In exceptional cases the works may be arranged by the maintenance officer and recharged to the tenant. The work will be inspected before placing an order.

3.10 Right to repair

Sapphire Independent Housing operates a right to repair procedure. If Sapphire Independent Housing fails to carry out a qualifying repair within the set timescale the tenant can request that another contractor is used. If the second contractor fails to meet the deadline, Sapphire Independent Housing must pay the tenant £10 compensation, plus £2 for every day that the repair remains undone (up to a maximum of £50)

3.11 Performance monitoring

Performance monitoring is essential in ensuring that the repairs and maintenance service meets its objectives. The following monitoring is undertaken:

- Pre inspections
- Post inspections
- Periodic satisfaction surveys
- Annual targets

- Annual review of contractor and consultants
- Contractor performance against target times
- Volume and value of work to top 10% of contractors in each category
- % of work to BME and women contractors

4.0 Cyclical Maintenance

4.1 Policy

It is the Association's policy to carry out cyclical redecoration of all of its properties on a rolling five-year cycle. Approximately one fifth of the properties will be identified for inclusion into the programme. Hostels are subject to ongoing cyclical maintenance according to size so that the whole scheme is treated over a 5 – year period. The cyclical maintenance programme is one component of the annual maintenance budget process.

Newly handed over properties should be inspected two years after completion and, depending on their decorative condition, consideration should be given to bringing them forward in the programme. Thereafter they would fall into the normal five-year programme.

4.1.1 Scope of Works

Cyclical maintenance works should include all pre-painting repairs and replacements and the redecoration of all external and internal common areas. Areas covered are:

- External timber and woodwork e.g. window frames, doors, fascias
- External stone, concrete, rendering etc. e.g. walls, balconies, pillars
- External metalwork e.g. gutters, railings, fire escapes
- External PVC e.g. gutters, drainpipes
- Internal (common parts) woodwork, e.g. doors, window frames, stair stringers etc.
- Internal (common parts) metalwork, e.g. balustrades, window frames
- Internal (common parts) plaster and boards e.g. walls and ceilings

4.2 Procedure

In the last quarter of each year, the Association's Managers, using the information on the stock condition survey should draw up a list of properties which are due for redecoration in the coming year. Any works that failed to be completed in the previous year should be carried forward and made a priority.

A full inspection will be carried out on all the properties in the programme and a detailed inspection for both the pre-painting repairs and the redecoration works will be prepared.

Tenants, wherever possible, will be consulted in relation to choice of colour scheme for their properties.

The properties will be grouped into logical contract groups and the works tendered in accordance with the Association's standard procedures. For some redecoration works, in house staff will complete work.

The Association's normal practice is to carry out staged supervision of the ongoing works, i.e.:

- following completion of pre-painting repairs;
- following completion of burning off and preparation;
- at undercoat stage (N.B. two coloured undercoat system to be used to ensure correct application);
- following top coat application.

All contract administration will be carried out in accordance with the recognised procedures recommended for the form of contract

5.0 Planned maintenance & stock improvements

Sapphire Independent Housing aims to maintain owned properties to the highest possible standards maximising available resources. The strategy will be reviewed on an annual basis by the Housing services manager and maintenance officer in consultation with the Chief executive. The strategy forms part of the business plan and is approved by the Management Board.

In order for Sapphire Independent Housing to protect its assets accurate and up to date information regarding the condition of the stock is essential to enable strategic planning and targeting of limited cash resources.

Stock condition surveys assess the repair needs of the organisation stock over regular cycles. New surveys will include information relating to the Decent Homes standard.

6.0 Service contracts procedures

The maintenance officer will maintain a manual which sets out, on a scheme basis, details of the contracts held including:

- Service provider
- Contract dates
- Premium and what it covers
- Special conditions e.g. quarterly inspections
- Control panel/key holders
- Access for (machinery) inspections

The contractor will be required to visit each scheme as per contract and carry out a physical service on each appliance or installation in accordance with the manufacturers instructions.

The contractor will be additionally required to respond to any failure of the appliances or installations according to the service contract. Scheme managers should contact contractors directly for works contained within the contract.

The maintenance officer will monitor the contractor's work and will issue orders for works required but not covered in the contract.

7.0 Environmental issues

Sapphire Independent Housing seeks to achieve a repair service that is both energy-efficient and environmentally sound. Our strategy includes:

- The use of low energy/long life lighting and movement sensors instead of timelocks
- Energy efficient improvements e.g. double glazing, cavity wall and loft insulation
- Use of Egan compliant principals in construction.

8.0 Rights to Repair & Compensation for Improvements

This details important information regarding your rights as an Sapphire Independent Housing Tenant.

Please read carefully and keep with your Tenancy Agreement.

8.1 Your Right to Repair

Tenants are entitled to compensation if Sapphire Independent Housing fails to carry out a qualifying repair quickly enough. A qualifying repair is where the health, safety or security of the tenant may be affected if the repair has not been carried out within an agreed timescale and costs less than £250.

All repairs are classed as either emergency, urgent or routine, once a tenant has reported them. From the time the repair is reported the following timescales for completion apply: Emergency - 24 hours, Urgent - 7 days, Routine 28 days.

Some emergency repairs may not be completed straight away. It may be necessary for a contractor to do enough to make a property safe temporarily. Further work may be done at a later date and have a different timescale.

If the repair has not been completed in time, the tenant should again report the repair to their project manager.

If Sapphire Independent Housing fails to carry out the repair after a second deadline, the tenant will be entitled to £10 compensation, plus £2 for every day that the repair remains undone (up to a maximum of £50).

Where, though given a reasonable chance, a tenant fails to give access for the repair to be carried out, they lose their right to compensation.

Sapphire Independent Housing will only pay compensation in cases where Sapphire Independent Housing is responsible for carrying out repairs.

8.2 Your Right to Compensation For Home Improvements

Tenants have the right to claim compensation for improvements they have made to their home with the written consent of Sapphire Independent Housing. Compensation for home improvements is paid at the end of a tenancy and will account for how long since the improvement was made.

Attached is a list (Appendix 1) of qualifying improvements and their assumed life as suggested by the Housing Corporation and used by Sapphire Independent Housing. These are the only improvements that will be considered by Sapphire Independent Housing. The amount of compensation that can be paid will reduce for every year of the improvement's assumed life.

A tenant wishing to make a home improvement must first make a written request for permission to their project manager, enclosing three estimates from three recognised contractors and stating their reason for choosing a particular one.

No work may be undertaken until written permission has been granted by Sapphire Independent Housing. Written permission has to be authorised by both the Project Manager and their Manager.

No home improvements can be authorised until a new property's defects period is complete.

The tenant must notify Sapphire Independent Housing in writing of the improvements being completed, enclosing a copy of the paid invoice: the Project Manager will have to check that the works have been completed to a good standard.

Claims for compensation must be made in writing to Sapphire Independent Housing at the end of tenancy. Compensation shall be paid according to the assumed life of the improvement and only after the Project Manager checks that it is still in place.

Sapphire Independent Housing can only authorise home improvements and pay compensation for improvements in Sapphire Independent Housing owned properties.

APPENDIX 1

List of Home Improvements that will be Considered By Sapphire Independent Housing

Improvement	Assumed Life
Bath or shower	12 Years
Wash-hand basin	12 Years
Toilet	12 Years
Kitchen sink	10 Years
Storage cupboards in bathroom or kitchen	10 Years
Work surface for food preparation	10 Years
Space or water heating	12 Years
Thermostatic radiator valves	7 Years
Insulation or pipes, water tank or cylinder	10 Years
Loft insulation	20 Years
Cavity wall insulation	20 Years
Draught proofing of external doors or windows	8 Years
Double glazing / Window replacement / Secondary glazing	20 Years
Rewiring / Provision of electrical fittings (including smoke detectors)	15 Years
Security improvements (excluding burglar alarms)	10 Years