

Repairs and Maintenance Policy

Associated Policies: Asset Management Strategy, Procurement Strategy, Aids and Adaptations Policy, Complaints Policy, Empty Home Policy, Standing Orders and Financial regulations, Fire Safety Policy, Gas Safety Policy, Electrical Safety Policy, Asbestos Management Policy and Water Hygiene & Legionella Policy.

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1. Why do we have this Policy?

This policy has been set out to cover all responsive, cyclical and planned works undertaken by our Asset Management team and our contractors. The repairs policy will ensure that we:

- meet the high standards expected of us by our customers,
- continually review our work and planning in conjunction with our customers' point of view,
- maintain our properties so that they are in a good condition and are in line with our stock condition survey,
- safeguard the future of our properties to make full use of the housing stock,
- comply with legal requirements,
- are cost effective, and adhering to our goals of providing affordable and good quality homes,
- work within the aims of our Asset Management Strategy,

2. Types of Repairs

When a repair is raised through the Customer Contact Centre a job will be raised and categorised into one of the following areas:

- **Responsive repairs**

A responsive repair is a repair reported by or on behalf of a customer. A responsive repair is something that is already present but needs repairing or replacing, depending on what is necessary.

- **Planned repairs**

Planned repairs are carried out either following a responsive repair which has been made safe, or information from our Stock Condition Survey, (see section 8).

- **Cyclical repairs**

Cyclical repairs are required to maintain equipment and services for health and safety purposes. E.g.; lift servicing, Gas servicing and the servicing of any fire safety equipment.

- **Void repairs**

A void repair takes place before a new customer moves into the property, or when no one is occupying the property. This could be a new or improved property, where a previous customer has given notice, an abandoned property or a property becoming vacant following the death of a residing customer.

- **Care/Supported Repairs**

Due to the nature of our care/supported homes we offer a rotating responsive repairs service, which is managed by the care home staff reporting directly to a works scheduler in Asset Management. All repairs will be called through directly and normally a weekly (or 2 weekly, for smaller homes) visit will be arranged. All responsive repairs will be completed or if a further visit is required this will be arranged from site.

- **Leaseholder repairs**

Leaseholders are able to report responsive repairs to the surrounding areas; such as communal corridors of their home (providing it is shared with other Housing Solutions residents').

- **Aids and Adaptations**

We carry out Aids and adaptation works for our customers that have disabilities. Please see our Aids and Adaptation policy for further details.

Our 3 main maintenance processes are depicted in Appendix 1.

3. Responsive Maintenance

A repair can be reported either by using our repairs on-line service, telephone, fax, E-mail, in writing or by personally visiting our offices. Please see our website for more information on Office opening hours and contact details: www.housingsolutions.co.uk

Emergency repairs can be reported 24 hours a day, throughout the year through our Customer Contact Centre or by using the out of hours telephone emergency service, which can also be found on the website.

Our Maintenance Engineers will adopt a “Right First Time Approach” and endeavour to complete a repair in 1 visit to the property. Where it is not possible to complete the repair on the initial visit the engineer will arrange a second appointment convenient to the customer before leaving the premises.

For repairs that require 2 visits from the outset for e.g. replacement glass, we will notify the customer at the time of booking the appointment.

4. Repair Responsibilities

Whilst Housing Solutions are responsible for providing a repairs service, customers do share the responsibility for keeping the homes in good condition over the life of the tenancy.

The following information details who is responsible for what in respect of repairs and improvements:

Housing Solutions are responsible for;

- Repairs to the structure of the building including foundations, walls, windows, external doors, roofs, rainwater goods, chimney stacks, plaster, floors, stairs,
- Repairs to the structural fittings and fixtures of the building including internal doors, kitchen units, sanitary ware, internal joinery, cupboards and fireplaces,
- Repairs to the service installations including drains, inspection chambers, wastes, water pipes, electrical installations, gas pipes, central heating, communal lights, fire alarms, warden call alarms, door entry phones, lifts, communal aerials,
- Repairs to white goods supplied by Housing Solutions,
- Repairs to external works including paths, fences, brick stores and communal clothes lines,
- Repairs to communal facilities of flats and sheltered schemes, including paths, drying areas, communal lounges, launderettes, hobbies rooms and bathrooms, paved areas, grassed areas,
- Pest control to multiple properties and common areas of flats and sheltered schemes,
- Unblocking toilets and external drains that are the responsibility of Housing Solutions,
- Providing a full home redecorating pack where a water leak (caused by faulty pipework) has resulted in repair work to a ceiling or wall.

Our Customers are responsible for;

- Any repair caused by the neglect, misuse, wilful or accidental damage by a resident, or family, or their pets, or visitors to the property,
- Repair or replacement of any item not supplied or installed by Housing Solutions or gifted to the

customer from Housing Solutions,

- Internal redecorations Inc. following a repair and minor plaster cracks of under 3 mm,
- Replacement light bulbs (except communal),
- Replacement of lost keys or a resultant change of locks to doors and windows,
- The repair or renewal of timber sheds/outhouses and greenhouses,
- Pest control (affecting one property) Note: we can put you in touch with a trusted pest control specialist with discounted rates,
- Unblocking of sinks, baths and wash hand basins,
- Repair/replace sink, bath and wash hand basin plug and chain,
- External doors – bells, knockers, numbers and additional door security (except communal),
- Internal doors – Ease and adjust and replacement of handles, catches and locks,
- Repair/replace toilet seats, shower heads and hoses,
- Broken glass (no crime reference number),
- Adjusting heating controls and programmers,
- Repair/replace washing lines (except communal),
- Replace kitchen unit handles, including ease and adjustment of doors and drawers,
- Replace outside catches or bolts (except communal),
- Floor coverings (except kitchen and bathroom where supplied by Housing Solutions).

All of the repairs listed above are subject to the terms and conditions of the property and communal areas relating to your tenancy agreement.

All our responsive repairs will fall under two categories:

- an emergency 4 hour response,
- an appointment at the convenience of the customer (but within 21 day days),

The table below lists some of the potential priorities along with the related response times for general needs homes and independent living schemes.

Priority	Response Time	Type of Repair
Emergency	4 hour - Rapid response	Major Flooding, Total loss of, or major fault with, electricity supply Unsafe electricity fittings , Gas leak, Blocked mains drains, soil pipe or sole WC Heating and/or hot water loss (calls received 08:00-19:00) Heating and / or hot water loss (calls received any time for elderly/disabled customers) Failure of lift Failure of warden alarm/call system, Roof leaks resulting in serious internal flooding Plumbing leaks that cannot be contained External doors or windows not closing or locking

		<p>Breaches of security to external doors or windows</p> <p>Failure of fire alarm system</p> <p>Sole or only accessible WC not flushing (calls received 08:00-19:00)</p> <p>Damaged communal floor covering presenting immediate trip hazard</p> <p>Failure of door entry system (elderly/disabled customers)</p> <p>Failure of physically handicapped assistance equipment</p> <p>Total loss of water</p>
<p>Routine Responsive Repairs</p>	<p>At the customer's convenience (within 21 Calendar Days)</p>	<p>Minor plumbing leaks or defects</p> <p>Blocked drains, sinks, basins, bath, toilet</p> <p>Defective cistern or overflow</p> <p>Minor electrical faults</p> <p>Roof leaks, graffiti</p> <p>Failure of entry phone</p> <p>Faulty extractor fan</p> <p>Faulty communal TV aerial</p> <p>Damage to stair treads, hand rails or banister</p> <p>General joinery repairs</p> <p>Repairs to doors, floors and windows</p> <p>Repairs to external walls and paths</p> <p>Repairs to fences bordering road/footpath</p> <p>Repairs walls, brickwork and slates/tiles</p> <p>Repairs / cleaning of gutters and down pipes</p> <p>Repairs to kitchen fittings</p> <p>Repairs to plaster work</p> <p>Dripping / leaking taps or shower units</p> <p>Other minor plumbing repairs</p>

		Repairs to tiling Easing doors and windows Defective flooring Blocked gutters Other minor 'day to day' repairs
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The table below details some of the potential priorities along with the related response times for Supported living schemes and Care homes.

Priority	Response Time	Type of Repair
Emergency	4 hour - Rapid response	Major Flooding Total loss of, or major fault with, electricity supply Unsafe electricity fittings , Gas leak, Blocked mains drains, soil pipe or sole WC Heating and/or hot water loss (calls received 08:00-19:00) Heating and / or hot water loss (calls received anytime for elderly/disabled customers) Failure of lift Failure of warden alarm/call system, Roof leaks resulting in serious internal flooding Plumbing leaks that cannot be contained External doors or windows not closing or locking Breaches of security to external doors or windows Failure of fire alarm system Sole or only accessible WC not flushing (calls received 08:00-19:00) Damaged communal floor covering presenting immediate trip hazard Failure of door entry system (elderly/disabled customers) Failure of equipment used to aid a person with physical disabilities equipment Total loss of water

Emergency	24 hours	<p>A plumbing leak or roof leak that has the potential to cause damage to the property fabric</p> <p>Failure of individual Nurse Call point</p> <p>Failure of electronic mag lock on a secure door</p> <p>Defective flooring in service users room creating possible trip hazard</p> <p>Fire Door not closing properly</p> <p>Faulty light fitting in service user's bathroom (following replacement lamp by care provider)</p> <p>Individual emergency lights not working (sufficient lighting to light a path to safety)</p> <p>Partial loss of heating to service user bedroom or the following common areas:</p> <ul style="list-style-type: none"> • Lounge • Dining Room • Assisted Bathroom <p>WC not flushing</p> <p>Full loss of lighting to common area</p> <p>Loss of TV reception in service users bedroom</p>
Routine Responsive Repairs	21 Calendar Days	<p>Minor plumbing leaks or defects</p> <p>Blocked drains, sinks, basins, bath, toilet</p> <p>Defective cistern or overflow</p> <p>Minor electrical faults</p> <p>Roof leaks, graffiti</p> <p>Failure of entry phone</p> <p>Faulty extractor fan</p> <p>Faulty communal TV aerial</p> <p>Damage to stair treads, hand rails or banister</p> <p>General joinery repairs</p> <p>Repairs to doors, floors and windows</p> <p>Repairs to external walls and paths</p> <p>Repairs to fences bordering road/footpath</p> <p>Repairs walls, brickwork and slates/tiles</p>

		Repairs / cleaning of gutters and down pipes Repairs to kitchen fittings Repairs to plaster work Dripping / leaking taps or shower units Other minor plumbing repairs Repairs to tiling Easing doors and windows Defective flooring Blocked gutters Other minor 'day to day' repairs
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5. Planned Maintenance

At Housing Solutions we aim to maintain all our properties and the housing land around them in good condition through programmes of planned works which are drawn together mainly from information on the Stock Condition Survey (see section 8), but also from customer consultation, maintenance staff recommendations and made safe responsive repairs.

We are committed to undertake programmes of improvements to our homes and properties to ensure that they meet the expectations of our customers.

We will look to renew certain aspects and component parts of our properties that have or are reaching the end of their useful life. Please see table below for estimated life cycles of the main components within our homes:

Kitchen	20 years
Bathroom	30 years
External doors	30 years
Windows	30 years
Roofs/Rainwater goods	60 years
Boiler	12-15 years
Electrical EICR	10 years*

*5 years for electrically heated properties

Please note: estimated lifecycles can be extended and amended as per the professional judgement of individuals involved in performing stock condition surveys

Other planned maintenance includes:

- External decorations including re-decorations externally and to communal areas,

- Fencing and paving programmes,
- Energy efficiency works,
- The provision of door entry systems and additional lighting,
- Fire risk assessment recommendations,
- Mobile home refurbishment/ replacement.

6. Cyclical Maintenance

The maintenance team will carry out cyclical servicing for which we are responsible for: -

- Lift servicing,
- Water Hygiene and Legionella testing,
- Thermostatic Mixer Valve servicing/testing,
- Disabled Adaptation equipment,
- Gas safety servicing,
- Fire detection and extinguisher servicing,
- Kitchen equipment servicing,
- Laundry equipment servicing,
- Ventilation and Air Conditioning,
- Testing of fixed electrical installations.

Cyclical maintenance is organised by the scheduling department in asset management and is organised in advance of the servicing becoming due.

For more information about technical servicing or detailed procedure of a service please see the related policies; Fire Safety, Gas Safety, Electrical Safety, Asbestos Management and Water Hygiene and Legionella policies which can all be found on our website.

7. Void (Empty Property) Maintenance

We recognise the importance of re-letting empty properties as quickly as possible. Therefore we inspect all our properties before a customer's tenancy is surrendered, when notice is given or a transfer is proposed.

For all homes; Housing Solutions will aim to re-let within 13.5 days. All of the properties will undergo a gas and electric safety, Asbestos survey and an energy performance survey prior to re-occupancy. For our minimum void standard and more details about our empty homes processes please refer to our Empty Homes Policy.

8. Care/Supported Maintenance

For our Care homes, Supported and Sheltered Housing stock we offer a rotating responsive repairs service for routine repairs the priorities for which are determined by lease/service level agreements with providers. The Staff on site can contact our scheduling department who will raise repairs and allocate them as per a rota that details when the next visit is due at each home. The rota is supported by dedicated Community Maintenance Engineer's (CME's) who are familiar to the staff and are equipped to deal with the needs of our most vulnerable residents.

9. Mutual Exchange

Customers with an assured tenancy have the right to carry out a mutual exchange providing they have met all the criteria in the Association's Moving Home Policy. A property inspection is then undertaken by the Asset Management and Housing Teams to determine any repairs that will need to take place before the exchange, in addition to the gas and electric check. All parties will be notified in writing prior to the exchange of their responsibilities with regards to repairs and will receive notification of any planned works scheduled for either property. As soon as a new customer has moved in, no routine repairs will be undertaken other than those agreed in writing for one year; except if the repairs are an emergency or a health and safety priority.

10. Works Order Variation

In order to manage expenditure and ensure value we operate a works order variation process that allows both directly employed and contracted labour to vary an order up to a set limit before requiring authorisation to proceed with a repair. (See appendix two for full details)

11. Stock Condition Survey

We keep an up to date register of the condition of our properties known as the 'stock condition survey'. The register is 'live' and is updated as planned maintenance works are completed. A minimum 10% of all the properties will be re-surveyed annually to ensure the accuracy of the register. The stock condition survey data will be used to programme planned maintenance and improvement programmes.

Customers can request to view their stock condition survey information at any time and this is easily accessible by a member on the Customer Contact Centre. Stock condition information will also be provided upon sign up of a new tenancy or once a mutual exchange has taken place.

12. Repair Appointments

We will provide an appointment service for responsive repairs carried out by our in-house maintenance team where access to a property is required.

Appointments are offered in the following time slots:

- First call 8am to 10am
- A.M. – 8am to 1pm
- P.M. – 12.30pm to 5pm
- School Run – 10am to 2:30pm
- All day – 8am to 5pm
- End of day – After 4.30pm

We will work closely with our external contractors who provide additional day to day maintenance services to ensure that they make advance arrangements with our customers for a time slot to suit both the customer and the contractor. **If a communal repair is reported and does not require access, this will be attended to as soon as possible and completed within 21 days. An appointment will not be offered.**

13. Rechargeable repairs and customer recompense

Housing Solutions reserve the right to recharge customers for any works caused as a result of neglect, wilful damage or misuse (including accidental damage) by a customer, their family or their visitors. We will also recharge customers for works listed as customer responsibility in section 4 of this policy and any works highlighted between tenancies to correct any neglect, wilful damage, misuse (including accidental damage), and unauthorised alterations to the property during the last tenancy and for the removal of items left in the property. A list of standard charges can be found in appendix 7 of this policy.

For all repairs deemed rechargeable a deposit of £50 will be payable in advance of any work being carried out. The balance will be invoiced to the customer with payment terms of 30 days.

We also recharge customers for the misuse of its emergency service call out (see appendix 7 for a list of charges)

Our customers have the right to compensation where we have failed to repair or replace a qualifying repair within the completion target time. A qualifying repair is defined as a repair that, if not carried out, will jeopardise the health, safety and security of a customer. In the event that we should fail, after receiving notification, to complete the qualifying repair, the customer will be entitled to compensation of £10 plus £2 per day (up to a maximum of £50) for every day the repair remains incomplete.

The time scale of a qualifying repair is shown in the table below:

Qualifying repairs

Repairs categorised as Emergency or Routine	Response within 4 hours (Yes/No)	Completion Target (calendar days)
Total loss of electric power	YES	21 days
Partial loss of electric power	NO	21 days
Unsafe power, lighting socket or electrical fitting	YES	21 days
Total loss of water supply	YES	21 days
Partial loss of water supply	NO	21 days
Heating and/or Hot Water loss (calls received 08:00-19:00)	YES	21 days
Heating and/or Hot Water loss (calls received any time for elderly/disabled customers)	YES	21 days
Blocked or leaking foul drain, soil stack (where there is no other working toilet in the house), toilet pan	YES	21 days

Toilet not flushing (where there is no other working toilet in the house)	YES	21 days
Blocked sink, bath or basin	NO	21 days
Tap which cannot be turned off	NO	21 days
Leaking from water or heating pipe, tank or cistern that cannot be contained	YES	21 days
Leaking roof resulting in serious internal flooding	YES	21 days
Insecure external window, door or lock	YES	21 days
Loose or detached banister or hand rail	NO	21 days
Rotten timber flooring or stair tread	NO	21 days
Door entry phone not working	NO	21 days
Mechanical extractor fan not working	NO	21 days

Customers can also seek compensation for a missed appointment where no reasonable notice of cancellation has been given. The missed appointment charge is also reflected towards Housing Solutions in the event that a customer misses an appointment where no notification is given prior to our engineer's arrival. The standard charge of this is £10 for both customers and Housing Solutions.

The right to compensation shall not apply where the customer has failed to provide access for an inspection for the qualifying repair to be carried out.

Qualifying improvements

Customers may have the right to claim compensation from us at the end of their tenancy, for qualifying home improvements.

Customers may only apply for recompense for a qualifying improvement if they have obtained the necessary written consent from the association *prior* to the improvement being made.

The association assigns each qualifying improvement with an assumed life, in years, which is used to calculate depreciation, as below:

Qualifying Improvements	Assumed Life (Years)
Bath or shower	12
Wash- Band Basin	12
Toilet	12
Kitchen sink unit	10
Kitchen storage cupboards	10
Loft insulation	20
Work surfaces for food preparation	10
Space or water heating	12
Thermostatic radiator valves	7
Insulation of pipes, water tank or cylinder	10
Cavity wall insulation	20
Draught proofing of external doors or windows	8
Double glazing or other external window Replacement or secondary glazing. (for noise reduction)	20
Hard standings for vehicles within the Curtilage	15

The qualifying improvement under this scheme should be accompanied by a priced specification plus drawings, where necessary. The customer should enclose three estimates from bonafide contractors, any planning or building consents (if needed) together with their reasons for choosing a particular estimate.

Consent for planning improvements

Once the customer has obtained all the necessary planning or building contents (as listed above) and this will be passed to the customers' appointed member of contact at Housing Solutions. The information is then passed onto the surveying department to:

- check the technical details and price of the proposed work,
- inspect where necessary,
- check the association's own plans for the property,
- check the credentials of the proposed contractor.

Consent may be withheld for the following reasons:

- the improvement will be out of keeping with the rest of the dwelling,
- it will make the property or any other premises less safe or secure for occupiers,
- it will make the dwelling difficult to let in the future or will be unsuitable for future occupiers,
- it is an improvement which the association expects to be in a position to make within a reasonable time,
- the proposed contractor does not have suitable experience/qualifications,
- the subsequent maintenance of the improvement will be too costly,
- the improvement itself is too costly. (Note: Housing Solutions may reduce the amount of compensation payable if the cost is excessive).

The decision to refuse consent will be conveyed to the customer, by the Surveying Services Manager, in writing, with the relevant reasons.

Housing Solutions must agree the estimate in writing before the customer can instruct the contractor to start work. Customers should be advised to retain all invoices and receipts of payment. We may wish to inspect the property on completion of the works.

Where a customer has failed to gain the association's prior consent for the works and subsequently claims recompense, no recompense will be payable.

Claiming recompense at termination of tenancy

It is the responsibility of the customer to claim any recompense due to them. The claim must be made in the four week period prior to the termination of tenancy. Any claims outside this period will be refused. Payment will not be made until the tenancy has ended.

Our customers will not be entitled to payment if they were being granted a new tenancy of the same property e.g. in the case of setting up a joint tenancy. A claim is only to be considered when the property is being vacated.

Calculating the amount payable

Recompense is calculated as per the following formula:

$$\text{Recompense Payable} = C \times (1 - (Y/N))$$

C = the cost of the improvement

N = the assumed life of the improvement

Y = the number of years that have passed since the improvement was undertaken. The age of the improvement should be taken from the date of completion of the works and part years will be rounded upwards.

A 10% deduction will be made from the final sum to cover the cost of inspections and administrative costs.

There is a lower limit of £50 and an upper limit of £3,000 per improvement. These cost limits apply to the amount payable and not to the actual cost of the works and should therefore be applied after the payment has been calculated. A customer may receive recompense for more than one improvement. Therefore any one customer may receive more than £3,000.

No recompense is payable for:

- the cost of professional fees,
- the cost of planning/building contents,
- the customers' own labour costs,
- works undertaken for which a grant was payable.

Any rent arrears or other monies due to Housing Solutions will be deducted prior to payment. The amount offered to customers must be authorised by the Surveying Services Manager. The customer should receive an "offer" letter, sent by the Surveying Services Manager explaining how the amount has been calculated.

14. Quality Assurance – See also appendices four & five

Housing Solutions aims to carry out post inspections on 10% of all responsive repairs in addition to 100% of all voids and planned works to ensure that they have been carried out to a high quality and to monitor value for money.

Housing Solutions hold a minimum standard expectation which is described in our Quality Control and specification (Products and workmanship). Please see Appendix four.

The below table sets out the targets for post inspection visits:

Category of Works	% of inspections undertaken	Inspection carried out by
Responsive	10%	Trade Supervisor
Cyclical	10%	Trade Supervisor
Voids	100%	Home Inspector/Surveyor
Planned	100%	Trade Supervisor/Project Surveyor
Tendered Works	100%	Project Surveyor

Post Inspections - Quantity and selection

- The above table details the targets for the quantity of inspections to be undertaken.
- Of the 10% of inspections for Responsive 60% will be driven by the following criteria:
 - jobs over £1000
 - Jobs which suggest that the component has been repaired on more than 1 occasion in the past 3 months
 - A focus on the jobs of a specific engineer each fortnight
 - Negative feedback from customers or stakeholders about quality of work through surveys or complaints.
- The remaining 40% will be selected by the inspecting officer at random
- Post inspections are to be carried out within 30 days of a repair being completed and the results recorded on the post inspection form.
- Additionally a post inspection will be undertaken whenever a stakeholder notifies us that the quality of workmanship is unacceptable. This will be undertaken by the relevant supervisor/surveyor as detailed above.
- In order to monitor and audit the standard of completed post inspections– 5% of all post inspections undertaken will be re-inspected by the appropriate manager on a randomly selected basis.
- Works to void properties are classified as a collection of responsive and planned works and therefore any inspections will be undertaken by the Home Inspector.

15. Damp and Mould

The effects of damp and mould can be a challenge particularly during the winter months and in most cases is one that needs to be managed by the customer through effective use of heating and ventilation systems. We provide our customers with information regarding damp and mould through the following:

- When customers report an issue with damp and mould we will give them advice over the telephone through our Customer Contact Centre.
- When requested we will visit the affected properties to determine the cause and advise/take action accordingly
- We have published an information document as a useful guide to the effects of condensation and what can be done to prevent it. The guide is issued upon sign up to a new home and when customers report damp issues to us.
- We regularly publish articles in our customer publication “Streets Ahead”

Our Damp and Mould procedure is detailed in Appendix five. Our Damp and Mould diagnostic tool can be found in Appendix six.

16. Contractors

Housing Solutions is committed to engaging additional contractors for its planned maintenance and improvement works and will look to develop this approach further. Contractors will be selected by our standard procurement procedure. Where possible; customer input will be sought on all major contracts.

All competition for Housing Solutions repair work will be in accordance with our financial regulation, Standing orders and Equality and Diversity Strategy.

Work carried out by a contractor will not be paid for unless the Association is content that the work has been completed according to specification and that any extra works claimed are justified. Where work has not been completed to a satisfactory standard by a contractor they will be expected to return to rectify the fault as soon as is reasonably practical. They will be issued with a new work order with a value of nil. All successful contractors will have demonstrated adequate third party insurance and compliance with all statutory regulations.

17. Vulnerable Customers

Housing Solutions is determined to work within the guidelines set out by our Equality and Diversity Strategy; however we recognise that some customers are more vulnerable than others. We will endeavour to meet their needs if additional support and care is required whilst the repair is being carried out.

18. Customer Satisfaction

We monitor customer satisfaction in two ways:

- Using a mobile form on the engineers hand held device at the end of every completed repair.
- Through telephone tracker surveys carried out by our Business Improvement team.

This feedback is imperative to help us make informed decisions regarding service improvement. The information collected from the customers' feedback is investigated and analysed by the Business Improvement team to see if this could be done differently or more effectively. If our customers at any time feel they have been aggrieved or treated unfairly throughout the repairs process they can appeal in accordance with our complaints procedure. A copy of Housing Solutions Complaints policy and procedure is available from the office upon request or via our website.

19. Key Performance indicators

Housing Solutions Senior Management team, Executive team and Board review key performance indicators (KPI's) across Asset Management on a regular basis to ensure that the repairs and maintenance service is delivered to a high standard. These KPI's are also used to benchmark the service against our peers in the sector. See Appendix 2 for the full list of Repairs and Maintenance KPI's.

20. Health and Safety

It is the responsibility of all the Asset Management team, partners and contractors to ensure that they are working in a safe and controlled manner at all times. It is the responsibility of the Director of Customer Service to ensure that implementation of this Policy is monitored. It is the responsibility of the Head of Asset Management to deliver the policy and they will be accountable for its implementation and colleague training.

All staff, contractors, consultants and partner organisations are responsible for operating in

accordance with this policy when delivering services on behalf of Housing Solutions.

21. Sustainability

Housing Solutions is committed to promoting sustainability. Concern for the environment and promoting a broader sustainability agenda are integral to the Association's professional activities and the management. For further information please refer to the Environmental Sustainability Policy.

22. Monitoring and Review

All items in this policy will be subject to Housing Solutions Customer Involvement Strategy. All significant repair matters affecting customers' homes or their neighbourhood will go before the "Your Home" Steering Group which is formed of mainly residents and the Head of Asset Management.

Regular reports will be submitted to the Executive Team and Board members detailing performance in relation to commissioning and managing the repairs service. This is to ensure that objectives and targets are being achieved. Housing Solutions will ensure that all repairs responsibilities, relating Policies, reporting methods, service standards and all other relevant information is readily available to all its customers in easily readable format.

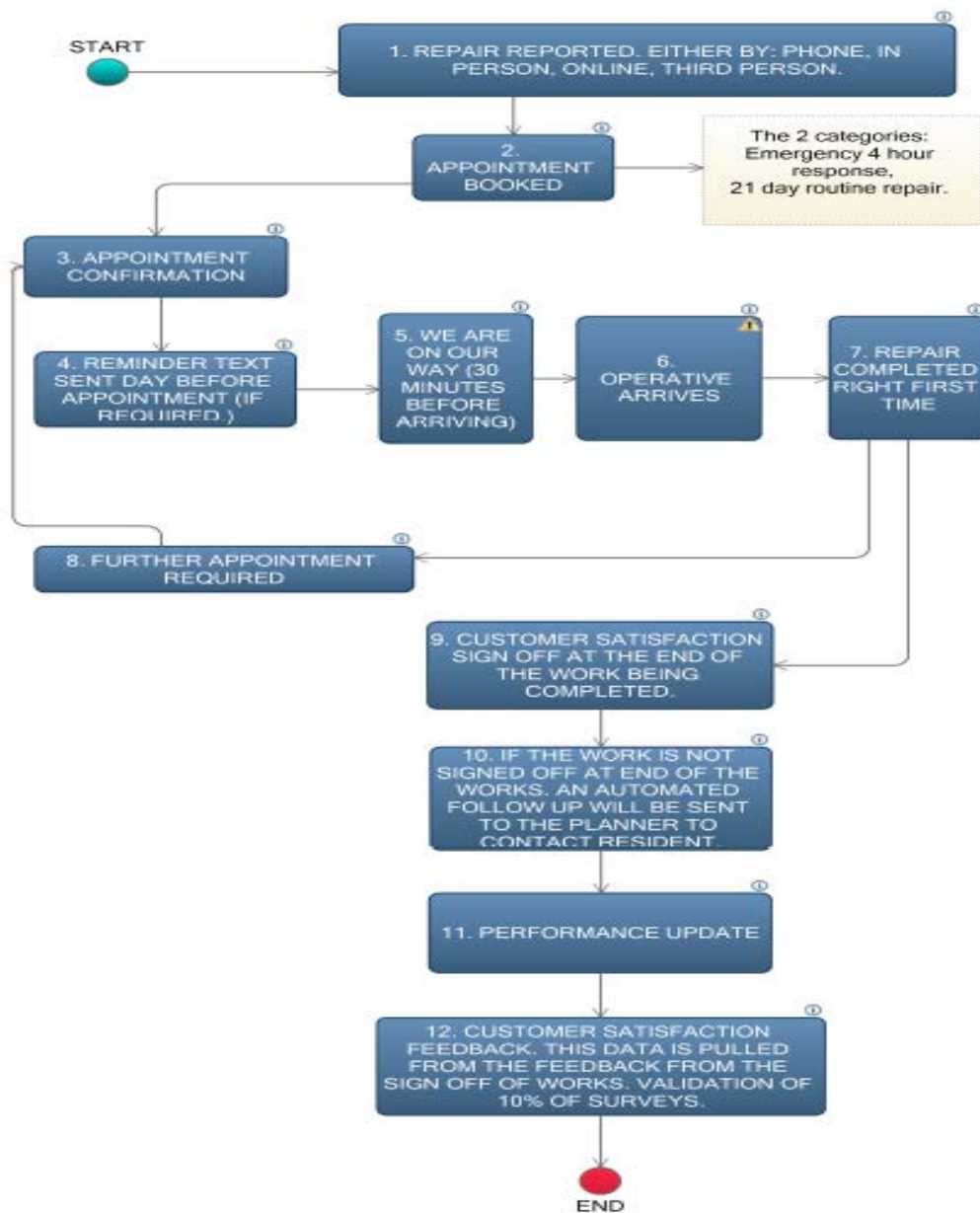
This policy will be reviewed on a 3 yearly basis or in response to changes in legislation, regulatory guidance, good practice or changes in other relevant Housing Solutions Policies and Procedures.

23. Equal Opportunities

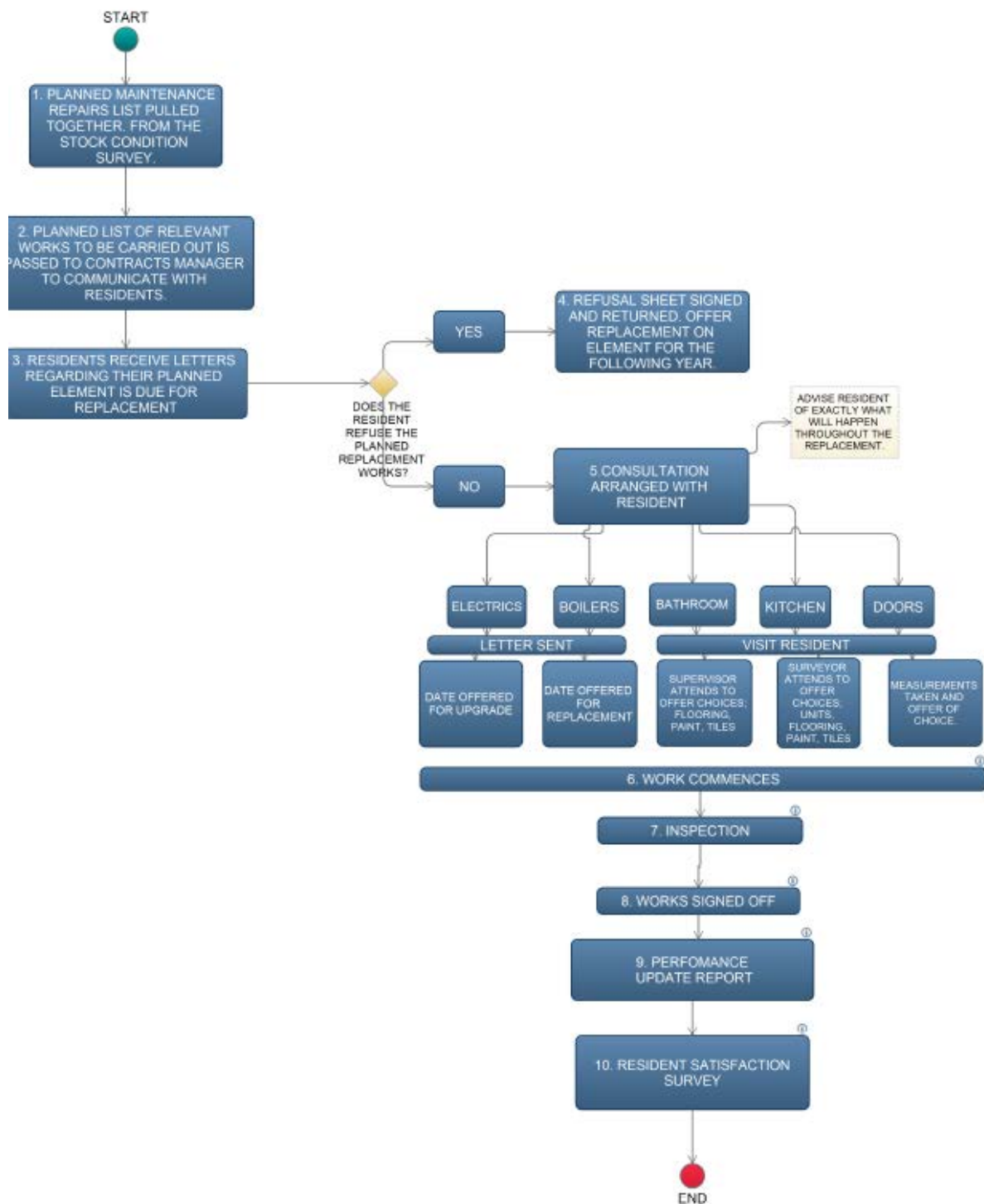
Housing Solutions is committed to its Equality and Diversity Strategy. An equality impact assessment has been undertaken and this policy is considered to have no adverse impact.

Appendix One: Maintenance Processes

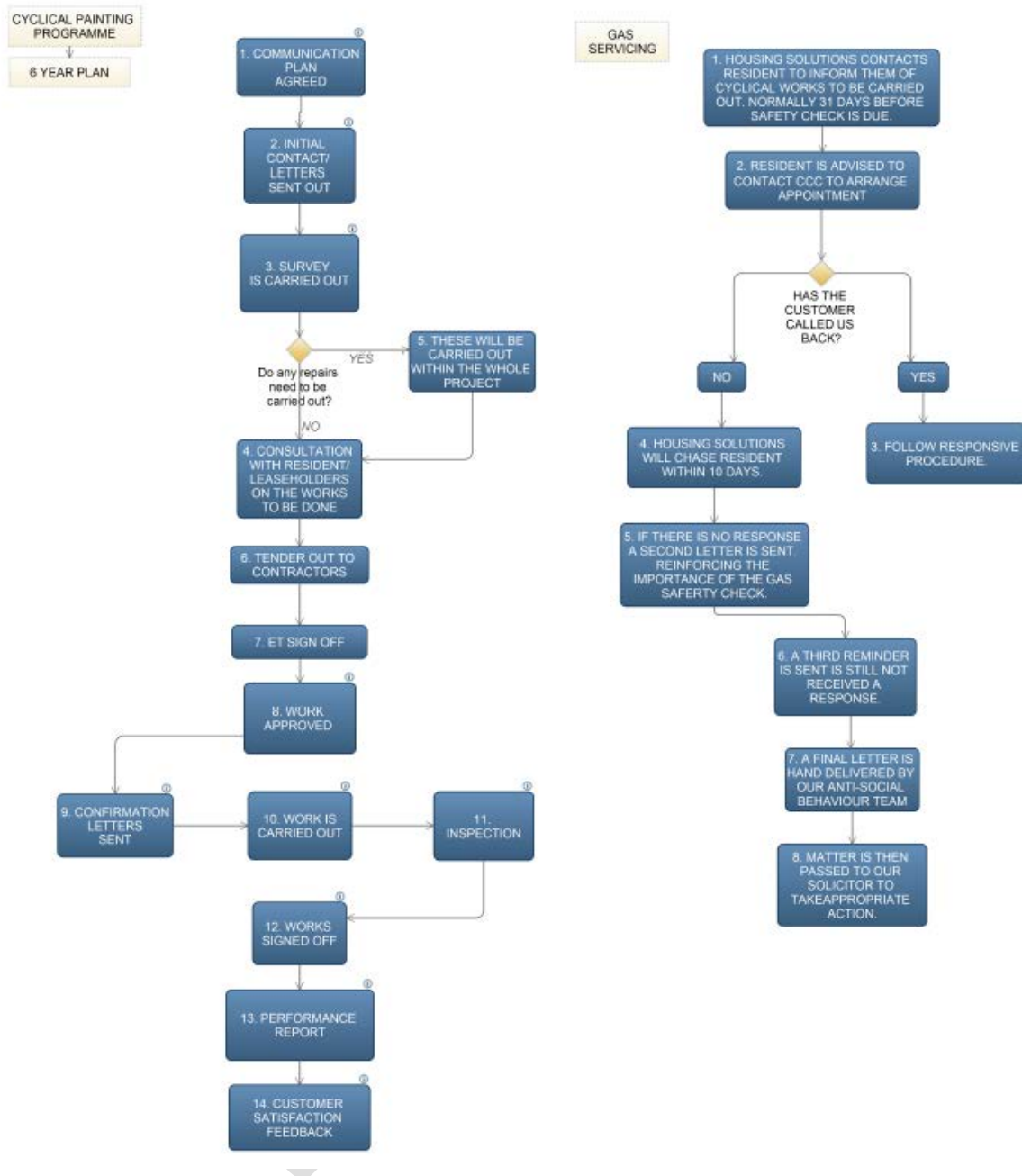
Maintenance process: Responsive



Maintenance process: Planned



Maintenance process: Cyclical



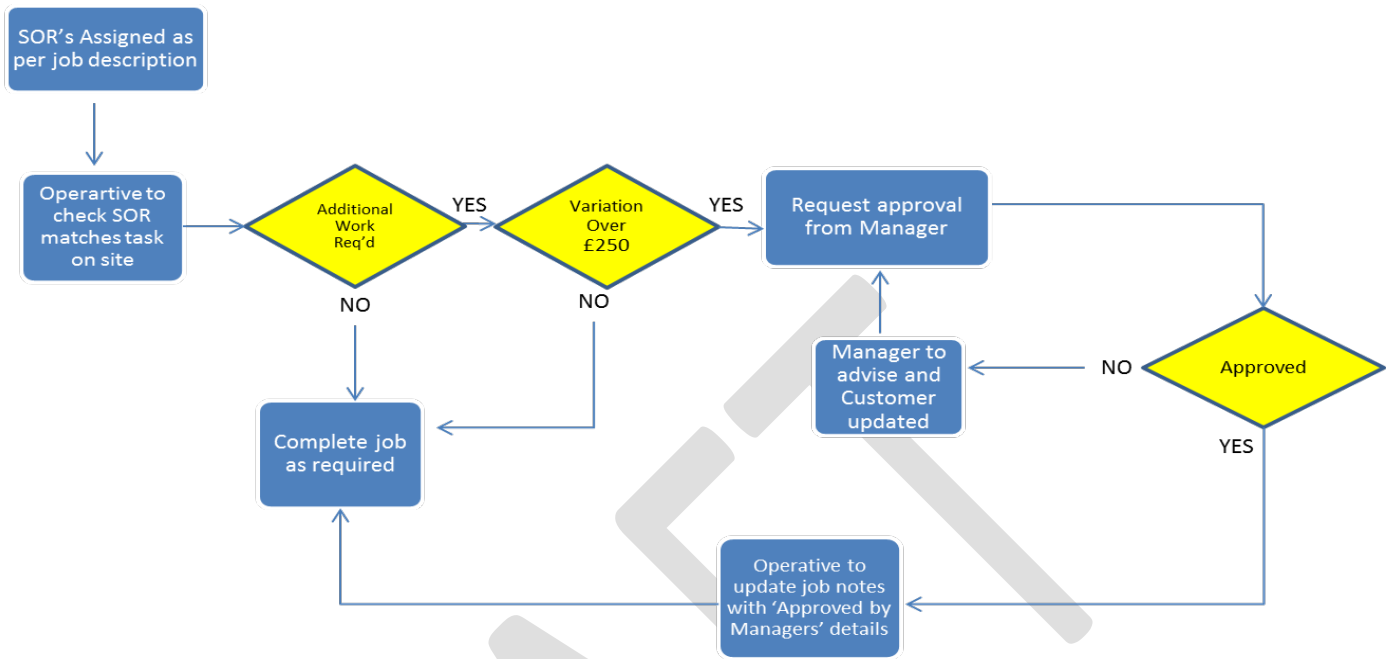
Appendix Two: Repairs and Maintenance Key Performance Indicators

Indicator	Source
Responsive Repairs - % of customers satisfied with the most recent repair	Telephone Tracker Survey
Responsive Repairs Contractor - % of customers satisfied with the most recent repair	Telephone Tracker Survey
Responsive Repairs - % of customers repairs completed on first visit	Telephone Tracker Survey
Responsive Repairs Contractor - % of customers repairs completed on first visit	Telephone Tracker Survey
Responsive Repairs - Average time taken to complete all repairs (days)	Servitor Job Information System
Responsive Repairs - % of repair appointments kept	Servitor Job Information System
Responsive Repairs - % of repair jobs overall completed within target	Servitor Job Information System
Responsive Repairs - % of emergency repairs (E4) attended within target	Servitor Job Information System
Responsive Repairs - % of repairs classified as Emergency 4 hours (E4)	Servitor Job Information System
Responsive Repairs - % of repairs classified as Emergency Call Out (EC)	Servitor Job Information System
Responsive Repairs - % of repairs classified as Routine 21 Days (R2)	Servitor Job Information System
Voids - % of customers satisfied with general condition of property on letting (new lets and transfers)	Telephone Tracker Survey
Planned Maintenance - % of residents satisfied with home improvements	Telephone Tracker Survey
Gas Safety - % of our properties with a valid gas safety certificate at month end	Open Housing System
Major Adaptations - % of customers satisfied with major adaptations	Telephone Tracker Survey
Major adaptations - Average number of days to complete a major adaptation from start to finish of process	DFG database

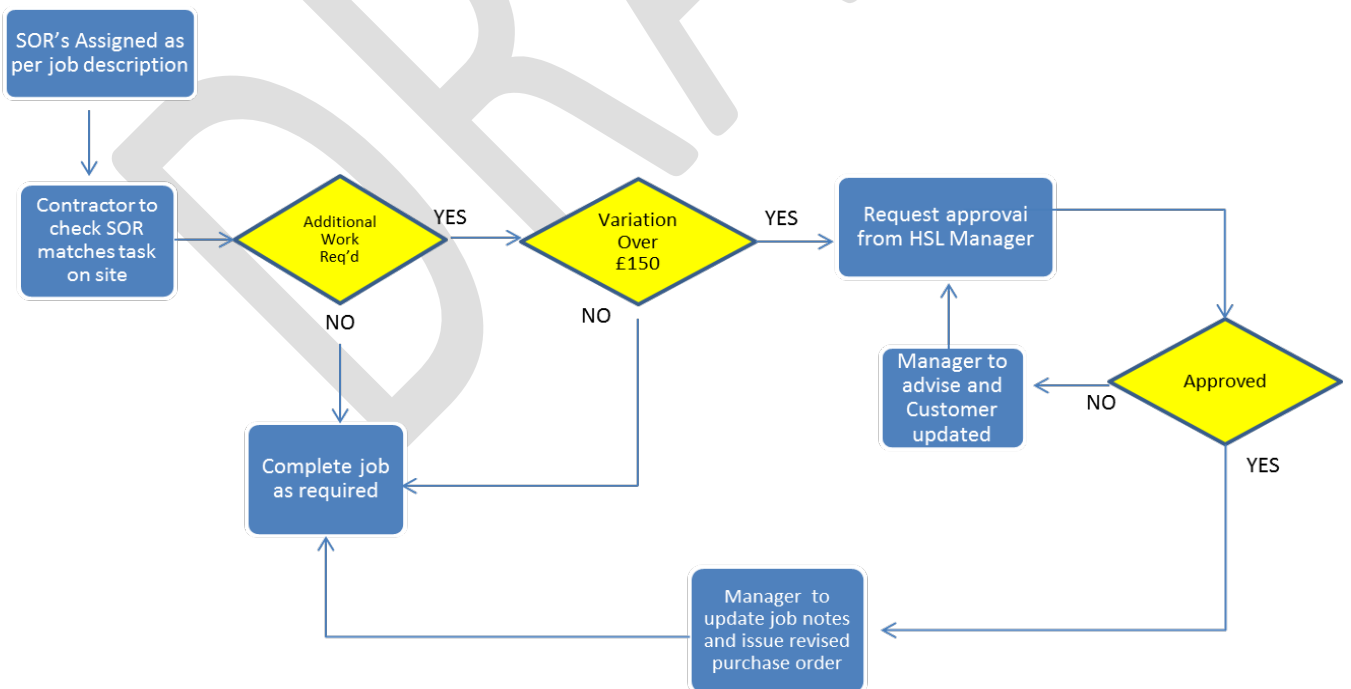
Targets and current performance can be found on the Housing Solutions Intranet.

Appendix Three: Works Order Variation Process

Works Order Variation Process – Directly Employed Operative



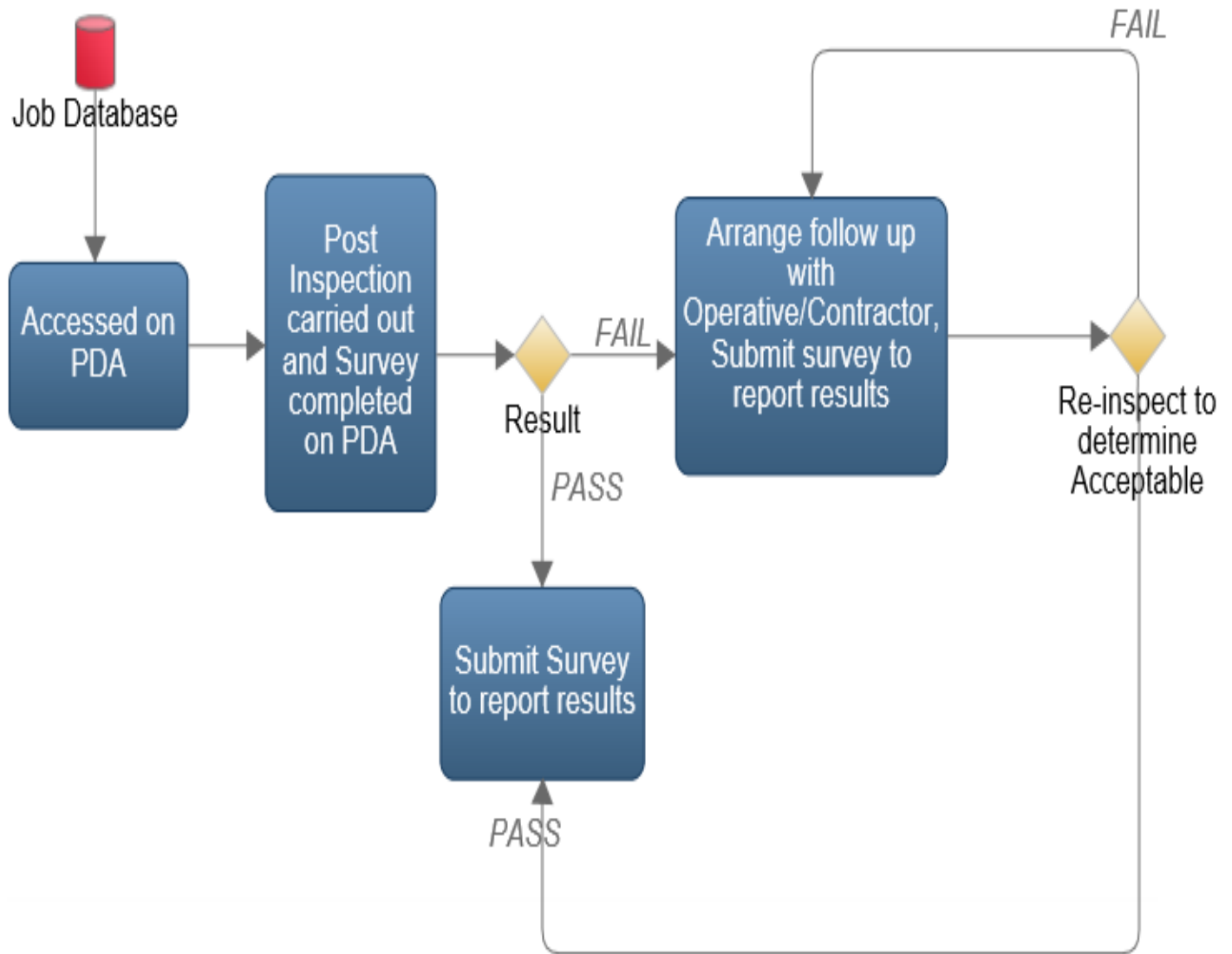
Works Order Variation Process – Sub Contractors



Appendix Four: Works Post Inspection Process

Please Note: Post Inspections to be carried out within 30 working days of job completion

Jobs to be selected from database.
- 10% of all Responsive Repairs and Cyclical Works
- 100% of all Responsive Voids and Planned Works...



**Quality Control
&
Specification
(Products & Workmanship)
For
Housing Solutions
Direct Labour Operatives**

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1.0 General

1.1 General

- 1.1.1 Descriptions listed below are the minimum standard expected by HSG.
- 1.1.2 The operative shall not use this document as a practical guide to the execution of the works.
- 1.1.3 It is essential that the operative closely studies all the information provided within the SOR as it his responsibility to ascertain and include for all matters which may materially affect the timely and safe execution of the works.

1.2 Materials & Components

- 1.2.1 All Materials and Components shall be;

Fully compliant with all the requirements of current and relevant,

- BSI British Standards
- The Building Regulations (SI 2000/2531) and associated Statutory Approved Documents.
- Published instructions and recommendations of the relevant Trade Federation
- Manufacturer's Published Instructions & Recommendations

Selected with intent to produce a long service life and thereby minimising future maintenance and/or servicing costs with the aim of reducing the Life Cycle Costs of the product. The operative must also give reasonable consideration to the long-term supply of replacement parts.

- 1.2.2 Delivered to site, handled and stored as recommended by the relevant BSI British Standard Code of Practice, COSHH Data Sheet or their Manufacturer's published guidance.
- 1.2.3 Upon completion of the works all debris, excavation spoil, surplus materials and packaging shall become the property of the operative thereby making him responsible for their clearance from site, recycling if appropriate or dumping in accordance with the local bylaws and the requirements of the Health & Safety Executive.

1.3 Labour & Workmanship

- 1.3.1 The operatives shall ensure that they are fully acquainted with and understand the requirements of the works (based on the respective Schedule of Rates codes) they are expected to complete. Furthermore they are fully aware of the demands and constraints these place upon them.

- 1.3.2 It is the responsibility of the operative to ensure that all workmanship and quality of finish is of a high standard and complies with all recommendations of the aforementioned document. Furthermore that the relevant operatives are suitably experienced and competent to carry out the works in a safe and workmanlike fashion.

2.0 Demolition & Alteration

- 2.1 All materials used in alteration work shall match the existing in strength, grade, method of use and appearance, unless specifically stated otherwise in the job description.
- 2.2 Any element of the works requiring demolition or alteration shall be carried out in such a manner so as to cause a minimum of noise, vibration or disturbance to the remainder of the building, its occupants and or neighbouring properties.

3.0 Excavation & Earthwork

- 3.1 All excavation shall be carried out in accordance with the relevant British Standards with particular attention given to safety, the overall stability of the site, adjoining ground and buildings.
- 3.2 The operative has a responsibility to locate and take all necessary precautions to prevent the interference with any underground services on or adjacent to the site. This includes the provision of any temporary works necessary for their protection and any remedial works necessary as a result of his failure to do so.
- 3.3 The operative shall ensure that the surrounding area including both public and private roads and footpaths are kept clean and unobstructed at all times.

4.0 Concrete and Render/Mortar Work

- 4.1 No work shall proceed where the shade air temperature is not 3°C (38 °F) and rising.
- 4.2 All concrete shall be protected from anything (Inc. rain, sun, wind, frost, etc.) that may interfere with the process or damage its finished appearance before fully cured.

5.0 Brickwork, Blockwork & Lintels

- 5.1 All facing brickwork shall be executed using bricks and bond which match adjacent existing work.
- 5.2 No work shall proceed where the shade air temperature is not 3°C (38 °F) and rising
- 5.3 All brickwork shall be protected from anything (Inc. rain, sun, wind, frost, etc.) that may interfere with the process or damage its finished appearance before fully set.

6.0 Structural Timber

- 6.1 The operative must ensure that all timber is sourced from suppliers employed in sustainable managements practices and certified accordingly through either;

- Forest Stewardship Council (FSC)
- Pan European Forest Certification (PEFC)

7.0 Roof Finishes

- 7.1 All materials used within any build-up felt roof shall be the product of a single manufacturer, unless otherwise specified.
- 7.2 It is the sole responsibility of the operative for the selection and installation of materials and workmanship that will achieve a minimum life expectancy of 20 years. Furthermore they must provide either a specific manufacturer's warranty or both the manufacturer's product certification to that effect and proof of purchase.
- 7.3 All replacement Fascia and Soffit is to be in PVC-u

8.0 Glazing, Windows & Doors

- 8.1 Operative to ensure that products sourced are tested to PAS 23 & 24 and are Secured by Design licensed.
- 8.2 Windows shall have a minimum 10 year manufacturer's insurance backed guarantee.
- 8.3 New external doors are to be GRP low maintenance, with level threshold cill, weather board, ironmongery and 3 point locking system.
- 8.4 It is the sole responsibility of the operative for the exact measurement and sizing of all replacement and new units for manufacture.
- 8.5 Windows to bathrooms and WC's shall have a pane glazed in obscured glass

9.0 Internal Carpentry

- 9.1 Internal doors shall be a minimum 44mm thickness, smooth finish ply-flush doors with factory applied primer and shall match throughout. Doors which are to be fire resisting shall match other adjacent non-fire resisting doors in appearance.
- 9.2 Ironmongery to be finished in chrome or to match existing.
- 9.3 The operative must ensure that all timber is sourced from suppliers employed in sustainable management's practices and certified accordingly through either;

- Forest Stewardship Council (FSC)
- Pan European Forest Certification (PEFC)

10.1 Internal Finishes

- 10.1 It is the sole responsibility of the operative to ensure that prior to any installation; all applicable surfaces are adequate for said works.

- 10.2 All plasterboard, plastering and drylining shall be supplied by; British Gypsum Ltd.
- 10.3 All wall tiles are to be 150 x 150 mm plain glazed tiles manufactured by; H & R Johnson Tiles Ltd.
- 10.4 All safety flooring is to be Polyflor as manufactured by; Polyflor Ltd. Selection and installation must be relevant to the use of the room in accordance with the guidelines of the manufacturer and HSGs specification.
- 10.5 It is the sole responsibility of the operative to regulate the air temperature at the required level up to the completion of the hydration process.

11.1 Painting & Decoration

- 11.1 The operative must ensure that all preparation, priming and undercoats are to be obtained from the same manufacturer as that of the finishing coat.
- 11.2 All painting materials to be obtained from ICI, Dulux or Crown
- 11.3 All wood staining materials to be obtained from Sadolin or Sikkens.
- 11.4 It is the sole responsibility of the operative to identify the surface which is to be decorated and apply in accordance with the manufacturer's guidelines all types, number, frequency and application of coats.
- 11.5 All exposed pipework shall be undercoated and glossed.
- 11.6 Wet paint notices shall be clearly displayed in all areas (if applicable)

12.1 Plumbing & Sanitary ware

- 12.1 It is the sole responsibility of the operative to locate and record all/any existing pipework that is relevant to the works specified.

12.2 Sanitary ware

- 12.2.1 Shall be supplied in accordance with the following specification, be supplied complete with plugs and chains, waste, seats, covers and pedestals as appropriate.
- 12.2.2 All shall be white or similar as approved and shall be as follows unless otherwise directed.

Bath to have a 140 litre capacity to overflow complete with manufacturer's side and end panels where required. To be fitted with Bristan bath mixer taps fitted with hose and shower rose with thermostatic mixer valve fitted below the bath.

W.C to be close coupled, with a, 6/4 dual flush cistern.

Wash hand basin is to be 540 x 450mm, fitted with Bristan quarter turn lever taps.

12.2.3 All of the above are to be installed with local isolation valves on both the hot and cold water feeds.

12.2.4 Where three or more pipes run together on a wall, they are to be encased on a softwood boxing, decorated as specified previously.

12.3 Testing

(If required) It is the operative's responsibility prior to handover, to thoroughly flush and pressure test the entire installation. He should also fill the sink, wash hand basin and bath, remove the side panel to inspect the soundness of the waste connections.

13.0 Waste & Rainwater Drainage

13.1 It is the responsibility of the operative to locate and record all/any existing drainage that is relevant to the works specified in the Schedule of Works.

13.2 The soil, waste and vent pipe installation is to be designed to facilitate rodding each section of pipe with removable panels to ducting where necessary, for access to rodding eyes.

13.3 It is the responsibility of the operative to ensure all drainage and guttering has sufficient falls to fulfil its purpose.

14.0 Gas & Central Heating Installation

14.1 The operative, upon completion must provide HSG with a completed successful Landlord Gas Safety record (LGSR).

14.2 The operative must allow for all building works in connection with the works. This item is to include for making good both to the internal and external fabric and any decorations disturbed.

14.3 Heating systems shall be designed in accordance with the parameters given in relevant British Standards; assuming an outside air temperature of -5°C and the continuous operation of the systems.

With the following temperature parameters;

Bathrooms, Living & Dining Rooms @ 21°C

Kitchens, Landings & Bedrooms @ 18°C

14.4 The exact Glow-worm High Efficiency Condensing Boiler is to be selected by the operative unless explicitly specified by the job notes. The operative has responsibility to ensure that it has a Class 'A' Efficiency Rating and accords with the requirements of Approved Document Part L2.

14.5 All works shall be undertaken by an operative with the relevant Gas Safety Register Certificate of Competence. Special note to be given Section 2 of the Gas Safe Register Rules of Registration.

14.6 All associated electrical works shall comply with the recommendations of the IEE Wiring Regulations 17th Edition

14.7 Pipework shall NOT be concealed or lagged until it has been proved sound and satisfactory.

Commissioning & Maintenance

14.8 The system is to be flushed out twice, once cold and once hot, using a detergent BC10 after commissioning and charged with Fernox inhibitor, or equivalent.

14.9 It is the operative's responsibility upon completion of the installation, to register the boiler and provide HSG with copies.

15.0 Electrical Installation

15.1 Reference to the installation includes; electrical, fire detection, ventilation and any specified TV/telephone.

15.2 Any works shall be completed in full accordance with all relevant Statutory Legislation, British Standards, with special consideration to the IEE Wiring Regulations 17th Edition and the regulation of the local electrical supply authority.

15.3 The operative must allow for all building works in connection with the works. This item is to include for making good both to the internal and external fabric and any decorations disturbed.

15.4 The operative shall allow for the dismantling and removal of any part of the existing installation required to complete their works.

15.5 Upon satisfactory completion, the operative shall make the necessary arrangements with the local electricity Supply authority for the connection of the mains supply.

15.6 Any new consumer unit shall be manufactured by Wylex Electrium Ltd or of manufacture in line with current British Standards.

15.7 All works shall be undertaken by a NICEIC Approved/Operative with HSG reserving the right, as any time, to request the relevant certification in proof of this fact.

15.8 On Completion of the installation, the inspection and tests prescribed in the IEE Wiring Regulations 17th Edition shall be compiled with and the results recorded on an NICEIC Completion Certificate verified and signed by a NICEIC qualified supervisor.

16 Insulation & Ventilation

16.1 All insulation installation shall be undertaken with direct reference to the relevant guidance published by Knauf Insulation and is to include where required by the contract documents all walls, lofts, roof void, water tank and pipework.

16.2 All loft insulation shall be installed to a minimum depth of cross-laid of 270mm. The operative is to allow for the removal of all old and unsuitable insulation.

16.3 Operative to provide to all stores and built in cupboards ventilation by means of a grille plate or trickle vent system.

17.0 External Works

17.1 Fencing and Gates

- 17.1.1 Private and rear gardens – shall be enclosed using 1.2m high plastic coated galvanised chain-link fencing; with 2 No 1.8m x 1.8m high, close boarded privacy panels along the party walls adjacent to house itself.
- 17.1.2 All fencing shall be constructed using 100mm x 100mm concrete posts bedded in concrete and concrete gravel boards.
- 17.1.3 Where gates are provided, they shall be full height, in keeping with the adjacent boundary fencing/walls, with no step at the gateway and supplied with all appropriate ironmongery.
- 17.1.4 Gated entrances to have a minimum 1000-mm clear opening.

17.2 Landscaping

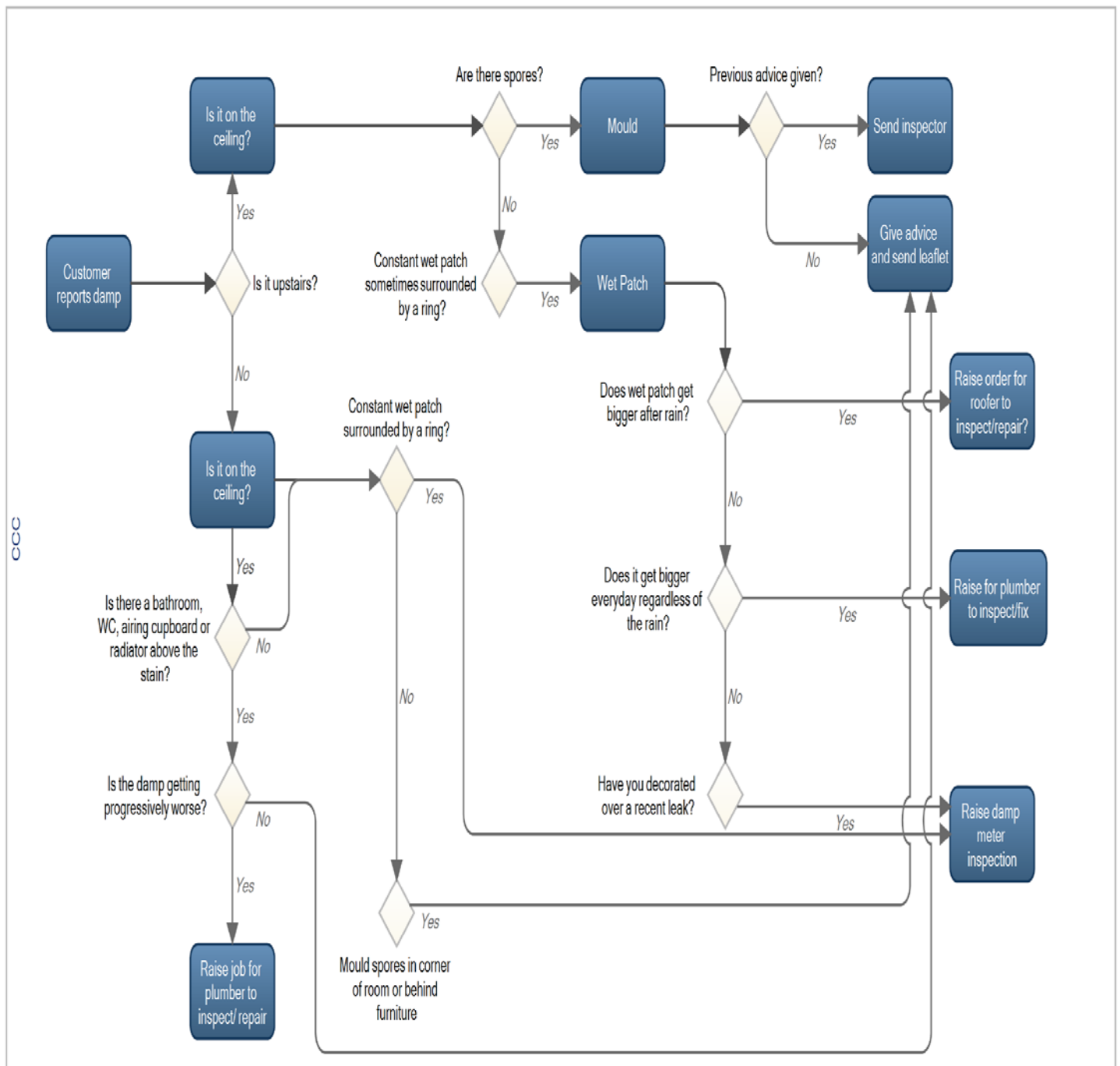
- 17.2.1 Concrete paths shall be a minimum 1000mm wide and should be 100mm thick installed on 150mm type1/hard-core sub-base.
- 17.2.2 Unless specifically stated otherwise all block paving shall be undertaken using a suitable 50mm blocks laid on 50mm compacted sharp sand blinding, on 150mm type1 sub-base. The finished surface is then to be compacted and finished with swept in kiln dried sand.
- 17.2.3 Front and rear gardens, together with communal areas, except where specified as flowerbeds, shall be supplied with 100mm subsoil and 150mm topsoil bed, levelled, consolidated and raked to provide a suitable tilth for the growth of the new turf or spread of new seeds.

Appendix Six: Damp & Mould; Managing the effects.

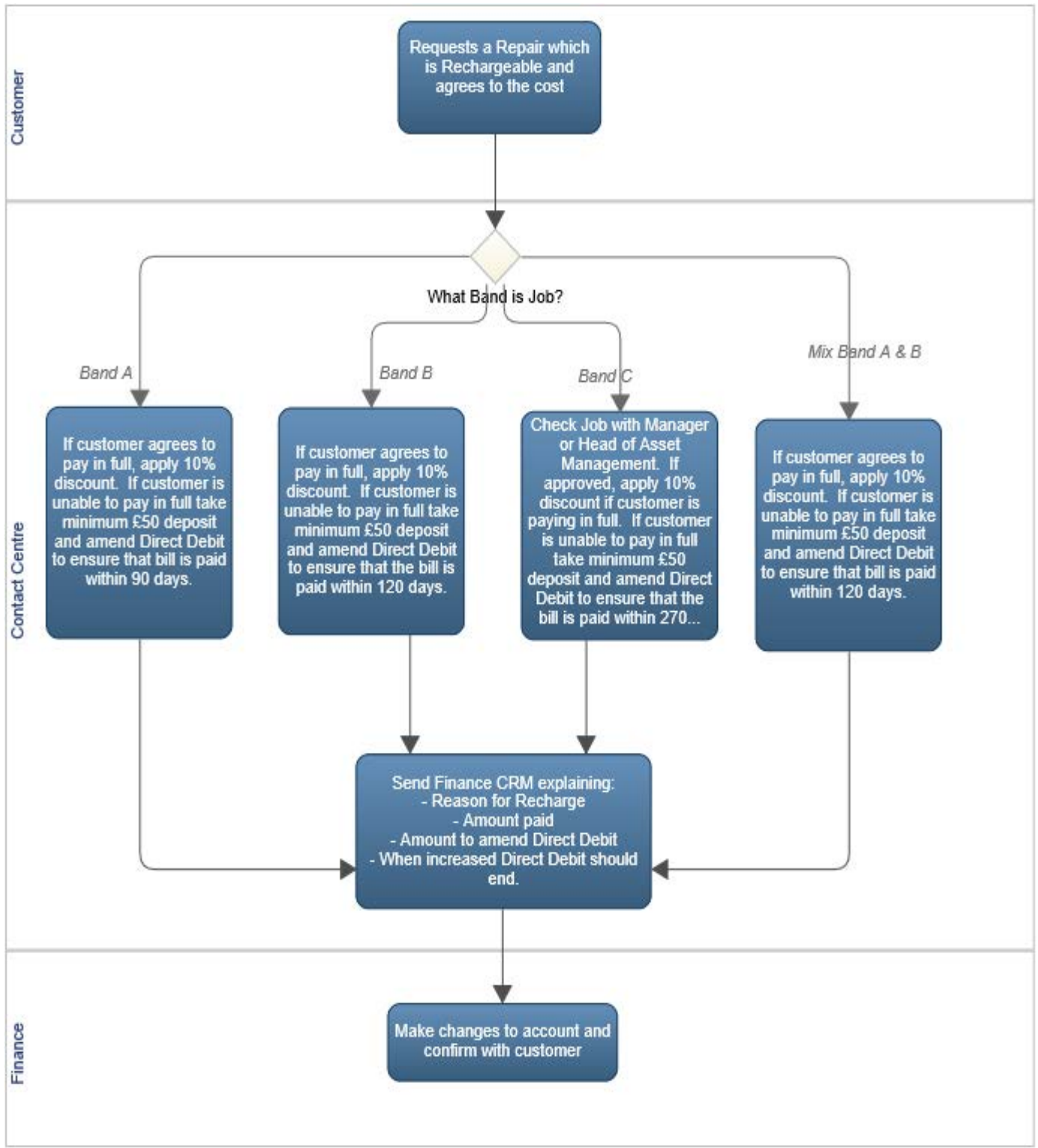
10 Steps to managing the effects of Damp and Mould

1. The customer calls in to the Customer Contact Centre reporting damp and mould in their home.
2. The Customer Contact Centre carries out diagnosis over the telephone using the web based call routing software. This enables CCC to identify the likely causes of the damp and mould from the initial call.
3. If the cause is considered to be lifestyle the Customer Contact Centre Staff explain this to the customer and advise that they will receive an information/guidance leaflet that will assist them in managing the cause. The customer will be asked to contact the CCC 4-6 weeks later should the problem persist.
4. If the customer has already received a leaflet, or the diagnosis highlights another cause, the Customer Contact Centre will raise an order for the appropriate member of the Maintenance Team to attend the property.
5. If a property inspection is required to identify the cause of the damp and mould, an inspection will be raised for a Surveyor to attend and assess the property using the Damp/Condensation Check list and associated equipment to pinpoint the cause.
6. Upon completion of the inspection and check list the Surveyor will contact a works scheduler from site to arrange follow on works, if required, and these works will be recorded on the check list.
7. The checklist will then be scanned and uploaded onto Documotive when the Surveyor returns to office.
8. 6 weeks after the follow on works have been completed the Surveyor will return to the property to carry out a post inspection that will determine the success of the remedial measures.
9. Providing that the works completed have resolved the damp and mould issues, the checklist will be uploaded into Snap survey software for analysis.
10. Should the measures be unsuccessful, further measures will be implemented and recorded on the inspection check list.

Damp & Mould Diagnostic Tool.



Appendix Seven – Rechargeable Repairs Process



Housing Solutions

Rechargeable Repairs Pricing

A £50 deposit will be required in order to book repair

Call out Fee: £30 + rechargeable repairs (see below)

Band A: £40

- Blocked sinks, basins, bath or w/c
- Locked out of property or shed
- Re-affix Kitchen cupboard door
- Re-affix radiator to wall (if pipework damaged see band B)
- Re-affix storage heater to wall
- Replace cracked wall sockets
- Repair/Replace broken window handles
- Change light bulb or strip light
- Renew Toilet Seat
- Replace broken bath panel
- Replace Smoke Alarm/CO2 Batteries
- Replace broken letterbox
- Repair/Replace broken spindles or handrail to staircase
- Pest Control
- Damage to gates/fencing (per panel)

Band B: £130

- Renew internal door (per door)
- Cracked basin or W/C
- Broken window (glass)
- Broken door entry phone
- Ceiling repairs (per room)
- Blocked drain due to customer misuse E.g. sanitary ware, fat, baby wipes etc.
- Replace broken loft hatch
- Clean House or Flat if not left in clean order after ending tenancy

Band C: £500

- Replace damaged bath
- Replace damaged worktops
- Renew External door
- Replace flooring in kitchen or bathroom
- Repair damage from drilling through pipework
- Retiling bathroom
- Bannister and Spindle replacement if removed/damaged
- Deep clean for House or Flat if left in poor condition after ending tenancy