

REPAIRS AND MAINTENANCE POLICY



MONITORING INFORMATION:

POLICY/PROCEDURE/STRATEGY:	REPAIRS & MAINTENANCE POLICY
DATE APPROVED:	AUGUST 2019
EXPIRY DATE:	AUGUST 2022
REVIEWED:	JUNE 2024*
OWNER:	HEAD OF ASSET INVESTMENT
APPROVAL ROUTE:	EXECUTIVE MANAGEMENT TEAM

**This policy has had a desktop review by the owner and is correct at current. There is a bigger review of our repairs offer which will lead to a new Policy and Procedure.*

Repairs and Maintenance Policy

Introduction:

Teign Housing acknowledges that providing an efficient and effective repairs service that meets customer expectations can have significant impact on the use and comfort of their home and quality of life and subsequently can contribute to the wellbeing of the wider community.

In 2017 Teign Housing launched a wholly owned subsidiary company Templer HomeBuild to deliver Repair and Maintenance services to all its properties.

By bringing this service 'in house' we aim to deliver a quality, customer focussed, value for money repairs service that is both responsive and reliable, acknowledging that this is particularly important to our business in order to maintain quality, deliver efficiencies and increase resident satisfaction.

Policy:

Aims

- Deliver our obligations by carrying out and meeting the cost of repairs that are our legal responsibility
- Provide a quality customer focussed service that meets the needs of our residents by being accessible, responsive and flexible
- Comply with all relevant Government legislative and regulatory requirements
- Maintain up to date information about our homes and use this to help inform delivery of services
- Proactively seek resident involvement to influence the service provided and its future development.
- Ensure that all Teign Housing and Templer HomeBuild staff and contractors employed by Teign Housing, involved in the delivery of repairs and maintenance to our customers have the necessary skills, qualifications and training to deliver an effective and reliable responsive repairs service.
- Ensure our homes are maintained to meet or exceed the Decent Homes Standard and remain safe, affordable and sustainable places for our customers to live

- Monitor performance and customer satisfaction with the service and ensure that any dissatisfaction with the service is investigated and used as learning to help improve services in the future
- Monitor and deliver value for money through efficiency savings making the best use of our resources

Objectives

- When requested, complete an inspection to correctly diagnose and specify repair works.
- Take a proactive approach to maintaining our properties by implementing a programme of property MOT's
- Provide 365 day a year 24 hour Emergency repairs service
- Offer all other repairs on a 'By Appointment' basis to at a time and date to suit the customer.
- Complete all repairs within the time frames as set out in the Repairs and Maintenance Procedure and Service Standards.
- Appointments will be offered for the majority of repairs and inspections at the first point of contact, when reported by telephone or electronically by e-mail, on line chat etc.. Exceptions will be for specialist, major or external works.
- Confirm 'By Appointment' repairs within 48 hours of being reported and where possible provide text message reminders / alerts the day before the repair appointment is due.
- Inform customers if they are responsible for the cost of the repair at the time the repair is reported and ensure that they are advised if we intend to recharge for the repair once responsibility has been established.
- Recharge residents for the cost of any repairs that are due to deliberate damage, abuse, or neglect.
- Maintain homes in a safe and habitable state, or if this cannot be achieved to provide temporary alternative accommodation.
- Achieve an appropriate balance of reactive and planned maintenance expenditure to help reduce the cost of void repairs and re-let times in line with our Voids Management Policy.

- Maintain good working relationships with our subsidiary Templer HomeBuild and external contractors to achieve increased efficiency, improved quality and customer service and reduce costs.
- Provide flexible services to meet the individual needs and circumstances of vulnerable residents that does not discriminate against any customer.
- Communicate with customers by offering a range of formats (braille, large text etc.) and languages that they can understand.
- Implement measures to help reduce the environmental impact of the services we provide.

Monitoring and Performance Standards:

Teign Housing will monitor performance against the service standards targets that have been agreed with customer, staff and contractor representatives.

Service standards and performance targets will be incorporated into all contractual agreements with service providers and monitored regularly to ensure these are being maintained and improved.

We will measure and benchmark our performance against our peers and adopt practices to help maintain and improve our performance across all areas of the service.

We will publicise our performance within Corporate and Operational Scorecards to the Board and EMT and use these to monitor and manage our in house services and contractors at monthly and quarterly Core Group and Operational meetings and annual performance reviews.

Related Documents:

- Repairs and Maintenance Procedure
- Damp Mould and Condensation Policy and Procedure
- Rechargeable Works Policy and Procedure
- Void Property Management Policy
- Asbestos Policy and Procedure
- Gas Safety Policy and Gas Safety Procedure
- Non- Gas Appliance Safety and Servicing Procedure
- Radon Gas Policy and Procedure
- Water Hygiene Procedure

Commented [AH1]: should the Repairs and Maintenance Procedure be included in this list

- Disabled Adaptations Policy and Procedure
- Compensation Policy and Procedure
- Complaints and Compliments Policy and Procedure

Reviews of this policy and associated procedures will take place at intervals of no more than three years.

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