



Repairs and Maintenance Policy

January 2022

Review Process

Policy review frequency:

This policy will be reviewed annually

Responsible for review:

This policy will be reviewed by: Chrysalis Executive Board

Version Control

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1. Policy Statement

- 1.1. Chrysalis Supported Association (CSA) will make sure that all properties are repaired and maintained promoting a safe home environment for all its residents and tenants. Repairs and maintenance continues to be a top priority for our customers.
- 1.2. CSA will ensure:
 - day to day repairs are carried out quickly, on time, to a high standard that customers are satisfied with whilst maintaining value for money;
 - we invest in our properties to proactively maintain them at the appropriate standard with whilst maintaining value for money and preventing responsive work where possible;
 - customers have a range of convenient, user friendly options for reporting repairs, that they are updated throughout the process and satisfaction with repairs is recorded;
 - all repairs and maintenance works comply with the relevant and prevailing compliance and planning requirements;
 - we will have a strong approach to asset management that ensures compliance with all legislation and repairs and maintenance obligations within the leases of our properties.
- 1.3. CSA operates three recognised types of repairs and maintenance:
 - Responsive repairs;
 - Cyclical maintenance;
 - Planned maintenance.
- 1.4. Responsive Repairs: CSA will treat these within three sub-categories:
 - Emergency
 - Urgent
 - Non-Urgent

Further details on these, including response times can be found in the definition section.

- 1.4.1. CSA will endeavour to ensure that responsive repairs are completed in one visit, 'right first time'. Where this is not possible, clear information on when the repair will be completed will be provided to the tenant. A proportion of responsive repairs will be pre and post inspected by CSA staff or agents.
- 1.4.2. Responsive repairs appointments will be made with the customer for all urgent and non-urgent repairs, unless there is no access needed such as for repairs to communal areas or accessible external arrears. Residents will be given an appointment time and an indication on how long the repair should take, when booking the repair.
- 1.4.3. CSA will provide a 24-hour reporting facility for emergency repairs.
- 1.5. Cyclical Maintenance: Cyclical maintenance comprises work which is considered protective or preventative. For servicing works that require access to residents' homes, appointments will be made as per the responsive repairs approach.
 - 1.5.1. Some cyclical maintenance will have some overlap with statutory compliance

testing and works as defined in some of the policies referred to in section 2 of this document. Where this occurs, we will seek to minimise inconvenience and disruption to residents.

- 1.5.2. Where scaffolding is needed or works to communal areas all resident will be given at least two weeks' notice.
- 1.6. Planned Maintenance: Planned maintenance works will be carried out on a regular basis to prevent deterioration of the building components and/or improve the facilities and/or appearance of homes and estates.
 - 1.6.1. Planned maintenance will be identified in the main from stock condition survey information, information from inspections and complemented by the local knowledge of staff and other appropriate sources of data. In addition, works to achieve the Decent Homes Standard and works to improve the energy efficiency will also be considered as part of the planned maintenance programme.
 - 1.6.2. All planned maintenance works will be recorded into a programme outlined in a Maintenance Plan. This be set out in 5-year tranches which resident will be consulted on and will be subject to CSA Board approval and the approval of any landlord for leased properties.
 - 1.6.3. Maintenance Plans will be updated annually and will be published and accessible to residents and landlords of leased properties.
 - 1.6.4. For planned works that require access to residents' homes, appointments will be made as per the responsive repairs approach.
 - 1.6.5. Where scaffolding is needed or works to communal areas all resident will be given at least two weeks' notice.
- 1.7. Performance Management: To ensure the quality and consistency of CSA's repair and maintenance service we will record and monitor key performance indicators. Performance figures will be presented to the Board and as well as published on the CSA website.
 - 1.7.1. The indicators will measure volumes or repairs, compliance against targets, value for money and satisfaction. The exact definitions of indicators will be agreed between the Executive and the Board and reviewed annually to ensure that they remain strategically relevant.

2. Other Relevant Policies and Procedures

- 2.1. Please note issues such as: Legionella, Asbestos, Gas, Electrical Services Fire and Lifting Equipment are addressed in specific policies covering these areas.
- 2.2. Where a property is leased by CSA, in addition to policies and procedures, the relevant lease agreement should also be consulted regarding repairs and maintenance matters.

3. Application of Policy

- 3.1. This policy applies to all housing stock owned or leased by CSA and is related services.
- 3.2. CSA works in conjunction with managing agents and support providers and in some

instances duties and responsibilities may be delegated to these organisations. When this occurs, there will be the following:

- A written, up to date, detailed agreement that outlines the duties and responsibilities delegated;
- A requirement that the managing agent / support provider has policies and procedures that as a minimum align with the related policies and procedures within CSA;
- A robust approach within CSA to ensuring that delegated duties and responsibilities are being fulfilled by managing agents / support providers with clear evidence and auditing;
- An appropriate escalation and resolution procedure will be in place should a managing agent / support provider not be fulfilling any delegated duties or responsibilities.

4. Objectives of Policy

- 4.1. It is the objective of this policy to provide a clear indicator of CSA's policy position and commitment in relation to repairs and maintenance of the homes for which it holds responsibility and the services it will be providing to its residents.

5. Legal Framework

- 5.1. This policy seeks to comply with the Regulator of Social Housing (RSH) standards, with emphasis on the Home Standard which requires providers, in maintain their homes to:
 - ensure that tenants' homes meet the standard set out in section five of the Government's Decent Homes Guidance;
 - continue to maintain their homes to at least this standard and meet the standards of design and quality that applied when the home was built;
 - were required, as a condition of a publicly funded financial assistance, meet any standard in excess of the Decent Homes Standard;
 - agree a local offer with its customers not less than these standards and have regard to section six of the Government's Decent Homes Guidance.
- 5.2. With regards to repairs and maintenance the RSH standards also require providers to:
 - provide a cost-effective repairs and maintenance service to homes and communal areas that responds to the needs of, and offers choices to, tenants, and has the objective of completing repairs and improvements right first time;
 - meet all applicable statutory requirements that provide for the health and safety of the occupants in their homes.
- 5.3. In operating of this policy CSA will comply with all legal and regulatory expectations including details outlined in the following:
 - RSH Tenant Involvement standard

- Disrepair – Landlord and Tenant Act 1985 S11
- Vandalism – OFT tenancy guidance 2005
- Insurance – Occupier Liability Act 1957
- Repairs – Defective Premises Act 1972
- Gas – Gas Safety (Installation & Use) 1998
- Statutory Nuisance – Environmental Protection Act 1990
- Electrics – Electrical Safety regulations 1994
- Control of Asbestos Regulations 2012
- Fire Safety – Regulatory Reform Order 2005
- Standards – Housing Health & Safety Rating System 2004

6. Definitions

- 6.1. **Maintenance Plan:** This is the agreed and approved long term plan of cyclical and planned works for each property. Residents are consulted in this plan and it is approved by the Executive, Board and Landlords where premises are leased. The maintenance plan should include:
- The scope of the anticipated works;
 - Location of the anticipated works;
 - A robust projected cost of the anticipated works;
 - A timescale for the required implementation of the anticipated works;
 - The costs of any works required at any lease end date that is due within the period covered by the Maintenance Plan.
- 6.2. **Occupancy Agreement:** This is the agreement between CSA and its residents. Depending on the type of property and the services being delivered this will most likely be a Licence Agreement or Assured Shorthold Tenancy Agreement.
- 6.3. **Pre & Post Inspections:** Inspections are a visit by a CSA member of staff or agent are required to a property when a solution to a fault cannot easily be identified. An inspection will result in either a repairs appointment to resolve the fault, advice given or, where major work is needed, inclusion in the planned works program. Inspection will be completed within 7 working days of the repair being reported.
- 6.3.1. CSA will also inspect a certain percentage of work after completion to ensure the repairs meet the standards the organisations expect of itself. Appointment for post work inspections will be made at the residents' convenience.
- 6.4. **Responsive Repairs:** Responsive Repairs are defined as those repairs or defects which are carried out on a responsive basis as the need arises e.g. the loss or partial loss of heating, power or lighting, blocked toilets, sinks or dripping taps or doors and windows not opening or closing properly. Responsive repairs are defined in three sub-categories:
- 6.4.1. **Emergency:** Are repairs which are defined as defects or faults which put the health, safety or security of a tenant or third party at immediate risk or cause harm to

the structure of the property. A 24-hour repairs service is provided for emergency repairs.

CSA target for emergency repairs is to attend within 4 hours of being reported and, where possible, to complete the required work in that same timescale. Where it is not possible to complete the repair, our target is to make the situation safe within 4 hours, completing the repair as soon as practicable thereafter.

- 6.4.2. Urgent: Are repairs that are not considered to cause an immediate risk to health, safety or security; but where the fault is causing serious inconvenience to the residents, or where the resident is in a vulnerable situation. CSA targets for urgent repairs to be completed within 7 working days of the repair being reported.

Some urgent repairs may be prioritised for earlier completion for example where there is a Right to Repair.

- 6.4.3. Non-Urgent: Are those repairs that residents can reasonably live with for a period of time without risk to their health, safety or security; or where requirement for repair does not cause any harm to the structure of the property. CSA target for non-urgent repairs to be completed within 30 working days, from either when the repairs were first reported or when the repair was diagnosed via inspection.

- 6.5. Right to Repair: Tenants have a statutory right to certain repairs within timescales set by Government in Right to Repair legislation. The organisation will provide such repairs within the required timescales and provide compensation where timescales are not met.

7. Roles and Responsibilities

- 7.1. In addition to legislative requirements, the terms of our Occupancy Agreements outline the detailed repair and maintenance obligations of CSA and the tenant which they accept once they sign this agreement and accept the keys for the property.
- 7.2. In summary, to meet our legal responsibilities to tenants renting out properties, CSA will:
- Keep the exterior (e.g. roof, walls, doors, windows, paths) and interior (e.g. ceilings, doors, floors) of the building in good repair;
 - Make sure supplies for gas, water and electricity are in good working order;
 - Maintain kitchen and bathroom equipment (where in place on letting the property) and drainage;
 - Maintain shared areas like entrances and stairways in blocks of flats.
- 7.3. CSA will not carry out repairs, maintenance or replacement of elements of the property which are the responsibility of tenants, unless there is an immediate risk to the tenant, in which case CSA will carry out the works and look to recover the costs from the responsible person. CSA expects the Care Providers to support the tenant to:
- Treat their home with care and respect. Tenants will be charged for repairs or damage that we do not consider fair wear and tear;
 - Keep your home clean and decorated to a reasonable standard;
- 7.4. CSA expects the Care Providers to:
- Report repair problems to us as soon as possible;

- Allow access for works to take place and inspections such as the annual gas safety inspection and condition surveys;
- 7.5. Where a non-emergency repair has been requested and it is evident that this is due to customer damage, work will not be carried out unless there is an agreement for CSA to be reimbursed for the costs.

8. Equalities Considerations

- 8.1. While there are no direct equality implications identified regarding the direct implementation of this policy it is recognised that in delivering a repairs and maintenance service the organisation needs to be mindful of the diversity of residents. Therefore, reasonable adaptations should be made to how the service is practically delivered to meet specific needs of individuals, particularly regarding the protected characteristics defined equalities and disability discrimination legislation.

9. Health & Safety Assessment

- 9.1. Both the delivery of a repairs and maintenance service and the consequences of inadequate and inappropriate repairs and maintenance pose a substantial health and safety risk for residents, staff and others that attend CSA premises. In summary, this will be managed through:
- Appropriate health and safety risk assessments being undertaken for repairs and maintenance related procedures and reasonable risk mitigations identified and acted upon;
 - Contractors selection will include assurance checks that they undertake adequate health and safety precautions in the delivery of their services;
 - Ensuring understanding of the resident group and the specific maintenance related health and safety considerations that this brings;
 - Specification of works, equipment and facilities that are suitable of the situation and resident group that will be using them.
- 9.2. This section should be considered in the context of the related policies and procedures outlined in section 2 of this document, with particular reference to the Health and Safety Policy.

10. Financial & Resource Implications

- 10.1. There is significant financial implication in the delivery of repairs and maintenance. Sufficient budget provision will be provided to ensure a safe and compliant service. In addition, the organisation will undertake longer view financial planning to ensure that the agreed Maintenance Plan will be adequately resourced and that any projected shortfalls will be addressed, this will form part of the Maintenance Plan approval process.
- 10.2. Due to the significant repairs and maintenance expenditure compliance with the organisation's procurement procedures and Value for Money strategy must be adhered to, particularly when appointing contractors. It should be noted that for leased housing

stock, landlord approval is also required before entering agreements with contractors over and above internal requirements.

- 10.3. For leased properties, there are specific requirements within leases for the holding of 'sinking fund' accounts to fund works associated with the Maintenance Plan. CSA will ensure compliance with these lease requirements.

11. Informing Clients

- 11.1. This policy will be made available to all clients and residents both at point of commitment to occupy a property and then on the CSA website.

12. Informing Staff

- 12.1. This policy will always be available for all staff within the organisations suite of policies and procedures. Training on its content will be undertaken with relevant staff at point of induction, followed by refresher training as determined necessary by CSA management.



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