

Repairs Policy



Policy title	Repairs
Summary	Repairs policy for MSV
Scope	To ensure that MSV provides all customers/residents/tenants with a prompt, efficient, flexible and value for money 24 hour responsive repairs and maintenance service, that is clearly understood and implemented.
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Directorate	Property Care
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Impact Assessments: Date EIA completed Date other IAs completed	Please refer to Appendix III for further guidance
Consultation	TBC

1. Introduction/Policy Purpose

To deliver an effective repair service, resourced adequately and operating to performance targets determined by a system to prioritise repairs and appointments times.

To fulfil the statutory repairing obligations protecting Health and Safety and the wellbeing of our customers and protecting MSV's assets,

In conjunction with the Repairs Procedure the policy will clearly set out MSV's intentions in delivering reactive repairs to our properties. To ensure that our services delivers Value for Money

To ensure that responsive repairs are completed in accordance with the Landlord and Tenant Act 1985, the MSV service standards and individual tenancy agreements.

2. Scope

The Repairs Policy

Finance

- Within the framework of our Asset Management strategy, take reasonable steps to ensure that adequate funding is available to meet our current and future maintenance requirements
- Regularly review all aspects of the repair service to ensure we are delivering an efficient and Value for Money service.
- Review best practice and comparisons with other organisations to ensure we deliver the most cost-effective repair service and publish the outcomes.

Customer Involvement

- Seek our customers' views about our service and set service standards in consultation with them
- Provide all tenants and leaseholders with clear and simple information about our repairs and maintenance policy and procedures for reporting repairs
- Provide our tenants and leaseholders with information on request about our responsive repairs and planned maintenance budgets and our actual performance in delivering the repairs service for their area and for the Association's stock of properties as a whole

Provide Good Customer Care

- Ensure that all tenants can easily report a repair in a variety of ways
- Have systems in place to ensure all staff can report repairs

- Have arrangements for reporting emergency repairs, including out of office hours and ensure that these arrangements are known to staff, customers and contractors
- Accurately appoint a repair utilising knowledge, experience and training of front-line staff and the appropriate use of all associated technology.
- Ensure we have effective communication channels to provide customers/residents/tenants with notice of repair appointments.
- Have an effective complaints policy in place to ensure that we recognise and value residents' views, comments and feedback to continually improve service delivery
- Clearly define tenants and Landlord repairs responsibilities.
- Ensure all external Contractors working on behalf the MSV deliver responsive repairs in line with legislation, company policies, procedures and service standards.

Measure Performance

- Measure its performance monthly by independent external and internal customer satisfaction surveys, key performance indicators and benchmarking with housing associations and peers.
- Consult and involve tenants, giving them the opportunity to influence key decisions affecting service delivery.
- Monitor, measure and produce monthly reports to Executive Team regarding overall targets and performance results, identifying areas for improvement.
- Through a post inspection regime, assess the value for money, standard of repair and level of customer service of each repair inspected

Value for Money

- Have effective budgetary control procedures
- Apply financial controls to ensure that the responsive repair service is cost effective and achieves value for money
- Ensure that technical staff have the appropriate skills and knowledge to perform their job effectively by employing people with relevant qualifications or experience and through providing suitable training opportunities
- Review best practice and comparisons with other organisations to ensure we deliver the most cost-effective repair service and publish the outcomes.

3. Definitions

This may not be relevant for all policies, however if you have used any terms which require interpretation and rationale for the policy include the detail here, with clear concise definitions.

4. Roles & Responsibilities

4.1 Executive Directorate

The Executive Directorate will be responsible for ensuring adequate finance is secured to ensure delivery of the service across the group. The Executive will ensure the MSV Board ratify this document and are made aware of all/any changes to content or legislation.

4.2 Head of Property Care

The HOPC will provide strong leadership to the Property Care team in the effective operational delivery of a customer focused repairs service, ensuring consistent high-quality standards, health and safety, welfare and value for money objectives are achieved.

The HOPC will be responsible for the effective operational delivery of the repairs service, ensuring MSV's statutory responsibilities are managed and maintained. and shall be responsible for implementation and the continuing review of this policy.

The HOPC will be responsible for ensuring that directly employed staff are trained and registered in order to meet necessary requirements and statutory undertaking for repairs service delivery across the group.

The HOPC will be responsible for ensuring sufficient resources are engaged to process delivery

The HOPC will ensure that the service operates within agreed budgetary parameters and achieves value for money.

4.3 Property Care Manager – Repairs and Empty homes

The PCM will manage, monitor and coordinate an a comprehensive repairs and maintenance service to MSV housing stock based around cost effective customer focused VFM service, taking into account company targets and KPI's.

Monitor repairs performance in line with company targets and provide this information to the relevant stakeholders, and take action where performance is below the level required

To ensure that all the work is planned to maximise appointments and productivity through the effective use of systems.

Responsible for the direct line management of Assistant Manager and the indirect line management of all staff within service area.

4.4 Head of Customer Services (HOC)

The HOC will ensure that the service centre is adequately resourced and fully trained to deliver an effective service to customers. Performance and satisfaction will be monitored continuously.

The HOC will audit the day to day delivery of the repairs process and reporting regimes and work towards continual improvement.

4.5 All departments and support staff

Will be responsible for all necessary actions to assist and ensure full compliance with this procedure. Where appropriate all staff are required to report any areas of non-compliance or failure to adhere to the policy.

5. Monitoring, Review & Evaluation

The repairs service will be monitored by a series of Key Performance Indicators including (but not contained to)

- Repair completion times
- Appointment Times made and Kept
- Repairs completed Right First Time
- Customer Satisfaction
- Repairs budget v actual

To ensure Value for Money MSV will review the delivery costs of the repairs service as necessary and seek to achieve better value where possible areas of the Repairs Service will be regularly scrutinised by MSV's Customer voice or other such tenant body.

6. Related Documents

Landlord and Tenant Act 1985 & 1987
Housing Act 1985, 1988, 1996, 1998 & 2004 (HHSRS)
Pre Action Disrepair Protocol
Defective Premises Act 1972
Occupiers Liability Act 1957
Common Hold and Leasehold Reform Act 2002
Construction Act 1996

Construction (Design and Management) Regulations 2007
 Right to Repair Regulations 1994
 Gas Safety (Installation and Use) Regulations 2007
 Leasehold Reform, Housing and Urban Development Act 1993
 Health and Safety Legislation – Hse.gov.uk
 Housing Health and Safety Rating System
 Health and Safety at Work Act 1974
 Homes (Fitness for Human Habitation) Act 2018
 Housing and Regeneration Act 2008
 List any related documents for example strategies and procedures.

7. Version History

7.1. This should keep a track of each iteration of the document and the reason for change. Please follow the guidance above and also refer to the example below:

Version	Date	Description/Summary	Status	Author
V1	16.9.21		Draft	Liz O'Connor

8. Delivering the Policy/Procedure

8.1. The policy will be delivered in line with repairs and customer service standards

9. Appendices

9.1. You should also include Equality Impact Assessment plus any other impact assessments.

Equality

- Where appropriate provide support to tenants with particular difficulties or vulnerabilities language, visual, learning etc.
- By implementing this policy and procedures will ensure compliance with the Single Equality Bill 120101
- Through implementation of this policy, no person or group of people will be directly or indirectly discriminated against because of their race,

ethnic origin, disability, nationality, gender, sexual orientation, age, class, appearance, religion, responsibility for dependants, unrelated criminal activities, or any other matter which causes a person to be treated with injustice.