

<b>Policy Title</b>	Repairs Policy
<b>Summary</b>	The policy covers all aspects of day-to-day maintenance repairs in customers' homes.
<b>Scope</b>	To ensure that MSV provides all customers with a customer focused, efficient and value driven responsive repairs service. The policy applies to all MSV customers and employees who effect the delivery of the service
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<b>Directorate</b>	Assets
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## **1. Introduction/Policy Purpose**

- 1.1 The repairs policy details how MSV delivers its repair service to customers in all MSV owned and managed homes. The policy provides detail on what is classed as a day-to-day repair and provides information on how we will provide a high-quality customer experience for a key customer facing service. As part of our commitment to customers we want them to feel safe in their home, listened to, and for them to live in good quality affordable homes.
- 1.2 The core principles of the policy is the delivery of a customer focused repairs service that is efficient and drives VfM.
- 1.3 The policy supports the regulatory requirements set by the Regulator of Social Housing (RSH) and is set out within the Homes Standard.

## **2. Scope**

- 2.1 The repairs policy provides details of how MSV will deliver its repairs serviced and relates to all customers. The scope includes the delivery of a repair by our in-house maintenance service and any associated specialist sub-contractors.
- 2.2 The aims of the repairs policy are detailed below:
  - Achieve high standards of customer care in service delivery.
  - Ensure vulnerable customers get a service which is suitable for their needs.
  - Ensure all MSV homes are kept to a high standard and that our customers live in safety, comfort and warmth.
  - Be open with customers and listen to them through customer feedback and involvement.
  - Meet the standards set out in our tenancy agreements.
  - To achieve VfM in the delivery of the repairs service.
- 2.3 This Policy includes responsive repairs and maintenance for all MSV Housing owned or managed homes and leaseholders (as detailed within the lease agreement).

## **3. Definitions**

- 3.1 Emergency Repair – any repair that requires immediate attention and is classed as a risk to property or raises a health and safety issue, e.g. loss of water or electrical or unsafe electrical items
  - Routine Repair – any repair that is considered non urgent, for example minor joinery repairs and plumbing repairs.
  - Planned Repairs – an item that needs replacing rather than repairing, e.g. kitchen replacement.

#### **4. Roles & Responsibilities**

- 4.1 The Executive Director of Assets is responsible for the execution of the repairs policy.
- 4.2 The Head of Repairs is responsible for the implementation and delivery of the repairs policy.
- 4.3 Colleagues, including Area Repairs Managers and Field Operatives are responsible for ensuring the delivery of the repairs service in line with policy.

#### **5. Monitoring, Review & Evaluation**

- 5.1 The repairs service is monitored against a number of key performance indicators, including Tenant Satisfaction Measures. Performance is reported to MSV Senior Leadership team and the Customer and Communities Committee and MSV Board. Detailed below are the key measures of the service.
  - Emergency repairs completed within 24-hour target.
  - Appointable repairs completed within 25-day target.
  - Jobs completed right first time.
  - Average repair cost
  - Complaints and overall customer satisfaction with the service, including complaints and compliments.
- 5.2 Customers are at the heart of the repairs service. The quality of our services will be assessed through tenant satisfaction measures. The RSH requires us to collect this information and make the results available to our customers.
- 5.3 We also monitor customer satisfaction through customer feedback, our complaints policy, compliments & customer satisfaction surveys. This feedback is used to improve and make changes to the service delivery model. As part of our service delivery model we have a dedicated Customer Care Officer who you can speak to in the first instance if you are not happy with any part of the repairs service.

#### **6. Related Documents**

- 6.1 Detailed below are the related strategies and policies that support the effective delivery of the repairs service.
  - Asset Management Strategy
  - Equality & Inclusion Strategy
  - Customer own improvement Policy
  - Complaints Policy
  - Gas Safety Policy
  - Electrical Safety Policy
  - Decant Policy
  - Adaptations Policy
  - Recharge Policy

## 7. Version History

- 7.1 Detailed below are the iterations of the document and the reason for change. This will be updated through the review and consultation process.

Version	Date	Description/Summary	Status	Author
V1.0	Nov 23	Draft update Nov 23	Draft	JC
V1.1	Jan 24	Updated post internal consultation/review	Final	JC
V1.2	Feb 24	Final Approved Version	Approved	JC

## 8. Delivering the Policy/Procedure

- 8.1 What do we mean by Responsive Repair - a responsive repair is day-to-day maintenance work following a request from a customer and can include internal works, external works, or repairs to public or communal areas. This work maintains our homes, until the next set of planned works. So, for example, it might be a repair to a kitchen drawer (responsive) rather than the replacement of a whole kitchen (planned).
- 8.2 MSV Housing has responsibility for most repairs we do in our homes, but our customers also have a responsibility to look after our properties. Tenancy agreements tell you who is responsible for which parts of home maintenance. Some customers may have an enhanced service based on their needs, this support will be explained in their agreement and will include how to contact us.
- 8.3 Reporting a repair - there are many ways to report a repair:
- Online Portal
  - Email
  - Letter
  - Telling us in person when we visit your home or neighbourhood.
- 8.4 Repairs Standard - we will:
- Confirm an appointment with the customer, for a time that is convenient to them.
  - Aim to complete the repair in one visit or explain why we haven't and what will happen next.
  - Prioritise urgency based on both the customers' needs and the risk to the property and agree this with the customer.
  - If it's an emergency, we will visit to make things safe within 24 hours.
  - Telephone ahead of a repair visit
  - Let customers know once we have completed the repair and allow them to
  - Confirm that it is completed to a good standard.
  - We will communicate clearly with customers from reporting to completion.

- 8.5 Emergency Repairs and Routine Repairs - we monitor our performance in two areas, emergency repairs and routine repairs. Emergency repairs are:
- Total loss of water or electricity.
  - Unsafe electrical fittings (but not customers own fittings).
  - Main sewer drain is blocked and backing up into property.
  - Unusable toilet facilities, if there is only one facility in the property.
  - Insecure doors and windows to the home.
  - Repairs to faulty doors and windows where single point of access/egress.
  - Heating and/or hot water loss for elderly or vulnerable tenants.
  - Out of service passenger lifts.
  - Warden call system not working.
  - Total loss of gas supply (gas leaks will be dealt with through the gas supplier emergency line).
  - Failure of door entry system for elderly or vulnerable tenants needing daily assistance.
- 8.6 Please note that the above is a list of examples and not every case. We will aim to carry out works to make emergencies safe within 24 hours of the customer contact.
- 8.7 Sometimes other repairs may be needed to complete the job. If this is the case, we will arrange this with the customer as soon as possible, at a time to suit them. In exceptional circumstances, such as during bad weather, we may need to lengthen the time for emergency repairs. We will tell customers if this is the case.
- 8.8 Routine Repairs - Other repairs are classed as routine and will be attended within 25 days (including weekends). Routine repairs are:
- General joinery repairs internally and externally.
  - Minor plumbing repairs e.g., dripping taps, leaks to sinks or baths and faulty pipework.
  - Repairs to kitchen fittings e.g., cupboard doors, drawers, worktops and handles.
  - Repairs to leaking gutters and downpipes.
  - Easing of external doors and windows, replacement handles and faulty mechanisms.
  - Partial loss of electrical power where the fault is inside the home.
  - Partial loss of water supply where the fault is inside the home or boundary.
  - Heating and hot water faults or breakdowns.
  - Blocked sink, bath, toilet, or basin that a customer has been unable to unblock themselves.
  - Damage to stair treads, handrails, or banisters.
  - Insecure doors and windows in communal areas.
- 8.9 Out of Hours Repairs - for repairs reported outside of normal working hours we will attend emergency repairs within 3 hours. We will try to fully rectify the issue,

but it may be necessary to only make safe pending a full repair during the next working day.

- 8.10 Damp and Mould - we understand that damp and mould could create a potential hazard for our customers, and we treat these instances as a priority. We currently follow a damp and mould process to make sure we take the correct action for damp and mould in a timely manner, to protect the safety of our customers. Our approach to damp and mould may include repairs to your home or major works. We provide detailed guidance, advice, and support to help you address damp and mould. If we feel this would benefit customers, we can refer our customers to other organisations for support. MSV have a dedicated team that deals with damp and mould enquiries.
- 8.11 Major or Planned Repairs - sometimes replacing rather than repairing is better and this means a responsive repair becomes major works. We may choose to carry these out straight away or include the repair later, with other cyclical work we have planned in. This will be clearly communicated to the customer with timescales.
- 8.12 Inspections by us - we will inspect homes where repairs are not an immediate risk but cause a major inconvenience to customers, or if they are likely to lead to damage to the building. Following inspection, if we are unable to repair the issue, an appointment will be made with a repairs specialist employed by MSV Housing or contractor representative.
- 8.13 Inspection may be needed when there is:
- A structural issue to the home or land.
  - Fire or flood.
  - A risk to health and safety that is not classed as an immediate risk to life or property.
  - Works following routine appointments that require major repairs.
- 8.14 If we need more information to plan a job or order parts, routine repairs may need a pre-inspection before the repair appointment can be arranged. We may inspect works carried out, to check on the quality or the repair or to consider feedback from the customer.
- 8.15 Adaptations - we will work with organisations to provide an adaptations service that meets customers' needs. Major and minor adaptation works will be carried out in line with the MSV Housing Adaptations Policy. Minor adaptations will be reported to repairs via the normal channels and managed by the repairs service with no occupational therapy assessment needed.
- 8.16 Appointments - if the repair is not an emergency, we will arrange an appointment for as soon as possible, at a time that suits the customer. We offer full day, morning, or afternoon time slots and can take the school run into account.

- 8.17 We will phone/text before we arrive and if the customer is not at home when we attend, we will try to reach them by phone and text. We will try other numbers on our records and will only contact a third party if we have permission to speak to someone other than the customer named on the tenancy.
- 8.18 No Access - if we are unable to speak to the customer before attending a repair and there is no one home or they fail to answer the door, we will leave a card asking them to contact us. We will cancel the repair and rebook once contact has been made. If this repair is an emergency and provides a H&S risk to customer we will rebook the appointment to reattend. It is important that customers ensure access arrangements are in place when an appointment is made.
- 8.19 In an emergency, where there is a serious risk or Health and Safety issue which could lead to considerable damage to the property, we may seek to gain access to the property. As noted in 8.18 where the repair relates to a H&S risk to a customer we will endeavour to gain access to reattend as soon as possible.
- 8.20 Our Conduct - customer service is important to us. Our operatives and sub-contractors will be skilled and trained to deliver work of an excellent quality in a professional way. All work will be delivered in line with our code of conduct, and we will continue to measure the service by these standards. To provide the right service to our customers, we ask that our staff can work safely in your home.
- 8.21 Decoration of the Home - customers are responsible for decorating inside the property and keeping it in good order. Some repairs may affect the decoration of the home. If this happens the area will be made good following the repair. This does not apply to access panels, hatches, or ducting covered with wallpaper, tiles, carpet, wood, laminate, or other finishes. In these circumstances customers will be advised before work is started.
- 8.22 Customers Alterations - customers who want to make changes or improvements to the property must get our written permission first. We will only say no if we have good reason to do so. If we refuse permission, we will tell you why in writing. If we grant permission, we may ask that the work is done is completed by a qualified tradesperson, to a specified standard, or apply other reasonable conditions. We will post inspect the works to ensure all conditions have been met. For further information refer to Customers Own Improvements Policy.
- 8.23 Insurance - MSV Housing has property and public liability insurance. In the event of a major incident e.g., a fire or flood our insurance will cover damage to the structure of the building and resulting repairs. It will not cover damage to contents. Contents insurance is the responsibility of the customer. It is strongly recommended that customers take out suitable cover to protect their home contents & personal belongings.
- 8.24 Health and Safety - It is important that our customers feel safe living in our homes. We value safety ahead of all other aspects of our service. We invest in the training and development of our colleagues to make sure they are safe and have the knowledge and skills to always keep our customers safe.

8.25 Value for Money - We promote VfM in a range of ways.

- Comparing cost and performance information of our service.
- Testing our repairs service against other social housing providers.
- Reviewing how we deliver our services and systems.
- Looking at historic repairs to identify things that happen repeatedly. This is used to inform our future planned works.
- Carefully considering our sub-contractor arrangements to ensure we deliver as per our standards.

8.26 Equality & Diversity - We are committed to promoting fair and equal access to services and equal opportunities in employment, the procurement of goods and as a community leading organisation. The Group's policies, procedures and day to day practices have been established to promote an environment which is free from unlawful and unfair discrimination, while valuing the diversity of all people. Alongside this our repairs service is tailored to any customer vulnerabilities and where required a repair can be undertaken quicker than the prescribed repairs timescales according to customer needs.

8.27 Decants – there may be instances where a customer need to be moved out of their homes whilst repairs are undertaken we will refer to the Decant Policy.

8.28 Legal references - We will repair and maintain homes in line with the following legislation:

- RSH - The Home Standard 2012
- The Social House (Regulation) Act 2023
- Tenancy Agreement
- Lease Agreement
- Housing Act 1988, 1996, 1998 and 2004
- Landlord and Tenant Act 1985
- Gas Safety (installation & Use) Regulations 1998
- Electrical Safety Regulations
- Control of Asbestos Regulation 2012
- Right to Repair Regulations 1994 (for secure tenants of Local Housing Authorities)
- Health and Safety at Work Act 1974
- Management of Health and Safety at Work Regulations 1999
- The Defective Premises Act 1972
- Building Regulations
- Environmental Protection Act 1990
- Leasehold Reform, Housing and Urban Development Act 1993
- Equality Act 2010
- Care Act 2014

8.29 The Regulator of Social Housing guides our approach in the delivery of our services. These commitments are detailed below:

- We will complete repairs and improvements in a way that is safe.
- We will provide value for money.
- We aim to get it right first time.
- We plan works for your home and communal areas, so that we can be open with you.
- Where we can offer choices, we will give these clearly and in a way that meets your needs.
- We will make our service easy to use and provide several ways to report a repair, make a complaint or get involved.
- Our annual report will include information about how we are doing.

## **9. Appendices**

9.1 Repairing Obligations.

9.2 Equality Impact Assessment – January 2024.

## Appendix 1 – General needs, repair obligations

Repair Type	MSV Obligation	Customer Responsibility
<b>EXTERNAL STRUCTURE</b>		
Drains, gutters and external pipes (except where the drains are the responsibility of the water authority, when we will report the defects to that authority)	x	
The roof, covering, tiles, fascias, soffits and gutters.	x	
Outside walls, outside doors, windowsills, window catches, sash and window frames (including painting and decorating outside).	x	
Chimneys, chimney stacks and flues but not including sweeping them except (if necessary) for the annual service by us.	x	
Balconies, walkways, hallways, steps or other means of access, including disabled access which we have provided or for which we have accepted responsibility.	x	
External and internal plaster work where full skim coats are required.	x	
Garages, carports, outbuildings, and stores that form part of the home. if they exist at the start of the tenancy or are later erected by us.	x	
Boundary walls, gates and fences, if they exist at the start of the tenancy or are later erected by us.	x	
Pathways, steps and other means of access owned by us.	x	
Maintenance of all soft landscaped areas e.g. grass, shrubs, borders and trees within the gardens provided as part of a communal scheme.	x	
Maintenance of gardens and landscaped areas where they are provided for exclusive use by one household.		x
Garden timber sheds (Unless noted specifically on the tenancy).		x
Decorative paving, patios and hard landscaping that was fitted at previous tenancy.		x
Storage and placement for collection by the local Authority of all domestic refuse.		x
The erection/removal and making good after the installation of satellite dishes.		x
The repair or replacement of clothes lines, including posts, where they are provided for exclusive use by one household		x
Repair or replacement of refuse bins or bin holders.		x
Taking and recording of utility meter readings e.g. gas, electric, water.		x
Repairs to equipment in common parts.	x	

<b>INTERNAL STRUCTURE</b>		
Repairing and maintaining any equipment we have provided for heating, hot water and sanitation including basins, sinks, baths, toilets, flushing systems and waste pipes.	x	
Electric wiring including sockets, light fittings and switches; but excluding plugs, bulbs, fluorescent tubes and starters.	x	

Water heaters, fireplaces, fitted fires and central-heating systems (if they are fitted by us) and gas pipes.	x	
Internal door handles.		x
Plug and chains to sink, bath, wash hand basin		x
Curtain battens, hat and coat hooks and rails.		x
Internal cupboards door catches, handles and hinges.		x
Electrical faults arising from the use of faulty appliances.		x
Minor plaster cracks and internal decorations.		x
Any appliance (other than gas flued appliances), structure or installation which was not supplied by us.		x
Electrical plugs (not socket outlets), fuses, flexible gas tubes, light bulbs and external lights you have fitted.		x
Internal decorations and all soft furnishings provided by you including all flooring e.g. carpets, laminated flooring etc. This includes the removal to a recognised tip of all unwanted items. - All white goods e.g. cookers, fridges, washing machines provided by you.		x
Replacement of door keys (both interior and exterior doors).		x
Replacement of broken or cracked glass if caused by tenant damage (e.g. in an accident).		x
Renewal of fluorescent strip light tubes and starters.		x
Toilet seats.		x
Minimising the cause of airborne condensation.		x
Intruder Alarms		x
T.V. or radio aerials installed by you and the repair to damage caused in their erection or removal.		x
Cleansing of sink, baths, wash hand basin and lavatory, basin wash pipes Flexible pipe / hose connections for washing machines;		x
Battery powered doorbells and Door security chains installed by customers.		x