

Women's Pioneer Housing

Title	Responsive Repairs Policy
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1. Introduction

- 1.1 WPH have an asset management strategy which seeks to ensure that our homes are maintained and improved to high standards such that the need for responsive repairs is reduced. A high quality cost effective and efficient responsive repairs service is vital if we are to meet our commitment to providing our Corporate Objectives and meeting our Homes standard.

2. Purpose

- 2.1 This policy sets out the principles that WPH will adopt to provide a customer focused, efficient, high quality and cost effective responsive repairs service to all properties owned and managed by WPH. It supports the delivery of the following Corporate plan objectives:
- Objective 1: Providing high quality homes and services for existing and future residents.
 - Objective 2: Supporting our residents' independence and well-being
 - Objective 5: Developing our organisational strength.

3. Scope

- 3.1 This policy covers all properties owned and managed by Women's Pioneer Housing and Women's Pioneer Homes.
- 3.2 It only applies to the repairs that are the obligation of WPH as set out in the tenancy agreement, and leases.

- 3.3 It does not normally include the repair of damage caused by tenants. Where WPH do carry out these repairs, we may seek to recover the costs in accordance with our Recharges policy.

4. Definition

- 4.1 A responsive repair, under this policy, is defined as the unplanned repair of components or structure that already exists. It does not include improvements other than where standards have changed since the original component was installed nor does it include the addition of new components.

5. Legislation/Regulation

- 5.1 WPH will comply with all relevant legislation, guidance and Regulatory Standards.

6. Responsible Persons

- 6.1 The responsibility for the responsive repairs service lies with the Director of Property and Estates services.

Part of this responsibility is delegated as follows:

- a. Estates Services and Repairs Manager: Responsible for managing the delivery of the service, providing reporting data and the management of contractors. Providing technical support to team.
- b. Maintenance Surveyor: Responsible for carrying out a percentage of pre and post inspection of responsive repairs. Liaising with tenants and offering technical support to PSO's where required.
- c. Property Services Officers (PSO's): Responsible for raising orders and liaising with tenants. Chasing progress of works ensuring that the contractor advises tenants of any delays. Obtaining confirmation of completed works and seeking tenant feedback.
- d. Estates Services Officers (ESO's): Reporting repairs to PSO's when either advised by tenants or following H&S inspections. Inspecting completed works in communal areas
- e. Scheme Managers (Older Women's Housing). Reporting repairs to PSO's when either advised by tenants or following H&S inspections. Inspecting completed works in communal areas
- f. Housing Officers: Take as much information as possible from a resident who wishes to report a repair, whether on the phone or during a visit, and share with a PSO including contact details of tenant. Inform the tenant how to contact repairs for if they need to follow up.

7. The Policy

- 7.1 In the delivery of this policy, WPH will meet the following obligations:
- To provide an effective and accessible responsive repairs service to tenants; aiming to complete repairs right first time.
 - To deliver a customer focused service, attending to repairs efficiently and at a convenient time to suit the tenant.
 - To keep the tenant advised of who will be attending and the priority timescale for the repair.
 - To ensure that repairs provide good value for money through low life cycle cost, providing the best value for tenants from available financial resources
 - To ensure that access to the Responsive Repairs service is available to and understood by all tenants and seek new ways as technology permits.
 - To prioritise repairs that affect the safety, comfort and convenience of tenants.
 - To maximise opportunities for tenants to be at the heart of developing the responsive repairs service.
 - To measure customer satisfaction and to learn from all customer feedback to continuously improve the responsive repairs service.
 - To ensure contractors adhere to the requirements of the Contractors code of conduct.
 - To ensure quality through a regime of post inspections of a percentage of repairs on a random sample or at the request of a tenant.
 - To ensure that the principles of Health and Safety, diversity and equal opportunities are central to working procedures and practises.
 - To develop challenging key Performance indicators (KPI's) and review on a regular basis.
 - To consider the impact of our practises on the environment, the community, the workforce and the marketplace.
- 7.2 To enable WPH to meet the above obligations, tenants are required to allow access as set out in their tenancy agreement.
- 7.3 In the event of an emergency WPH will make every effort to contact the tenant whose flat is at risk or where the problem may be emanating. Where contact cannot be made and there is a danger to the health, safety and wellbeing to other tenants, then WPH will force entry after first seeking legal advice.

8. Contractors Code of Conduct

- 8.1 A contractor's code of conduct will be provided for all contractors to comply with a regularly reviewed.

9. Reporting a repair

- 9.1 We want to make reporting a repair simple and accessible through the following ways:

- Through the website;
- By email;
- By telephone;
- In person by reporting to the ESO or Scheme Manager.
- Through Barnet Assist (Older women's housing only).

9.2 It is important that residents raise repairs as promptly as possible via one of the methods above. This helps WPH keep properties in a good condition.

10. Procurement

10.1 The procurement of works will be undertaken by one of two ways depending on the nature, extent and urgency of the repair:

- Raising an order on QL to an appropriate contractor on the WPH approved list;
- Through the Plentific platform, requesting bids from contractors on the system and accepting the most appropriate and best value for money.

11. Priority timescales.

11.1 Tenants will be advised of the timescale when they request a repair and these will be from the following categories:

- Emergency repair (response within 24 hours)
Applicable to repairs which are categorised as emergencies and require immediate action i.e. where the nature of the repair threatens the continued use or security of the building, where there are health and safety implications, where there is a partial loss of a service that affects the comfort or convenience of the tenant or where failure to carry out the repair will result in further damage to the tenants' property or another property.
- Routine (7 day)
This is used for all other repairs and aligns with the Plentific timescales.

Outside office hours WPH employ a panel of specialist contractors whose details are provided on the WPH office number, on our website and all notice boards. These contractors will deal with all out of hours calls, liaising with WPH staff and each other as required.

11.2 When a resident requests a repair, WPH will aim to ensure that the works are undertaken within the timescales as stated above, except where the resident has requested a later appointment, or when the resident has been notified by WPH that it will be carried out at a later date.

11.3 Most responsive repairs should be completed first time but there may be cases where an inspection appointment may be needed to determine what works are required, in addition to identifying parts or materials. In such

instances the inspection will be carried out within the timescales above and a timescale for works agreed following the inspection.

12. Reporting

12.1 Regular reports will be provided to SMT and the Board on performance against KPIs' that will include:

- Customer satisfaction with the repairs service.
- Performance against budgets,
- First time fix.
- Percentage of repairs completed within the required priority timescale.

12. Contact Officer.

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