Title:	Responsive Repairs Policy
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1. Introduction

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 Decent Homes standard.

2. Purpose

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. This policy supports the delivery of the following Corporate Plan objectives:

2.1 Objective 1: Our Homes
2.2 Objective 2**:** Our Services
2.3 Objective 3: Our Organisation

3. Scope

3.1 This policy covers all properties owned and managed by Women's Pioneer Housing.

3.2 It only applies to the repairs that are the obligation of WPH as set out in the tenancy agreement, and leases. This includes:

3.2.1 Leaks;
3.2.2 Electrics;
3.2.3 Plumbing;
3.2.4 Gas works;
3.2.5 Carpentry;
3.2.6 Some internal decoration (if damaged by another issue that falls under the responsive repair policy, and only the affected area will be repaired).

3.3 This list is by no means exhaustive, and each repair will be assessed on a case by case basis as to which type it is, and raised accordingly.

3.4 The following types of repairs are not covered under this policy:

3.4.1 Cyclical (planned) works
3.4.2 Major works and renovations
3.4.3 Cleaning
3.4.4 Gas and Electrical safety checks
3.4.5 Pest control
3.4.6 Leaseholders are responsible for all internal repairs within their home

3.4 Some repairs are the tenant's responsibility. A full list of these repairs can be found on WPH's website at https://womenspioneer.co.uk/repairs-that-are-tenants-responsibility/. If a repair is the tenant's responsibility, this would be down to the tenant to arrange.

3.5 Under certain circumstances, some repairs that are the resident's responsibility may be carried out by WPH. If a repair is carried out by WPH that is the tenant's responsibility, the tenant will be recharged as per WPH's Recharges policy.

3.6 WPH 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 structures that already exists and is owned by WPH. It does not include making 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 adhere to all applicable legislation, guidance, and Regulatory Standards. This policy aligns with the Safety and Quality Standard

6. Responsible Persons

6.1 The responsibility for the responsive repairs service lies with the Head of Contracts, Compliance and Property Services.

Part of this responsibility is delegated as follows:

6.1.1 Customer Services Manager: Responsible for managing the delivery of the service, providing reporting data and reviewing the customer service delivered by contractors, ensuring that it meets KPIs and WPH/resident's expectations. Providing technical support to Customer Services team and other staff.

6.1.2 Maintenance and Building Surveyors: Responsible for carrying out a percentage of pre and post inspection of responsive repairs. Liaising with tenants and offering technical support to CSAs and other staff where required.

6.1.3 Customer Services Advisors (CSAs): 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.

6.1.4 Estates Compliance Officers (ECOs): Reporting repairs to CSAs when either advised by tenants or following H&S inspections. Inspecting completed works in communal areas. Informing the tenant how to contact Customer Services if they need to follow up or an update on their repair.

6.1.5 Scheme Managers (Older Women's Housing): Reporting repairs to Customer Service Advisors (CSAs) when told by tenants or after health and safety checks. Checking that simple works in communal areas look complete and confirming with residents that they are happy with the result. Letting tenants know how to contact Customer Services if they need an update or want to follow up on their repair.

6.1.6 Housing Officers: Logging detailed information from a resident who wishes to report a repair, whether on the phone or during a visit, and reporting repairs to CSAs. Informing the tenant how to contact Customer Services if they need to follow up or an update on their repair.

6.1.7 Health, Safety and Compliance Manager: Responsible for all aspects of Health and Safety, including our regulatory compliance areas which includes gas, electrics and fire safety.

7. The Policy

7.1.1 In the delivery of this policy, WPH will meet the following obligations:

7.1.2 To provide an effective and accessible responsive repairs service to tenants; aiming to complete repairs on time and 'right first time'.

7.1.3 To deliver a customer focused service, attending to repairs efficiently and at a convenient time to suit the tenant.

7.1.3 To keep the tenant advised of who will be attending and the timescale for the repair.

7.1.4 To ensure that repairs provide good value for money through low life cycle cost, providing the best value for tenants from available financial resources

7.1.5 To ensure that access to the Responsive Repairs policy is available to and understood by all tenants, and seek new ways as technology permits.

7.1.6 To prioritise repairs that affect the safety, comfort and convenience of tenants, and ensure the property is fit for purpose.

7.1.7 To maximise opportunities for tenants to be at the heart of developing the responsive repairs service.

7.1.8 To measure customer satisfaction and to learn from all customer feedback to continuously improve the responsive repairs service.

7.1.9 To ensure contractors adhere to the requirements of the Contractors code of conduct.

7.1.10 To ensure all contractors have valid and clear DBS checks to ensure the safety of our residents

7.1.11 To ensure that contractors have ID at all times when accessing our buildings.

7.1.12 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.

7.1.13 To ensure that the principles of Health and Safety, diversity and equal opportunities are central to working procedures and practises.

7.1.14 To develop challenging key Performance indicators (KPI's) and review on a regular basis.

7.1.15 To consider the impact of our practises on the environment, the community, the workforce and the marketplace.

7.1.16 To enable WPH to meet the above obligations, tenants are required to allow access as set out in their tenancy agreement.

7.2 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, or risk of damage to the property, then WPH will force entry after first seeking legal advice where applicable.

8. Contractors Code of Conduct

8.1 A contractor's code of conduct will be provided for all contractors to comply with and will be 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 (or tenant portal)
- By email
- By telephone
- In person by reporting to the ECO, Scheme Manager or Housing Officer
- Out of Hours service (emergency repairs only- Emergency repairs include those repairs that are necessary to prevent danger to life, restore essential services and make safe any structural faults. This includes no water supply, electrical faults, total loss of heating or power and uncontainable water and wastewater leaks or when not carrying out a repair will cause further damage to homes or buildings.

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.

9.3 Reports of Damp and Mould will be investigated in a timely manner. WPH will aim to resolve damp and mould cases in line with the Damp and Mould policy.

10. Procurement

10.1 Works will be procured by raising an order through WPH's system to an approved contractor, in accordance with WPH's Procurement Policy.

11. Priority timescales.

11.1 Tenants will be advised of the timescale when they request a repair. WPH will aim to complete repairs within the following timescales:

- 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 safety of the tenant, or where failure to carry out the repair will result in further damage to the tenants' property or another property.

- Within 5 working days:

This is applicable to repairs that are essential and impact the comfort and convenience of a resident.

- Within 20 working days:

This is applicable to repairs that are routine and do not impact the safety or significantly impact the comfort of a resident, and/or repairs that require more than one visit.

- Out of Hours (emergency repairs only):

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 new timescale for works agreed following the inspection.

11.4 Right to Repair

11.4.1 WPH recognises the statutory Right to Repair requirements applicable to social housing and will comply with any statutory Right to Repair provisions that apply to WPH's properties and tenancies.

11.4.2 Where a repair falls within applicable Right to Repair provisions, WPH will ensure that the repair is assessed, prioritised and completed within the relevant statutory timescale.

11.4.3 Residents will be informed where a repair is subject to applicable Right to Repair provisions and will be provided with the relevant completion timescale. Where WPH fails to complete a qualifying repair within the prescribed timescale, residents will be advised of any rights and remedies available to them under the applicable legislation.

11.4.4 WPH will maintain appropriate records of qualifying Right to Repair cases and monitor performance to ensure compliance with applicable statutory requirements.

11.4.5 Detailed information on qualifying repairs, applicable statutory timescales and the procedures to be followed where a repair is not completed within the required timescale will be set out in the Responsive Repairs Procedure.

12. Market Rent tenants

12.1 This policy applies to Market Rent tenants. WPH will also carry out repairs to white goods in Market Rent properties.

13. Lease holders and Shared Ownership

13.1 WPH are responsible for carrying out responsive repairs to the structure of the building; including:

- Roof repairs
- Repairs to communal areas
- Ceiling repairs where the issue is structural
- Wall repairs where the issue is structural

13.2 The cost of the repair will be shared by WPH and the leaseholder or shared ownership tenant in accordance with our Recharges Policy

13.3 Leaseholders are responsible for repairs to any internal elements of the property

14. Reporting

14.1 Regular reports will be provided to SMT, WPH's Committees 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.

15. Links to other policies

- Estate Management Policy
- Security Improvement Policy
- Gas Safety Policy
- Fire Safety Policy
- Lift Policy
- Condensation, Mould and Damp Management Policy
- Complaints Policy