

Responsive Repairs Policy

1. We want to provide great homes and places that our customers can be proud of

Repairs is one of the most important services that we provide to our customers and a big factor in making people feel happy in their homes and the places where they live.

Yorkshire Housing colleagues will all work together with customers to deliver a repairs service that is flexible, efficient, cost effective and value for money, which makes our customers happy.

We want to be Yorkshire's landlord of choice, providing great homes that are let in a good condition and are maintained to the same high standard throughout a customer's tenancy.

2. What customers can expect from our responsive repairs service

We will be customer obsessed, providing a repairs service that meets our customer's expectations, lifestyles and individual needs.

Our people involved in delivering repairs (in-house technicians, Yorkshire Housing colleagues and contractors) will be well trained, friendly, motivated, considerate, helpful, efficient and problem solvers.

More responsive repairs will be delivered by our own directly employed in-house team, who will be highly productive and fixing the majority of responsive repairs on the first visit.

We will provide a cost effective responsive repairs service, striving for quality, efficiency and value for money at all times.

We will make it clear whether a repair is the responsibility of Yorkshire Housing or our customers and will be fully compliant with all legislative, regulatory and contractual requirements.

Yorkshire Housing colleagues who attend our homes and places, will always be on the look-out for any repairs that need attention and will make sure they are completed.

We will attend our customer's homes when we say we will and keep our customers up to date with the latest on their responsive repairs.

We will ask customers what they think about the service they received and use this feedback to make further improvements.

We will be dynamic and forward thinking, taking a more proactive approach to responsive repairs and we will also increase our use of customer insight and smart technology to assist with this.

We will reduce the volume of responsive repairs and continue to invest in sustainable homes.

We will provide support to customers in relation to repairs, where it is needed.

3. Responsive Repairs Service - Definitions

We will provide repairs to our customer's homes, gardens, garages and communal areas where we have a responsibility to do so.

The responsive repair will be categorised as an emergency, non-emergency or programmed repair.

Emergency repair (make safe 4 hours, complete emergency repair within 24 hours)

Non-emergency repair (scheduled appointment to be completed no later than 28 days).

Programmed Repairs More complex, larger scale non-urgent repairs that can be delivered more efficiently if they are batched together with other similar repairs (to be completed within 90 days).

Repairs not covered in this policy – see relevant separate procedures for these services

Planned Maintenance - Planned maintenance repairs are designed to improve properties and bring them up to a standard known as the Yorkshire Housing Standard*. These can include, but are not limited to installing new heating systems, roofs, windows and doors.

Cyclical Maintenance - Cyclical maintenance repairs are carried out on a regular cycle to keep homes safe and in good condition. These can include, but are not limited to external/ communal painting, gas servicing, electrical fixed wire testing.

*The Yorkshire Housing Standard will be launched Autumn 2022

Details of emergency, non-urgent and programmed repairs can be found in Appendix A.

4. Hours of Operation

We will provide emergency responsive repairs, 24 hours a day 7 days a week.

Non-emergency repairs and programmed repairs will take place in our business opening hours.

5. Appointments

We will attend Emergency repairs within 4 hours to make safe and complete the emergency within 24 hours.

For all other repairs we will aim to provide customers with an appointment to complete the repair at a time that suits them.

6. Inspections

A technical inspection may be carried out if the repair reported is complex/ related to structural issues. The appropriate course of action will then be discussed with the customer and arranged.

Inspections may also take place after a repair has been completed for quality assurance monitoring.

7. Communication

Customers will be contacted to confirm their repair appointment after it has been made.

Customers will be kept up to date with the status of their repairs should there be any delays/ changes to their appointment time/ date.

We will communicate with customer's in their preferred way when this has been shared with us.

8. Yorkshire Housing responsive repair responsibilities

We will keep customer's homes safe, secure and weatherproof

Making sure all fixtures and fittings for the supply of water, gas, electricity, heating and sanitation are in working order

Repair communal areas, external areas and facilities (where we are responsible for them)

Where contracts differ in relation to repairing responsibilities, we will deliver the service specified in those contracts

A full list of Yorkshire Housing responsibilities is included in Appendix B

9. Customer responsive repair responsibilities

Report repairs promptly and let us know if they have any concerns

Allow access to their home for any inspections, repairs or servicing

To keep their homes clean and in a good condition

To prevent damage caused by neglect or misuse

To do minor repairs and replacements that require no technical ability and use common household tools

Redecorate their homes as often as needed

Keep gardens and shared areas tidy and free of rubbish/ obstructions

Repair their own appliances and fittings

To insure their own possessions

Report any criminal damage or vandalism to the police and obtain a crime reference number

Obtain permission for any improvement works they want to make to their home

A full list of customer responsibilities is included in Appendix C.

10. Flexible and Inclusive Service

10.1 Supporting our customers

We will take the needs of each individual customer into consideration when arranging and providing services. This will mean that sometimes we may not follow the repairing responsibilities/ timescales outlined in this repairs policy.

By following this policy for the majority of customers, it will allow us the flexibility to help our customers who need additional levels of service.

Where customers may be struggling with their repairing responsibilities, or any matters relating to the maintenance of their homes, we will work with our Enhanced Tenancy Service to provide the appropriate level of support.

We will provide guidance in 'how to' videos to assist with completing minor repairs where you are able to.

10.2 Diversity and inclusion

Making sure that our policies are inclusive and ensuring fair treatment for all colleagues regardless of race, ethnic origin, nationality, gender, disability, religion, marital status, maternity, sexuality or sexual orientation, or age is really important to us.

When developing this policy we've considered the implications for people with any of the nine equality characteristics and we've assessed that there are no known negative effects. If you think we've got this wrong, please contact the policy owner.

10.3 Older Person's Scheme Offer

We will offer routine scheme 'repairs day' events in addition to our standard repairs service. Our teams will be available on a set date/ time slot to provide any repairs that our older customers may need assistance with.

10.4 Safeguarding

All colleagues following the Responsive Repairs Policy should always consider whether any children or vulnerable adults are at risk of harm or self-neglect when visiting customer's homes. If so, Section 1 of the Safeguarding System (SCR1) should be completed within 24 hours of receiving the information.

Once this is recorded on the safeguarding system it will be allocated to a Designated Safeguarding Persons (DSP) and the necessary actions can be taken and recorded to safeguard customers as far as reasonably practicable.

See the YH Safeguarding Adults and Children Policies and local procedures on YoHo+ Safeguarding page for more information

10.5 Damp, Mould and Condensation

We will take all reports of damp, mould and condensation seriously. We will be flexible in our response times to assist with preventing ongoing issues of damp, mould and condensation and the impact that it can have on our customer's and their homes.

11. Getting value for money

We will work with our suppliers for the best prices on quality products that will last

We will work with customers to provide as much information as possible to establish who is responsible for the repair. If it's Yorkshire Housing we will ask lots of questions about the repair needed to enable us to complete the repair on our first visit.

We will invest in our people and work closely with our external contractors to ensure they are skilled, knowledgeable, organised and problem solvers. Completing the majority of jobs at their first visit.

Organise our workforce efficiently so we can complete as many repairs as possible during the day.

Offer customer's convenient appointments and make every effort to ensure the appointments are kept.

Reduce the volume of responsive repairs through better planning and investment programmes.

11.1 Chargeable Repairs

Customers can be recharged for the following:

Damage caused by a customer or a customer's visitors (including damage caused by pets)

Repairs reported as emergencies, which are clearly not

Customer is not at home when we come to complete an emergency repair

Repairs that are a customer's responsibility but require a response to prevent a risk to Health and Safety or further damage to the property

Repairs that are a customer's responsibility but customer pre-pays for YH to carry out the repair

(Chargeable Repairs Procedure to follow August 2022)

12. Exceptions

12.1 New Developments

In the first year of a new property the developer is responsible for repairs. This is often referred to as the Defects period – please refer to defects procedure for further information.

12.2 Right to Buy/ Right to Acquire

Where customers have applied to purchase their homes, only emergency repairs will take place.

12.3 Market Rents

Most of the policy is relevant to our market rent customers, however, Yorkshire Housing responsibilities differ in relation to repairing blinds, white goods and carpets (which are supplied by Yorkshire Housing in market rent properties).

12.4 Swarcliffe PFI and Home Improvement Agencies (HIA)

Due to differing contractual arrangements this policy does not cover the above areas. Please refer to Swarcliffe and HIA procedures.

12.5 Leaseholders/Shared Ownership

Under the terms of their lease, leaseholder customers are responsible for repairs to their own homes.

If a leaseholder lives in a flat, Yorkshire Housing will complete repairs to communal and external areas and leaseholders will be expected to make a contribution towards the cost of the repairs.

12.6 Managed Agent Properties

Repair obligations for Managed Agent properties are outlined in their individual contracts with Yorkshire Housing.

13. Reporting/ Monitoring

Responsive repairs performance is reported to our Executive Team on a monthly basis in relation to; customer satisfaction with repairs, repairs completed on time, appointments rescheduled, average number of jobs per day completed by in-house technician and average cost per job.

Our responsive repairs performance data will be used to drive improvements to our service and understand the needs/ expectations of our customers.

Responsive repairs spend is routinely monitored and reported to Executive team on a monthly basis.

Our customer voice review committee (CVRC) have been involved in this policy update and will continue to review its effectiveness in line with recommendations made following a CVRC repairs scrutiny project in 2022.

14. Complaints and Appeals

Where a customer has a complaint regarding any aspect of a repair, this can be communicated via any Yorkshire Housing colleague, either face to face or by any of the methods set out in the Yorkshire Housing Complaints and Compliments Policy. The same policy also gives full details on what to expect when raising a complaint, including timescales.

Customers can contact the Independent Housing Ombudsman at any time for support and advice via the following methods:

- Online complaint form:
www.housing-ombudsman.org.uk/residents/make-a-complaint/
- Phone: 0300 111 3000.
- Email: info@housing-ombudsman.org.uk

Postal address: Housing Ombudsman Service, PO Box 152, Liverpool L3 7WQ

Date approved	July 2022
Effective date	August 2022
Review date	March 2024
Approved by	HPC
Recommended by	Heads of Service, Directors, CVRC, Exec Directors
Summary of changes	Changes to customer/ Yorkshire Housing responsibilities, what can be categorised as a recharge. Changes to emergency repairs, addition of other types of emergencies
Policy owner (role)	Head of Repairs and Investment Delivery
Associated policies, procedures or guidelines	Tenancy/ Leasehold/ Managing Agent Agreement Lettable Standard (currently being updated) Gas Safety Policy & Procedure Complaints and Compliments Policy Reasonable Adjustment Policy Asbestos Policy Asset Management Strategy Adaptations Policy Pest Control Policy Electrical Safety Policy and Procedure No Access Procedure

	<p>Housing Health And Safety Rating System</p> <p>Control of Water-borne Diseases – Legionnaires Policy</p> <p>Right to Improve</p> <p>Mutual Exchange Procedure</p> <p>Right to Compensation for Improvements Policy</p> <p>Safeguarding Children Policy</p> <p>Safeguarding Adults Policy</p> <p>Damp and Mould Procedure (not yet approved)</p> <p>Chargeable repairs procedure (August 2022)</p> <p>Yorkshire Housing Standard (Autumn 2022)</p>
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Appendix A

1. Emergency Repairs

- Any total loss of electrical power or water supply.
- Unsafe power, lighting socket or electrical fitting. (The emergency response may be isolating the affected circuit only).
- Any loss of gas supply.
- Blocked flue to open fire or boiler
- Total loss of heating in winter months only (The emergency response may be supplying temporary heaters). If some radiators are working, this is not an emergency.
- Total loss of hot water (vulnerable customers only)
- Tap that cannot be turned off and running at full flow and cannot be isolated.
- Uncontainable water leak from water or heating pipe, tank or cistern. (The emergency response may consist of turning off the water supply only).
- Property insecure due to incident of harassment, fire, domestic violence, police activity, or if property becomes void
- Serious roof leak and/or major structural failure

This is not an exhaustive list and there may be circumstances which is deemed an emergency depending on the incident and customer needs.

2. Non-emergency Repair

- Everything else sited in Yorkshire Housing's repair responsibilities unless it is involves larger, more complex works that would be dealt with as a Programmed repair.

3. Programmed repair

- Non-emergency roofing/ guttering works.
- Non- emergency fencing works.
- Larger non-emergency groundworks/ brickwork/ plastering works.
- Non-emergency works that require scaffolding, large plant to complete.

Appendix B

Responsive Repairs - Yorkshire Housing Responsibilities

We will keep our customer's homes safe, secure and weatherproof
Make sure all fixtures and fittings for the supply of water, gas, electricity, heating and sanitation are in working order
Repair communal areas, external areas and facilities (where we are responsible for them)
Where contracts differ in relation to repairing responsibilities, we will deliver the service specified in those contracts

KITCHEN

- Water leaks
- Trip hazards in the kitchen flooring that we have provided
- Kitchen sinks and taps
- Splashback tiles and seals
- Kitchen doors and frames
- Extractor fans and pull chords
- Electrical sockets and isolator switches
- The cold water supply, mini stop valve and trap for a washing machine

BATHROOM

- Water leaks
- Basin and bath taps
- Splash back tiles and seals
- Showers that we have installed
- Trip hazards in bathroom flooring that we have provided
- Toilet flushing mechanism
- Shaver point sockets and light fittings
- Extractor fan and pull chords
- Pop up waste plugs

ALL ROOMS INCLUDING HALL, STAIRS AND LANDING

- Large cracks and severely crumbling surfaces
- Penetrative and rising damp, preventing condensation and treating and clearing mould
- Structural collapse and falling elements
- Handrails and bannisters for stairs

HEATING

- Repair heating system if it breaks down
- Radiators and storage heaters
- Water/ oil leaks from your heating systems

ELECTRICAL

- Faulty plug sockets
- Faulty light fittings and switches
- Extractor fans and pull chords
- Hard wired door bells
- Hard wired smoke, heat and CO detectors
- Electrical hazards (exposed/ sparking wires)
- Lightbulbs in sealed bathroom units

WATER

- Leaking pipework
- Storage tanks and water cylinders
- Shared drain blockages in flats
- Cracked or collapsed drains that are not the responsibility of the water/ sewage company

DOORS AND WINDOWS

- Unsecure external and internal frames and panels
- Fire doors
- Windows that do not open or close
- Blown double glazing that cannot be seen through

- Letter boxes and viewers in flats
- Main/ rear entrance doors and window locks
- Broken internal door handles and hinges

GARDENS

- Trip hazards on paths, driveways, paving
- Unsafe walls and brick built sheds
- Roofs, chimneys, guttering and downpipes
- Boundary fences and gates
- Tree works where they are dangerous, dead or diseased

PESTS

- Infestations affecting multiple homes
- Blocking access points for pests and vermin
- Signposting customers to pest control companies

Appendix C

Responsive Repairs – Customer Responsibilities

- To keep your home clean and in a good condition
- To prevent damage caused by neglect or misuse
- To do minor repairs and replacements that require no technical ability and use common household tools (if you are able to do so)
- Redecorate your home as often as needed
- Keep gardens and shared areas tidy and free of rubbish/ obstructions
- Repair your own appliances and fittings
- To insure your own possessions
- Report repairs promptly and let us know if you have any concerns
- Allow access to your home for any inspections, repairs or servicing
- Report any criminal damage or vandalism to the police and obtain a crime reference number
- Obtain permission for any improvement works you want to make to your home

KITCHEN

- Containing leaks and preventing water damage
- Sink waste pipe blockages to kitchen
- Replacing plugs and chains
- Tightening drawer and cupboard door hinges reattaching drawer fronts and backs and shelves
- Fixing and replacing cupboard door and drawer handles

BATHROOM

- Containing leaks and preventing water damage
- Descaling / replacing shower heads, shower head holders, height adjusters and hoses
- Replacing basin and bath plugs and chains
- Tightening loose bath panels
- Shaving light starter motors and bulbs
- Sink, toilet, shower and bath blockages
- Toilet seat, lid and hinges
- Any accessories, bath rails, shower curtains, toilet roll holders, towel rails
- WC and bathroom door bolts

ALL ROOMS INCLUDING HALL, STAIRS AND LANDING

- Hairline cracks in walls
- Floor coverings
- Own appliances and fittings
- Providing a crime reference number for any vandalism resulting in damage to the property
- Curtain rails and fixings
- Adjusting doors as a result of own floor coverings
- Internal decorations

HEATING

- Bleed radiators
- Painting radiators

ELECTRICAL

- Replacing light bulb and starter motors
- Replacing batteries and fuses
- TV aerials (unless communal)
- Battery operated smoke alarms, doorbells, CO alarms
- Testing smoke alarms and replacing batteries
- Own appliances that may be causing an electrical problem

WATER

- Contain leaks and prevent water damage
- Drain and wastepipe blockages

DOORS AND WINDOWS

- Arranging access to your home if locked out
- Door chains, numbers and secondary locks
- Letter boxes and door viewers
- Keeping internal doors in good condition, tightening hinges and handles if they become loose
- Keeping windows in good decorative order, wiping away moisture
- Draught excluders around doors and windows
- Replacing broken glass (caused by customers or visitors)
- Ventilating the home to prevent condensation
- Lock and keys to postboxes

GARDENS

- Garden sheds, including locks
- Clothes lines

PESTS

- Avoiding fly tipping and storing waste that could encourage pests
- Keeping the inside and outside of your home clean to prevent attracting pest infestations
- Treating pest infestations in your home