



POLICY DOCUMENT

REPAIRS AND MAINTENANCE POLICY

POLICY TITLE:	Repairs and Maintenance Policy
LEAD OFFICER:	Head of Repairs & Maintenance
DATE APPROVED:	1st February 2024- SLHD Board
APPROVED BY:	EMT December 2023
IMPLEMENTATION DATE	Immediate
DATE FOR NEXT REVIEW:	January 2029
ADDITIONAL GUIDANCE:	Tenant Care & Service Standards. Tenant Complaints & Compliments Policy Lettable Standards Policy Rechargeable Repair Policy HRA Asset Management Strategy Compensation and Goodwill Policy Leasehold Policy Handbook Asbestos Management Plan Health and Safety Policy Environmental Strategy Equality and Diversity Policy Fire Safety Management Plan Disrepair Policy Fencing Policy Cyclical Maintenance Plan
TEAMS AFFECTED:	ALL SLHD STAFF AND TENANTS
THIS POLICY REPLACES WITH IMMEDIATE EFFECT:	2020 Repair Policy (Refresh of 2014 Policy)

DOCUMENT CONTROL

Revision History

Date of this revision:	November 2023
Date of next review:	January 2029
Responsible Officer:	Mark Coogan

Version Number	Version Date	Author/Group commenting	Summary of Changes
1.0	April 2010	Business Managers within Property Services	Amendments resulting from consultation with Business Managers
1.1	Feb/March 2010	Tenant Consultation	Amendments resulting from feedback from DYTAG, BME Group, Forum Meetings, Repairs Action Group, SJC members, employees
1.2	May 2010	Business Manager Adwick	Minor amendments to section 15.8 Planned
1.3	May 2010	Business Planning & Investment Manager	Minor amendments to section 5.13 Asset Management
1.4	June 2010	Assistant Director of Empty Homes and Services	Minor amendments to 5.7, 5.10, 5.14, 5.15, 5.20,5.21
1.5	Aug 2010	EMT	Policy approved
2.0	Oct 2010	SLHD Board	Policy approved 13/10/10
2.1	Sep 2013	Gaile Peacock	Suggested initial changes
2.2	Oct 2013	Paul Lightfoot Christine Tolson Rob Chapple	Suggested changes agreed by PL. Asset Management section etc. - re-write by CT. Feedback from RC re. new tenant repairs Feedback from AR
2.3	Oct 2013	EMT	Add E&D policy to additional guidance RTR make clearer that priority C, RTR work will be done in RTR timescales. Section 5 Legislation - add back in Party Wall Act.
2.4	Jan 2014	EMT	Amendments per minutes 14/01/13
3.0	Feb 2014	Board	Approved Policy
4.0	Dec 2020	EMT	Approved Policy
5.0	Dec 2022	Craig Parkin Repairs and Maintenance	Suggested initial changes

		Improvement Manager	
6.0	July/August 2023	Mark Coogan Head of Repairs and Maintenance	OVF and 2 dedicated focus tenant consultation events
7.0	September 2023	Heather Saunders Tenant Involvement Officer	Consultation questionnaires, tenant groups, ward members and SLHD front line staff
8.0	Sept 23	Mark Coogan Head of Repairs and Maintenance	EMT paper following consultation and proposed changes
9.0	19 th September 2023	EMT	EMT amendments
10.0	25 th October 2023	CoD Stakeholder consultation	Karen Ratcliffe, consultation
11.0	21 st November 2023	EMT	Resubmitted after amendments and stakeholder consultation for EMT approval prior to SLHD Board
12.0	27 th November 2023	CDC Stakeholder	Portfolio holder consultation

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Policy Creation and Review Checklist

Action	Responsible Officer	Date Completed
Best practice researched (HouseMark, HQN, Audit Commission, general websites)	Craig Parkin Repairs and Maintenance Improvement Manager	July 23
Review current practices from similar organisations	Mark Coogan Head of Repairs and Maintenance; Craig Parkin Repairs and Maintenance Improvement Manager	May to July 23
Review Tenant satisfaction data from the area the policy relates to	Craig Parkin- one repairs data Repairs and Maintenance Improvement Manager	Monthly
Review Tenant complaints from the area the policy relates to	Rob Chapple Responsive Repairs Service Manager	June/July 23
Undertake Tenant consultation if applicable	Mark Coogan Head of Repairs and Maintenance Various consultation events, OVF focus groups and questionnaires facilitated by Tenant engagement team	10 th & 23 rd August 23 Questionnaires (4 th to 25 September 23)
Staff consultation if applicable	Repairs Service Managers/trade staff	August-September 23
Trade Union consultation if applicable	Yes, shared policy for comment	September 23
Consumer standards (Review against the policy)	Mark Coogan Head of Repairs and Maintenance	November 2023
Stakeholder consultation if applicable	Heads and specific Service Managers	August-September 23
Equality Analysis carried out (a copy must be forward to governance to be saved centrally)	Mark Coogan Head of Repairs and Maintenance	19 th September 2023

N.B. The above table must be completed on all occasions. The policy will not be accepted or approved by EMT without this information completed.

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Repairs and Maintenance Policy

1. Introduction

- 1.1 St Leger Homes of Doncaster (SLHD) will provide an efficient, responsive and Tenant orientated repair and maintenance service to tenants, residents, leaseholders and other service users. We acknowledge that the provision of a value for money repairs and maintenance service, that is both responsive and also planned in respect of ensuring the longevity of the housing stock, with the highest possible technical competence, is one of our highest priorities. We have responsibility to protect the value of the housing stock and to ensure that the promises and obligations made to our Tenants in respect of their homes are honoured.

The success of this policy is determined through the application of SLHD's values, which drive our organisation forward:

- We want to get it right for the People that live in our homes and that work for us
- We take Pride in what we do and want our tenants to be proud to live in a St Leger Home
- We want to achieve the best possible individual and organisational Performance
- We expect Progress, to get things done and change how we do things when there is a better way

This document has been written to work in conjunction with the Tenancy Agreement.

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2. Purpose

- 2.1 This document sets out in detail SLHD's policy for the delivery of a high quality and value for money repairs service and covers all areas with respect to the repair and maintenance of SLHD's stock.

To ensure all properties in the ownership of Doncaster District Council are:

- Well maintained
- Kept in a structurally sound condition
- Warm and dry
- Compliant with all legal requirements
- Meeting with obligations outlined in the tenancy agreement

3. Scope

- 3.1 This policy only applies to tenanted properties and does not include any that are void. Repairs to void properties are covered separately within our lettable standard.

This policy covers SLHD and tenant responsibility for the completion of repairs in the following areas:

- Emergency repairs
- Urgent repairs
- Non urgent repairs
- Planned repairs
- Major programmed works
- Cyclical Maintenance
- Out of hours repairs
- Tenant responsible repairs
- Rechargeable repairs

4. Responsibilities

- 4.1 The Director of Property Services will have overall responsibility for this policy. The responsibility for its implementation will rest with the Head of Service and Service Managers. It is the responsibility of all employees involved in the delivery the repairs and maintenance service to ensure that this policy is adhered to.

5. Legislation

- 5.1 Local Authorities have a legal obligation to keep its homes in a reasonable state of repair as well as to keep its employees and members of the public safe. SLHD and its partners carry out this work on behalf of the Council.

A register of all relevant legislation that must be adhered to, is held centrally on SLHDs Intranet The legal register is closely monitored and routinely updated by the Health, Safety and Compliance team.

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6. Policy

6.1. Tenants' Responsibilities for Repair

There are certain items of repair for which the tenant is responsible. These are referenced within the tenancy agreement, tenant responsible repairs include;

- Replacing fluorescent tube(s), lightbulbs, starter(s) and; lamp holder skirt(s) (the part that holds your lamp shades on), pull cord(s) and toggle(s).
- Repairing TV aerial sockets unless they are part of a communal system.
- Resetting of trip switch(es) on the consumer unit(s)/fuse board.
- Replacing plumbing furniture and fixings; toilet seat, plug and chain, toilet roll holders, shower curtain and shower rail.
- Replacing decorative joinery furniture and fixings; dado rail, curtain batons, curtain rails.
- Filling decorative crack(s) to wall(s) or ceiling(s) (cracks no wider than a £1 coin thickness).
- Renewal of line to rotary or line driers.
- Internal decoration
- Any tenants' own improvements

The tenant will also be responsible for the repair, or replacement of any item (excluding fair wear and tear) in a property whereby the damage is caused through;

- The tenant and/or any other individual residing at the property.
- Any individual knowingly allowed into the property.
- Any household pet and/or animal knowingly allowed into the property.

If the damage causes a threat to the health and safety of persons or property, then the repairs will be carried out by SLHD and the costs incurred may be recharged to the tenant. Further details of recharges can be found in SLHD's recharge policy.

6.2. Reporting Repairs

Tenants can report repairs through several different avenues and some of these services are accessible 24 hours a day, 365 days a year. How to report repairs;

- By phone call to the Tenant Access team.
- Via 'My Access' Online self-service portal located through SLHD's web page.
- In person or in writing, at the Civic Centre.
- My SLHD App
- By e-mail.

SLHD believes in equal access to services and provides provisions for Tenants, of who may struggle to report repairs through the usual channels listed above. Tenants who are hard of hearing can report repairs via text message and translation services are available for those, whose first language is not English.

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6.3. Appointments

The majority of repairs run on an appointment system and an appointment will be arranged by a member of the Tenant Access team or the planning team. However, certain repairs fall outside of this procedure and instead a trade operative will phone the Tenant directly to arrange for the repair to be undertaken. These repairs are;

- Glazing
- Some Inspections

Unless categorized above, we will endeavour to appoint all urgent and non-urgent repairs in accordance with the corresponding timescales for handling the repair. If the Tenant requests the appointment beyond the timescale this will be accommodated. The only exceptions to this are emergency repairs where SLHD need to attend within 2 or 24 hours.

We provide appointments, offering the following options;

- Morning appointment 8 am to 12 noon.
- School run appointment 9.30 am to 2.30 pm
- Afternoon appointment 12 noon to 4 pm.
- Evening appointment 4 pm to 6 pm.
- Saturday morning appointments 8 am to 12 noon.

Tenants will receive confirmation of appointment via text message and for Tenants who report a non-emergency responsive repair, a text message reminder will be sent 24 hours before the appointment date.

6.4. Pre-Inspections

Some jobs will require a pre-inspection before the repair is arranged. These include, but not limited to;

- Large areas of plastering or concrete paths that need renewing.
- Alleged damp to large areas of plasterwork or brickwork.
- Structural damage to properties.
- Large areas of woodworm or dry rot.

Not all inspections will require an inspector to attend and a high proportion of pre-inspections will be undertaken by trade staff from within the repairs team. If a repair is wrongly diagnosed at the job logging stage a planned repair may turn into a pre-inspection. A further appointment will be arranged to complete the work. A Tenant does not have the right to demand an inspector and SLHD will send the most appropriate person(s) to diagnose the repair.

6.5. Asbestos Management

Government legislation and regulations for asbestos management will be adhered to by SLHD and any contractor working on behalf of SLHD. We will ensure that any risk of exposure to asbestos, for residents, staff and contractors is eliminated where possible, or reduced to an absolute minimum, where risk is effectively managed.

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On an initial visit for a repair, it could be identified that there is a requirement for an asbestos survey before works can commence. This could inadvertently delay the repair. The tenant must allow access for any asbestos survey to be undertaken.

Our full strategy for the management of asbestos can be found in our Asbestos policy and Asbestos Management Plan.

6.6. Arrangements for Carrying out Repairs and Maintenance

SLHD delivers its repairs and maintenance obligations through three different approaches;

- The 'One' Repairs Service
- Planned Maintenance
- Cyclical Maintenance.

6.6.1. The 'One' Repairs Service

The 'One' Repairs service respond to responsive repairs, these are the day-to-day repairs that are carried out at the request of the tenant to repair existing features or items of the property, this is inclusive of;

- repairs that are detrimental to the life, health and/or wellbeing of the tenant or the property
- non-urgent repairs categorised as cosmetic or low-threat repairs.

The 'One' Repairs service is not responsible for large installation work, upgrade works or the renewal of major components, these works will be completed on a planned scheme through the asset management strategy or via the in-house planned improvement team. The 'One' Repairs service will therefore concentrate on smaller repairs, that in most cases take less than one full day to be completed.

The ethos of the 'One' repairs service is 'one job, one operative'. Wherever possible we will have one operative see a job through from start to finish.

SLHD allocates responsive repairs into the following categories and each category has differing timescales for completion. The categories and timescales for the completion of each category of repairs are set out below.

6.6.1.1. Emergency Category – Priority 1

Are those repairs which, if not undertaken, could;

- Constitute a real risk of injury or death.
- Lead to major damage to the property.

SLHD will attend to priority 1, emergency repairs within 2 hours of the repair being reported and make safe or where possible complete the repair

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6.6.1.2. Urgent Category – Priority 2

SLHD will complete urgent repairs within 24 hours of reporting the repair. These include, but not limited to;

- Total loss of electric power (not related to issues with utility providers).
- Unsafe power or lighting socket or electrical fitting.
- Total loss of water supply.
- Total loss of gas supply.
- Partial loss of gas supply (where there is no other form of heating).
- Insecure external window, door, or lock.

6.6.1.3. Routine Repair Category – Priority 3

A Routine repair does not immediately affect the health and safety or security of the tenant but may do so if not attended to within a short space of time. SLHD will aim to complete urgent repairs within 5 working days, excluding the day the repair is reported, Saturdays, Sundays and Bank Holidays. Routine repairs include, but not limited to.

- Partial loss of water supply.
- Partial loss of electric power.
- Blocked sink, bath, or hand basin waste pipes.
- Blocked or leaking foul drain, soil stack, or toilet pan (where there is no other working toilet in the dwelling).
- Toilet not flushing (where there is no other working toilet)
- Leak from water or heating pipe, tank, or cistern.
- Tap which cannot be turned.
- Loose or detached banister or handrail.
- Rotten timber flooring or stair tread.
- Leaking roofs.
- Door entry phone not working.
- Mechanical extractor fan in internal kitchen or bathroom not working (excluding the installation of an extractor fan).
- Restore heating or hot water.

6.6.1.4. Non-Urgent Category – Priority 4 and Priority 5

Non urgent repairs are repairs that do not cause immediate discomfort to the tenant and where deferring the repair will not cause long term damage to the fabric of the building. SLHD will aim to complete these repairs on a non-urgent priority 4 or priority 5 repair category which will be attended to within 20 working days or 60 working days retrospectively, this is excluding the day the repair is reported, Saturdays and Sundays and Bank Holidays. Non-urgent repairs include, but not limited to.

- Wall tiles.
- Internal Doors.
- Clean gutters.
- Paving
- Plastering repairs.
- Repairs to Kitchen units and worktops.
- Renewal of wash hand basins.

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Only repairs that do not represent a danger to health and safety of the tenant, or will not cause major disruption to life or result in further damage to the property if left for longer than 20 days will be done under the non-urgent priority 4 category, the majority of this type of repair would be defined as only inconvenient and will be dealt with within 60 days as non-urgent priority 5 repairs.

6.6.1.5. Right First Visit

Our aim is to complete a responsive repair on the first visit and this is measured through the 'Right First Visit' performance indicator, this is defined as a repair that is considered fixed at first visit when the operative has attended the property, identified, diagnosed and remedied the fault using van stock. For any jobs where non-van stock materials or additional staff are required, the first visit will be considered as a pre-inspection and a return visit may be needed, this will be appointed within a reasonable period of time, any jobs that fall into this category will be considered right first visit if the operative has remedied the fault on the second visit; this second visit would be the first 'repair' visit.

6.6.1.6. Contracted Works

A small proportion of repairs will be undertaken via partnering contractors, this will primarily be for specialist works however it may be extended to generic repairs work if demand exceeds internal resource. Examples of specialist work include, but not limited to;

- External Door Renewals
- Window Renewals
- Wet Room Repairs and Renewals
- Erection of Scaffolding
- Damp Proofing Works

Timescales for contracted works vary and are subject to change. Some contracted repairs will require surveys to be undertaken before works can commence. A Tenant must grant access to contractors to undertake any required surveys or delays in the completion of the repair may be experienced.

6.6.1.7. 'No Contact' Procedure

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For appointed responsive repairs the Tenant will receive a 'job accepted' text message, once a job is accepted by an operative from their smartphone. At this point the operative will try and contact the Tenant via their preferred contact number to confirm access for the job to be undertaken. If we have no answer, then the operative will then access the secondary number we have. If contact cannot be made and access cannot be ascertained after calling all available numbers, the job will be marked as 'No Contact' and the operative will not attend. The Tenant will receive a 'No Contact' text message and given 48 hours to rearrange the repair, if the Tenant has not made contact within 48 hours, then the job will be cancelled. The only exceptions to this are;

- Category 1 Repairs – an operative will attend regardless of contact.
- Where a vulnerability restricts a Tenant's ability to adhere to the procedure.
- It is a repair that falls outside of the appointment procedure as defined in 6.3.

6.6.1.8. Supply Chain

SLHD constantly reviews stock materials to ensure products are sustainable and cost effective without compromising quality. The repairs team endeavour to undertake all repairs with the most appropriate fixtures and fittings available to them and match the current fixtures as closely as possible, for example the colour of a kitchen cupboard door. However, due to a constantly changing supply chain, the matching like-for-like repair will not always be possible. Fixtures and fittings will be left in a useable condition and complete renewals, or upgrades will not take place through cosmetic discrepancies.

6.6.1.9. Approach to Repair

SLHD reserve the right to have final say in how repairs will be carried out, consideration will be taken regarding;

- Financial viability
- Future sustainability of the asset
- Environmental impact
- Best interest of safety

As an example, a change of fuel source to the hot water/heating services from solid fuel heating or storage heaters to gas central heating would have a positive impact on each of the four points listed above, it would be considered as unreasonable for a tenant to refuse the upgrade.

6.6.1.10. Suspension of Non-Essential Repairs

SLHD may suspend all non-urgent repairs to a property that will not have an impact on the health, safety, or wellbeing of a tenant such if access has not been granted to carry out any compliance related works such as fire safety, gas, solid fuel or electrical testing. If suspension occurs, non-urgent repairs will be re-initiated once any outstanding cyclical maintenance works have been completed.

6.6.1.11. Right to Repair

The 'Right to Repair' scheme covers small urgent repairs costing a maximum of £250 where, if not attended to within agreed timescale, could put at risk the security or health

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and safety of the tenant. If SLHD does not complete a qualifying repair within the correct time, the tenant has the right to ask the Council to get another approved contractor to do the work. If this contractor fails to do the work, within the same timescales as given to the first contractor (SLHD), the tenant may get compensation of £10 and a further £2 for every extra day of delay, up to a maximum of £50.

Qualifying repairs and timescales are shown in the table below.

Qualifying Repair	Working days to Complete
Total loss of electrical power	1
Partial loss of electrical power	3
Unsafe power	1
Total loss of water supply	1
Partial loss of water supply	3
Blocked flue to open fire or	1
Total or partial loss of space or water heating between 31 October and 1 May	1
Total or partial loss of space or water heating between 30 April and 1 November	3
Blocked or leaking foul drain or soil stack	1
Toilet not flushing (if no other working toilet)	1
Blocked sink bath or basin	3
Tap which cannot be turned off	3
Leaking from water or heating	1
Leaking roof	7
Insecure external window, door or lock	1
Loose or detached banister or handrail	3
Rotten timber flooring or stair tread	3
Door entry phone not working	7
Mechanical extractor fan in internal kitchen or bathroom not working*	7

*internal kitchen or bathroom is defined as the room not being adjacent to an external wall and not having an opening window.

Compensation is not payable if;

- A satisfactory temporary repair is undertaken.
- Temporary heating is provided due to heating failure between 31 October and 1 May.
- The tenant fails to allow access.
- SLHD cannot carry out repairs as the result of the failure of a supply or if the failure is due to non-payment by the tenant of a supply charge.

The tenant must tell SLHD when a repair needs to be undertaken and allow access in order to qualify for any compensation.

6.6.2. Planned Improvements

SLHD is committed to ensuring that the condition of the City of Doncaster Council housing does not diminish. This is achieved through delivering planned improvement works as detailed in its Asset Management Strategy based on a 30-year investment plan. Planned improvements are works that are more complex and larger and which can be planned as part of a scheme to ensure value for money and efficiencies. Tenants will be kept informed and consulted about planned maintenance programmes. They will

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normally be given 28 days' notice of any such works that are likely to cause them significant disruption, with detailed engagement meetings and home visits. Programmes will be developed using stock condition information and can include, but not limited to;

- Roof replacements.
- Heating upgrades.
- Kitchen replacements.
- Bathroom replacements
- Rewires or electrical upgrades.
- Decency improvement works.
- Path renewals
- Major Pointing
- Major Plastering Works

If a major component fails before the end of its expected component failure date, then improvement works may be included as part of an improvement scheme. If a temporary repair can be carried out to prolong the life of the component, then it will be included within an additional scheme through the asset team, which may be included in schemes for future years. Where a component has come to end of life and is not likely to last at least 18 months, the responsive repairs team will arrange for the works to be undertaken on a more urgent basis through a suitable contractor.

6.6.3. Cyclical Maintenance

This is work that is carried out at agreed intervals, which usually includes inspecting or servicing and incorporates mechanical and electrical work. The purpose is to maintain the general condition and safety of property, fittings, plant and equipment for which SLHD is responsible. The servicing of all mechanical and electrical equipment requiring maintenance will be carried out in accordance with current legislative requirements or manufacturer's instructions

6.6.3.1. Decoration

The responsibility for decoration within the home, is a tenant's responsibility. There are some exceptions for example, following a major leak in a property which was not because of negligence by the tenant. This situation will be at the discretion of the Team leader, with either a decoration pack or vouchers per room being issued. For repairs where decoration has been damaged because of repairs carried out by SLHD or one of its contractors, the following allowances are applicable.

- £20 per wall and £25 per ceiling to a maximum of £350 per property.
(Updated November 2023)

The externals to the home, such as soffits, windows are the responsibility of SLHD.

6.6.3.2. Gas Safety and Servicing

Legislation places a duty on landlords to maintain all gas appliances, flues, and pipework for which they are responsible, in a safe condition. To this end landlords must have their gas appliances and flues checked within 12 months and ensure that any remedial action required is carried out using a gas installer, who is registered with Gas Safe Register (the

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official gas registration body for the United Kingdom). This applies to all gas operatives regardless as to whether they are employed by SLHD or an outside contractor

There is a separate Gas Policy designed to cover all gas activities carried out to ensure the safety of, and servicing to, gas appliances in properties managed by SLHD.

6.6.3.3. Electrical Safety and Periodic Electrical Testing

SLHD will ensure that all tenanted homes have a compliant certificate as appropriate, through a 5-year periodic programme of testing installations as the existing 10-year certificate expires and will continue with a 5-year programme thereafter. Remedial work identified as part of the test will be completed in accordance with current electrical regulations.

SLHD does not allow any person(s) to plan, order, install, repair, replace, maintain design or decommission ANY electrical system or part thereof unless competent to do so.

There is a separate Electrical Policy designed to cover all the activities carried out to ensure the safety of, and servicing to, gas appliances in properties managed by SLHD.

6.6.3.4. Solid Fuel Servicing

Properties that have solid fuel heating installed will receive a yearly service by a qualified HETAS operative. The scheme offers complete service and repair to the appliance and smoke alarms are checked as part of the service. We may also undertake a half yearly appliance check; this check is not a full service but ensures appliances are working correctly.

There is a separate Solid Fuel Servicing Policy designed to cover all the activities carried out to ensure the safety of, and servicing to, solid fuel appliances in properties managed by SLHD.

6.7. Vulnerable Persons

SLHD ensures equality of access for all its tenants, especially those tenants who are at most risk (vulnerable) due to their or their household's circumstances.

In certain instances, and in accordance with individual or group needs, SLHD may:

- Routinely adjust the urgency of a repair to the needs of certain user groups and individual Tenants if health and safety or security is an issue.
- Provide appropriate assistance or guidance for Tenants in carrying out repairs that are the Tenant's responsibility.
- We may undertake a Safeguarding or early help referral if we identify vulnerability that requires wider support.
- Ensure that the Tenant Liaison Officer (TLO) is present when repairs are carried out, where this is necessary.
- Provide appropriate assistance for Tenants in carrying out repairs that are of a rechargeable nature.

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Each case will be considered on its own merit and the vulnerability must have a direct link with the reported repair for any adaptations of the policy to be considered. If a vulnerable tenant is not in isolation, it would be reasonable of SLHD to expect their support network to assume some responsibility in assisting with tenant responsible repairs. Recharges may not be waived if any damaged caused is not because of a vulnerability.

6.8. Emergency Out of Hours Repairs

Access for emergency repairs out of normal working hours is available using our main landline number. After 7:00pm during weekdays, and during the weekend and statutory holidays, all repair calls are handled by the Corporate Alarm Receiving Centre (ARC) within the City of Doncaster Council (CDC). Only those repairs that are categorised as emergencies in priority 1 (as in paragraph 6.5.1.2) and 2 (as in paragraph 6.5.1.2) are dealt with out of office hours unless vulnerability applies. After 10 pm Sunday – Thursday (excluding bank holidays), it may be reasonable to ask a Tenant to wait for priority 2 repairs until the next working day unless there is substantial risk to person or property. As an example, it would be reasonable not to send out a trade operative to a loss of heating after 10 pm at night, as Tenants could reasonably wait until the next day for the repair after this time. However, each case will be considered on its own merit.

If the reported repair is deemed as urgent or non-urgent repair, then an appointment will be given to complete the work.

6.9. Access and Abortive calls

Where a visit is made to a property and access cannot be gained for an appointed repair, the tenant will either be left a card through the letterbox or receive a text message to their preferred contact number notifying them that a visit has been made and asking them to make contact to make new arrangements to have the repair carried out. The Tenant will be given 48 hours to rearrange the repair, if the Tenant has not made contact within 48 hours, then the job will be cancelled. Where the repair is an emergency or a health and safety matter then SLHD will continue to attempt to make contact and gain access, in extreme circumstances, forced access to the property may be necessary.

6.10. Rechargeable Repairs

Circumstances sometimes arise when it is necessary to charge existing tenants, leaseholders and former tenants, for repairs carried out to properties managed by SLHD. SLHD has a separate rechargeable repairs policy that has a fair and transparent approach to rechargeable repairs that considers personal circumstances and cases of vulnerability. Our separate Recharge policy identifies this in detail, as to where we may reasonably recharge tenants for certain repairs and/or where tenant damage is found.

6.11. Mutual Exchanges and Transfers

Before any exchange or transfer takes place a surveyor visit will be arranged in addition to a Housing Officer, who will visit the property to check for any repairs that are the tenant's responsibility. Any identified repairs that are the tenant's responsibility must be completed by the tenant before the exchange or transfer is granted. Following a mutual

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exchange no higher priority will be given to repairs identified by an incoming tenant, and usual categories and timescales will apply.

Both Gas and Electric checks, where applicable will be carried out. Any faults identified during these checks and giving concern on health and safety grounds will be repaired by SLHD. However, if they are found to be through tenant abuse, this will activate a recharge which must be paid by the outgoing tenant.

Properties are accepted as seen. Any large-scale works arising, such as full kitchen and bathroom replacements will therefore not be completed following a mutual exchange. Responsive repairs will be carried out using normal processes and timescales as outlined within this policy.

6.12. Properties Subject to Right to Buy

If a tenant is exercising their right to buy and has accepted the valuation on the property, only repairs under the Right to Repair Legislation will be carried out.

6.13. Aids and Adaptations

SLHD will maintain any existing adaptation or fixed equipment provided to the property. New adaptations to meet the needs of elderly or disabled residents will be provided in accordance with the Council's Accessible Housing Register Policy.

6.14. Minor Permissions

We have a separate tenant's permissions policy that sets out how we will deal with requests from tenants for permission to make alterations or improvements to their homes.

6.15. Repairs to Vacant Properties/New Tenants

SLHD will ensure that all empty properties are repaired to the published Lettable Property Standard as quickly as possible, at the most economical cost. Should any further repairs be reported by the new tenant within 28 days of let, they will be dealt with by the Empty Property team. Any repairs after this date will be dealt with in accordance with the categories and timescales detailed in paragraphs 6.5.1.1 to 6.5.1.4.

6.16. Compensation

Compensation payment options will be discussed in detail with tenants, that may be in the form of decoration vouchers, payment of rent arrears, or bank transfer. Compensation may be paid in the following circumstances:

- Failure to complete works within the right to repair criteria
- Service failure

Please note that SLHD will not pay for damage caused in the following circumstances:

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- Unavoidable disturbance to decoration while undertaking emergency or responsive repairs.
- Damage caused by lifting floor coverings, e.g. laminate, linoleum or carpets, or moving tenants furniture to facilitate repairs.

SLHD cannot be held responsible for the replacement of tenants personal belongings and furnishings. Tenants must ensure they have adequate contents insurance. For more information, please see St Leger Homes' Compensation Policy for Compensation and Disturbance.

6.17. Asset Management

We have a separate Asset Management Strategy that has been developed in consultation with key stakeholders, which sets out future investment needs and how these will be prioritised to form our work programmes.

6.18. Energy Conservation and Environmental Considerations

We have a separate Environmental Strategy, which sets out SLHD's commitments to energy conservation, carbon reduction and wider environmental sustainability issues.

7. Equality and Diversity

An Equality Analysis has been carried out on this policy to ensure that it does not have an adverse impact on any particular group of people. SLHD pays careful attention to identifying the needs of all sections of our Tenant base and develops its Repairs and Maintenance policy and services in accordance with those needs. We will record, analyse and monitor information about the ethnicity, vulnerability, disability, gender and sexuality, of our service users and utilise this information to ensure services are delivered appropriately and to prioritise resources.

8. Consultation

Tenant involvement plays a key role in developing the future direction of the repairs and maintenance service through regular consultation. SLHD will consult with and consider the views of tenants and leaseholders in the development of its Repairs and Maintenance policy and planned improvement programmes. Methods of consultation include but are not limited to.

- One Voice Forum
- Repairs focus groups
- SLHD Staff
- Tenants
- Tenant Scrutiny Panel
- Ward members
- Get Involved Group
- Disability Group
- Rural Focus Group.
- BAME (Black, Asian and minority ethnic) Group.

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Tenant satisfaction is central to our activities within the repairs and maintenance service. Satisfaction levels and feedback are used to identify Tenants' experiences and expectations and to drive future improvements within the service. Satisfaction will be measured through a range of activities and includes;

- Tenant Satisfaction Measures.
- Transactional Surveys.
- Compliments, Comments and Complaints.
- Telephone Surveys.

On completion of every responsive repair, the Tenant will receive a survey to their preferred contact number giving them the opportunity to feedback in real time on a job-by-job basis.

9. Monitoring and Review

9.1 Adherence to this policy will be undertaken through a variety of means, including but not limited to feedback from Tenants, employees, monitoring of performance against targets, mystery shopping and monitoring and analysis of complaints and compliments.

Development and review of this policy will take place at specific periods considering consultation with Tenants.

10. Performance Standards

10.1 There are a number of Key Performance Indicators that SLHD will measure in respect of repairs and maintenance and also some that we consider important for our Tenants to know about. Our performance is publicised on our website, reported to SLHD Board and to CDC. There are also set standards for the level of service Tenants can expect from the repairs and maintenance service. How SLHD performs against these standards is reported to our Performance and Improvement Committee.

11. Partnership Issues

11.1 In delivering this policy SLHD will work in partnership with CDC, Doncaster Primary Care Trust, South Yorkshire Police and the South Yorkshire Fire and Rescue Service. This policy supports the City of Doncaster Council's "Delivering Together" strategy.

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