

# Repairs and maintenance

## Policy

### **Purpose and scope**

As a landlord, Papworth Trust is responsible for the majority of repairs to the structure of properties and aims to provide a repair service that maintains properties in an acceptable condition for tenants while ensuring the useful life of housing stock is maximized.

### **Policy Statement**

The Papworth Trust approach to managing customer requests for repairs is to:

- Meet relevant legal and regulatory requirements
- Meet the Government Decent Homes Standard
- Meet contractual requirements of Tenancy Conditions and Fair Landlord
- Deliver a cost effective and customer focused service.
- Undertake as many repairs as possible as planned or packaged work to deliver Value for Money.
- Allocate requests for repairs to a category based on information provided by the customer but at the ultimate discretion of the Papworth Trust.

### **Responsive Repairs Definition**

Responsive repairs are defined as work requested by the tenant to existing elements of their property.

Responsive repairs are not part of;

- Planned cyclic maintenance, e.g. lift maintenance, electrical testing or cyclical painting.
- Planned MOT work, e.g. guttering or fencing repairs
- Capital improvement works, e.g. kitchen, bathroom or external door replacement

### **Making Requests for Repairs**

Papworth Trust will offer a range of ways to make requests for repairs including:

- Via e-mail at [repairsandmaintenance@papworthtrust.org.uk](mailto:repairsandmaintenance@papworthtrust.org.uk)
- Via the website
- Via telephone. During our usual office hours this is connected to the Maintenance Helpdesk; outside of office hours to our out of hours call centre

Papworth Trust will regularly communicate the range of ways to make a repairs request, usually through the Tenant Panel and Tenant Times. Customers are encouraged to provide as much information regarding the

repair as possible, including photographs if possible.

All contact is logged on a database so that a clear audit trail is available.

### **Allocating Requests for Repairs**

Requests for repairs will be allocated to one of the following categories:

- An emergency
- An urgent repair
- A routine repair
- A major repair
- Covered by planned works
- Covered by cyclical works
- Covered by capital improvements
- Inspection required before allocation can be made
- Not the Papworth Trust responsibility

The vulnerability criteria (over 75, child under 1, disability requiring hoist/through floor lift/stair lift) will be considered alongside the request.

### **Out of hours repairs**

If the repair is out of hours which mean between the hours of 17.00 and 09.00 or a bank holiday or a weekend then the repair will only be dealt with if it is classed as an emergency. Tenants who contact the Out of Hours Emergency Service when the issue is not an emergency will be recharged for the cost of the call out. (Refer to rechargeable repairs Policy)

### **Emergency (attended within 24 hours)**

These are defined as repairs that are required to avoid danger to health, a risk to the safety of residents or serious damage to buildings. These repairs will normally be **attended** within 24 hours.

For example:

- Complete loss of heating and hot water, complete loss of power not caused by a power cut or loss of water
- Leaks that cannot be isolated or stopped or a for example bucket used to catch the flow
- Accidental damage to building structure that could cause further damage or injury

### **Complete loss of hot water and heating applies as an emergency from November – March only.**

When we attend an emergency repair we will make **the situation safe** and then arrange a further appointment for any additional work that is needed.

Tenants should be advised of the following if they apply.

**Gas: If tenant smells gas, they need to phone the National Gas Emergency Service on 0800 111 999 immediately.** Advise: Do not use anything electrical (including switching on a light) or anything with a naked flame until they have told you it is safe to do so. They will make the situation safe. **This is a free service.**

**Electric:** Total loss of power. We will only treat power loss as an emergency if there is a danger to health. Tenants should be asked to check if the power loss is as a result of a power cut or you not having credit on an electricity meter or key card. Tenants can check if there is a power cut in their area by calling the Fault Emergency Service on **0800 783 8838**.

**Water:** Total loss of water supply. Tenants are to be asked to check that the stopcock is turned on, and then contact their water supplier.

### **Urgent Repairs (completed within 7 days)**

These are defined as faults causing considerable inconvenience or risk.

Examples of urgent repairs may include:

- a containable leak
- loose or damaged stair tread
- defective central heating boiler
- a non-flushing WC
- front entrance or fire door needing easing and adjusting
- minor structural faults likely to create further damage in the short term, such as missing or slipped slates, dripping pipe or waste

### **Routine Repairs (completed within 30 days)**

Routine repairs are jobs which are our responsibility under the terms of the Tenancy Agreement. Examples include minor plumbing problems, general joinery and communal lighting failures.

### **Major Repairs (completed within 60 days)**

Major repairs are jobs where either the work costs over £500 or takes more than a day to complete. Examples include replacing a ceiling after a leak, structural repairs or damp proofing.

### **Covered by capital improvements, planned or cyclical works**

These requests will include work that is part of an investment cycle (such as a new kitchen or bathroom) or planned works (such as MOT work like painting or gutter repairs) or cyclical works (such as boiler servicing or lift servicing).

Timescales for these works will depend on the timing of the investment cycle, MOT or cyclical schedule.

Repairs to items covered under these programs will only be carried out if there is a health and safety risk to the tenant or a security/defect in the property which will worsen and damage other components which are not due for work/replacement. This will be determined by photos sent in or an inspection.

### **Inspection required before allocation can be made**

Our aim is to allocate all requests for repairs based on the information provided by the customer and their answers to any clarification questions we ask and not to have to carry out a further inspection. We acknowledge that this may not always be possible. When this does happen, an inspection appointment will be offered to investigate further. Inspection appointments will be offered within 10 working days of the repair request. Orders or instructions for work will not be raised until the inspection has taken place.

### **Not Papworth Trust's responsibility**

Some requests for repairs are not Papworth Trust's responsibility. These include requests for general property improvements. Papworth Trust will try and signpost a customer to another organization who may be able to help with these type of requests, the cost of any improvement would need to be met by the tenant. Permission for changes to the structure or fixtures and fittings need to be made in writing to [repairsandmaintenance@papworthtrust.org.uk](mailto:repairsandmaintenance@papworthtrust.org.uk)

This category also includes repairs that are the customer's responsibility as set out in their Tenancy Agreement. These include blocked sinks and toilets and changing light bulbs. A list of repairs and responsibilities is published on our website.

### **Offering a Right First Time Service**

We aim to offer a high quality service to customers as we understand repairs are a vital need for tenants to live in a comfortable and safe home, free from inconvenience. When a repair is needed, we aim to complete the repair first time, where technically feasible, so there is no inconvenience for tenants having to wait for the repair to be completed on a follow up visit.

We will diagnose repairs when a tenant reports it to us, so we can send the correct operative to complete the job, with the right material and tools.

### **Appointments**

Individually agreed appointment time slots will be made with customers for all routine and major repairs and inspections where access to your home is required. These will be morning or afternoon or day appointments. We will aim to book appointments on the initial call if within working hours or if via email or web we will aim to book them when we contact you.

If we offer an appointment date and the tenant cannot make the date then the timing of the repair may well fall outside the specified times stated in this policy. We will have met our responsibility by ensuring the date offered was within the guidelines we have defined.

The tenant(s) or an appropriate adult will need to be present at the property

for the scheduled repair appointment. If on arrival an adult is not present the repairs call will be closed and will need to be rebooked. Any timescales will start again with the rebooking.

For communal area responsive repairs and external works where no access is required, appointments will not be made. Our target is to meet all the appointments we make.

If we need to change an appointment we will give you as much notice as possible.

Should tenants need to change an appointment we require a minimum of 4 hours' notice to be given by telephone unless exceptional circumstances arise. If an appointment is missed due to tenant unavailability or refusal to allow access, the repairs call will be closed and will need to be rebooked. Any timescales will start again with the rebooking. **If a tenant misses x2 appointments in any 6 month period or does not have an appropriate adult at the property for the appointment then we may charge the tenant a sum not exceeding £45.00 for any future missed appointment and remove the tenant from the planned and capital maintenance/improvement programs for a period of 3 years.**

### **Rechargeable Repairs**

Papworth Trust has a separate policy regarding rechargeable repairs. This includes remedial work following damage by a tenant and additional, chargeable work that residents may request.

### **Specific tenancies**

In certain circumstances a tenancy agreements or service level agreements may offer differing timescales than those listed in this policy for emergency and urgent repairs and may have varying classifications due to specific customer needs agreed with Local Authorities. In these circumstances the tenancy or service level agreement will prevail if it remains in date and current.

### **Version tracker**

Version number	Date	Comments/Reason for issue
2.0	June 2017	revised policy

## Document Control

Author Senior Business Manager, Property Maintenance  
Approvers Regional Operations Manager, Tenant Scrutiny Panel  
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***If you have any feedback or want to suggest corrections to this policy, please contact the Senior Business Manager Property Maintenance on 01480 357200.***

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