



REPAIRS AND MAINTENANCE POLICY

July 2024

1. BACKGROUND

Manningham Housing Association (MHA) is a registered social housing provider. The Association provides housing for rent and shared ownership.

This policy outlines our approach to delivering an effective and efficient repairs and maintenance service to ensure our homes continue to meet and exceed the Decent Homes Standard.

MHA is committed to maintaining all its properties to a high standard, ensuring the accommodation reflects positively on both our tenants and the Association.

2. POLICY STATEMENT

MHA aims to:

- Meet all its statutory and contractual obligations
- Provide a responsive and effective service to tenants
- Ensure that repairs and maintenance is of a high standard and represents good value for money.

MHA will undertake maintenance of its properties under one of the following main categories:

- Day to day Maintenance or Minor repairs
- Voids Maintenance
- During defects liability period for new properties
- Aids and Adaptations
- Cyclical Maintenance
- Planned Maintenance/Major Repairs
- Property Health and Safety Compliance

This policy applies to all tenants of Manningham of Housing Association and is not applicable to shared owners or leaseholders who are responsible for the repairs and maintenance of their own properties.

As a registered housing provider MHA is regulated by the Regulator of Social Housing and will meet the requirements of the Home Regulatory Standard applicable to this policy which states:

Quality of accommodation

Registered providers shall:

- Ensure that tenants' homes meet the standard set out in section five of the Government's Decent Homes Guidance¹ and continue to maintain their homes to at least this standard.
- Meet the standards of design and quality that applied when the home was built, and were required as a condition of publicly funded financial assistance, if these standards are higher than the Decent Homes Standard.
- In agreeing a local offer, ensure that it is set at a level not less than these standards and have regard to section six of the Government's Decent Homes Guidance.

Repairs and maintenance

Registered providers shall:

- provide a cost-effective repairs and maintenance service to homes and communal areas that responds to the needs of, and offers choices to, tenants, and has the objective of completing repairs and improvements right first time.
- Meet all applicable statutory requirements that provide for the health and safety of the occupants in their homes.

3. AREAS OF RESPONSIBILITY

Key areas of responsibility for the implementation of the Association's Repairs and Maintenance Policy are detailed below:

The Board- Responsibility for ensuring that this policy complies with regulatory and legislative requirements and meets the Association's Business Plan and budget objectives.

Chief Executive- Responsibility for ensuring that this policy is applied to ensure compliance with regulatory and legislative requirements and meets the Association's Business Plan and budget objectives.

Director of Operations- Responsibility for operational delivery of the policy and for the management, supervision and training of the responsible staff. The Director of Operations is responsible for reporting performance information to the Board on repairs and

maintenance issues, including actions taken to achieve performance in line with service targets.

The Head of Property Services - Responsible for the contractual and operational delivery of this Policy and the associated procedures.

4. CUSTOMER ENGAGEMENT AND CONSULTATION

Our residents and stakeholders will have the opportunity to be involved and consulted in the development of the repairs service. Through supervision, monitoring and feedback from customers the service can be continuously improved. We will obtain feedback from our customers in the following ways:

- An opportunity to complete a satisfaction survey after completion of a repair.
- Inspect and obtain feedback from customers for a minimum of 20% of repairs to ensure they have been completed to the highest standards.
- Independent customer satisfaction surveys.
- Mystery shopping of our repairs service.
- Customer insight will be presented to our Residents Panel with areas of improvement agreed.
- A minimum of 50% satisfaction surveys from planned and major repair work.

Our communication with residents will always be clear, appropriate, easily understood and accessible. We will ensure the service is supported by appropriate training for staff:

- To run an effective and reliable responsive repairs service.
- To continuously improve performance.
- To give the highest levels of residents' satisfaction.
- To provide a service that gives value for money.
- To engage openly and responsively with residents about repairs to their home

5. REPAIR SERVICE STANDARDS

We are committed to providing an excellent repairs service and have in place a clear set of customer service standards highlighting what our Residents can expect from us.

When repairs are reported to us:

- We will provide a variety of ways to report a repair.
- We will offer a service to provide emergency repairs outside of normal working hours.
- Unless it is an emergency repair, we will offer either a morning or afternoon appointment that is convenient to the customer.
- We will use qualified contractors who will arrange the repair appointment. If additional repairs are

discovered at the time, we will carry them out provided contractors seek permission from us.

- At the end of each repair we will give the opportunity to provide feedback.

When we carry out planned improvements:

- We will consult with our Customers, provide timescales, and give the opportunity to provide feedback, whilst making sure we avoid work during holidays and religious/cultural days.
- We will publish our improvement programme in our Feedback magazine.

When we carry out your gas safety check:

- We will carry out a gas safety check on the Association's appliances in each home at least once a year at a convenient time on or before the renewal period.
- We will give an opportunity to provide feedback.

6. DAY TO DAY MAINTENANCE OR MINOR REPAIRS

There are three specific categories to minor repairs that we will use as follows:

- Emergency repairs
- Urgent repairs
- Routine repairs

We will aim to complete minor repairs within the following timescales:

- Emergency repairs – within 24 hours of being reported.
- Urgent repairs – within 5 working days of being reported.
- Routine repairs – within 22 working days of being reported.

We will regularly monitor if we are meeting the above category timescales and report our performance to our tenants, our Board, our staff and the Executive and Leadership Team.

At all times, our contractors will make an appointment with tenants in order that the work is undertaken at a time that is convenient for them. The appointments will be on either a morning or afternoon basis.

We will aim to carry out a minimum of 20% pre-inspections for responsive repairs reported, with an appointment being made with tenants to help diagnose and respond to complex repairs issues.

Where the reported repairs fall outside MHA responsibility to complete, the tenants will be advised accordingly.

7. VOIDS MAINTENANCE

Whenever a property is vacated, we will carry out an inspection promptly to determine what works need to be undertaken to ensure the property meets our Lettings Standard before letting it again.

We will ensure all works required to meet Health and Safety requirements for the property and certifications are completed to meet the gas and electrical safety regulations prior to the property being occupied. A valid Energy Performance Certificate (EPC) will also be obtained, ensuring a minimum rating E is achieved.

Most repairs will be completed prior to the new occupants moving into their homes. However, to ensure we are able to let our properties as quickly as possible, some repairs may be completed after the home has been occupied. We will inform the tenants of all the outstanding works and programme these to be completed as soon as possible.

8. CYCLICAL MAINTENANCE

This is work that needs to be done on a regular cycle, and includes the following:

- External decorations and any prior to painting repairs to all our properties when required.
- Checking and clearing of gutters, gullies and down pipes.
- Internal decorations of communal areas where they exist in our properties.

9. PLANNED MAINTENANCE/MAJOR REPAIRS

Our objective is to keep our homes maintained to the Decent Homes Standard. To that extent we will prioritise work on properties that fall below this standard.

We will undertake stock condition surveys on a regular basis, but not less than at five yearly intervals, which will be used in conjunction with an asset management strategy to:

- Ensure that our properties meet the decent home standard.
- Provide a good service to tenants and maintain a high standard of accommodation.
- Preserve the association's assets and protect our investments.
- Set achievable and affordable targets for future property investment.
- Improve control over maintenance expenditure.

10. DEFECTS LIABILITY PERIOD REPAIRS

For newly built buildings, the repairs and maintenance are managed through the contractors who constructed the building for the first year from the building completion. The terms and conditions of these will be outlined within each building contract. This is known as the Defect Liability Period.

All repairs reported during the Defects Liability Period will be referred to the building contractor who will carry out the repairs to the time periods specified in the acquisition contract.

11. AIDS AND ADAPTATIONS

MHA commits to facilitating and supporting independent living by carrying out aids and adaptations to meet the special needs of individuals to enhance their quality of life and, where appropriate and possible, enable them to remain in their current home.

Aids are additional equipment installed to assist the usability of and mobility around a resident's home. An adaptation is an alteration to an existing installation in a resident's home that assists the usability of and mobility around a resident's home.

Aids and adaptations are split into major or minor, with varying timescales, cost and the amount of actual work required. Some examples include:

Minor (cost up to £600.00)

- grab rails
- Door alterations
- Handrails
- Lever taps

Major (cost over £600.00)

- Stair lifts
- Low access baths
- Provision of level access showers
- raising electrical sockets
- lowering switches

MHA assists eligible residents to secure aids and adaptations to their homes by directly undertaking the work where the request is for a minor aid or adaptation or assisting the resident in accessing Occupational Therapy assessments and applying for a Disabled Facilities Grant (DFG) from their LA if the request is for a major aid or adaptation.

For minor work we will aim to complete the work within 20 working days. This may be dependent on the need to get advice and support from specialist organisations. Major aids and adaptations will be dependent on the approval of a DFG by the Local Authority; therefore timescales will be dependent on this. Furthermore, adaptations that require major building work are subject to planning permission and building regulations and therefore the timescales for completion will be longer.

MHA will service and maintain all aids and adaptations supplied by us or where the responsibility has been passed to us by the local authority. We will also replace these at the end of their economic life provided they are still demonstrably required.

12. DAMP AND MOULD

MHA has approved a Damp, Mould and Condensation Policy which defines how the organisation will address instances of Damp and Mould in its Properties. MHA will abide by the requirements of this policy.

13. PROPERTY HEALTH AND SAFETY COMPLIANCE

MHA will ensure that it meets all its legislative and regulatory requirements to ensure the safety of occupants in their homes. We have policies and procedures in place for the six key areas for property health and safety compliance:

- Gas safety and Servicing Policy.
- Fire safety Policy.
- Electrical Safety Policy.
- Asbestos management Policy.
- Control of Legionella Policy.
- Lift Safety Policy

14. RECHARGEABLE REPAIRS

Rechargeable repairs occur where there is a need to carry out a repair and it is reasonable for MHA to conclude that the repair is the tenant's responsibility. Examples of circumstances where MHA will recharge tenants for the full costs associated with a repair include:

- Willful damage, vandalism, negligence, destructive actions by the tenant or visitors to the property
- Forced entry is required owing to lost keys.
- The out of office hours emergency call-out system being misused.
- No access to specifically arranged appointment or emergency call out.

Where a repair is rechargeable the tenant will be advised accordingly and be given the option to either arrange for the repair to be completed themselves or if they require MHA to complete the repair to make full advance payment. A payment plan may be agreed with the tenant where a full advance payment will cause financial hardship.

Where the repair is an emergency and could result in further damage to the property or where there is a health and safety risk, the repair will be completed and the tenant advised of the recharge costs.

Where an emergency call out is made for a non-emergency repair the tenant will be recharged the full cost of the call-out.

The Association will take all reasonable steps to recover the costs associated with rechargeable repairs in line with our debt recovery processes. This may include small claims action or legal action if appropriate.

Tenants owing monies for rechargeable repairs may not be considered for a transfer to another MHA property until the debt has been paid in full.

Where rechargeable repairs are found at the end of a tenancy the former tenants will be pursued through our debt recovery procedures and may not be considered for another MHA tenancy until the recharge costs have been paid in full or a repayment plan has been agreed and maintained.

15. LEASEHOLDER AND SHARED OWNERSHIP OBLIGATIONS

MHA will not carry out repairs for leaseholders where the terms of the lease state that a repair is their responsibility. Leaseholders repair responsibilities are set out in detail within the individual lease agreement. The same recharge approach will apply for leaseholders as for tenants. MHA will not carry out repairs to homes we manage for third parties unless expressly identified in formal agreements.

16. MAINTENANCE CONTRACTORS

We will maintain an approved list of contractors who will carry out repairs and maintenance for MHA. For a contractor to be accepted onto this list they must be able to demonstrate:

- They have adequate public and employer's liability insurance
- They are good employers with a high awareness of all relevant health and safety
- Have a good equality diversity policy and demonstrate its practical implementation. In the absence of an equality and diversity policy to commit to follow the principles contained in the MHA policy
- Their employees are appropriately qualified and registered in line with industry requirement
- They can demonstrate a high-quality standard of work
- They have the relevant tax forms in place

As a significant local employer and purchaser of services and goods, MHA's endeavor is to support the local economy by contracting local businesses and entrepreneurs to make a collective contribution that benefits the social, economic life of our community.

Where feasible and with due consideration of procurement rules, MHA will prioritise local maintenance contractors and suppliers from the Bradford district and surrounding areas. MHA, as a BME housing association, recognises the disadvantages which BME led maintenance contractors can face when procuring contracts. For this reason, MHA will support and empower small businesses and BME contractors by helping them to better understand procurement processes of the sector that will improve their confidence and prospects when making procurement submissions. It is only through a fair, ethical and equal consideration in procurement that MHA can assure itself of contributing to an inclusive and well integrated productive local economy.

The Head of Property Services will ensure that the MHA process is followed for any contractor to be accepted on the MHA approved list.

17. BUDGET AND AUTHORISATION

The Board will approve the repairs and maintenance budget every year for each of the different categories of repairs. The Board delegates the expenditure of this budget to the Executive Team as per the prevailing Financial Regulations.

Minor repairs by their nature will be generally of such an amount that we will place an order with the relevant approved contractor. But where larger amounts need to be spent, we will follow the procedures as detailed in the Financial Regulations.

All Cyclical and Major Repairs will be tendered to a minimum of three contractors. The tenders will include a detailed specification of works required. At all times the Financial Regulations and the Tender Procedure will be followed.

18. ACHIEVING VALUE FOR MONEY

MHA is committed to operating as an efficient and effective business and places demonstrating value for money and the heart of everything we do. To obtain assurance that MHA is achieving value for money we will:

- Obtain independent benchmarking of our costs and performance data with our peers.
- Negotiate high value component costs with local suppliers.
- Use procurement clubs for purchasing services and major repairs.
- Ensure MHA's financial regulations are followed in the procuring of works.
- Obtain independent customer satisfaction feedback.

19. ZERO TOLERANCE

MHA has zero tolerance towards the abuse of any staff or contractors by residents. All tenants of MHA are expected to treat all staff with respect and dignity. This means that they must refrain from behaving in a way that is aggressive, threatening, abusive, or insulting. Nor must they engage in any behaviour, intentional or otherwise, that constitutes harassment or discrimination. MHA will take reasonable measures to protect staff from such behaviour where appropriate.

20. COMPLAINTS

There will be occasions when the repairs and maintenance service we deliver may fall short of the high standards we aim to achieve and our tenants expect. All complaints will be dealt with in accordance with our Feedback and Complaints Policy with any learning being used to improve the way we deliver our services.

21. CHANGE TO SERVICES DUE TO UNFORSEEN CIRCUMSTANCES

There may be instances whereby the repairs services we provide to our customers is disrupted, delayed, postponed, or suspended. Examples of such occurrences include, but are not limited to:

- Financial difficulties faced by the organisation.
- Other business decisions that are needed to be made.
- Staff shortages.
- An outbreak or pandemic affecting the community or country.
- External environmental factors.

At all times we will ensure that we adhere to our statutory and regulatory responsibility and manage any unforeseen changes accordingly. The wellbeing of tenants, staff and contractors will always be at the forefront of any decision that has to be taken and clear communication will be provided to keep everyone informed and updated.

22. CONFIDENTIALITY & DATA PROTECTION

Under the Data Protection Act 1998 and the General Data Protection Regulations 2018 (GDPR) a tenant has the right to see any information stored about them on computer, or in a paper file. Under these terms, the Association will of course respond to requests made in writing, to have access to information held about them.

23. EQUALITY & DIVERSITY

Manningham Housing Association is a BME Association, committed to addressing the housing needs of primarily, but not exclusively, BME communities.

In carrying out these obligations, the Association is committed to a policy of fair and equal treatment for all its tenants, employees, and applicants, regardless of religion, sexual orientation, age, class, racial origin, sex, disability, or marital status as determined in the Association's Equality and Diversity Policy.

24. MONITORING AND REVIEW

MHA's Board and executive team review key performance indicators (KPI's) on a regular basis to ensure that the repairs and maintenance service is delivered to a high standard.

The Repairs & Maintenance Manager will meet with each of our approved contractors on a regular basis to provide feedback and to agree improvement where these are required both from the contractor or MHA.

The Director of Operations has overall responsibility for the on-going monitoring of the policy through the work of frontline staff, particularly those engaged in property maintenance. The policy will be reviewed every three years unless statutory changes or

good practice guidance require a review to be carried out sooner.

Policy Name	Repairs and Maintenance
Equality Impact Assessment Completed	Yes
Date Approved by the Committee	July 2024
Next Review date	July 2027
Lead Officer	Deputy Chief Executive/Director of Operations