



## **CARE HOUSING ASSOCIATION**

### **MAINTENANCE REQUEST POLICY**

#### **1. Purpose**

Care Housing Association (Care) is committed to providing accessible, high quality, supported living homes with high quality maintenance and furnishings provision. We are reflective of our customers' needs and will endeavour to provide prompt and informed feedback with regard to request for maintenance.

#### **2. Policy Statement**

Care's housing management services include maintenance and renewal of properties fixtures, fittings, furnishings and, on occasions, carrying out necessary adaptations. Care will provide a transparent and reasoned response to any requests for non-responsive maintenance and renewal of fixtures, fittings and furnishings; and, on occasions, requests for adaptations. This may include requests for the following:

- Flooring renewal
- Replacement white goods
- Decoration
- Adaptations to improve the home environment for our tenants
- Improvement to the external environment to the benefit of our tenants, e.g. landscaping
- Replacement sanitary ware
- Replacement kitchens

Our customers are able to propose maintenance requests in a number of different ways:

- Through the dedicated Care phone number
- In person during property visits
- In writing

All maintenance requests will be considered and responded to within 14 days. Consideration will be given to the following when considering requests:

- Reason for maintenance request
- Cost of approval
- Planned maintenance forecasts
- Planned cyclical works
- Condition of existing fixtures, fittings, furnishings

Care has a planned programme of works which we will discuss with you on request.

Where the repair is of a responsive nature, the tenant can report the repair via telephone, email, or via the enquiries section on our website. The repair will be logged and responded to in line with our repair standards:

- Emergency – within 4 hours
- Urgent – within 4 days
- Routine – within 21 days.

### **3. Responsibility**

The designated officer responsible for implementation and monitoring of this policy will be the housing officer.

### **4. Equality and Diversity**

We are committed to respecting diversity in all aspects of our work and we will not tolerate any form of discrimination.

### **5. Commitment and Review**

Care will formally review this policy every three years.

*Review Date - January 2019*

*Next Review Due – January 2022*