



CARE HOUSING ASSOCIATION REPAIRS AND MAINTENANCE POLICY

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| Implementation | Repairs & Maintenance Policy |
| Written by | Mark Heywood, November 2022 |
| Last Review Date | November 2022 |
| Next Review Date | November 2025 |

1. Purpose

Care Housing Association (Care) is committed to providing accessible, high quality, properties. To ensure homes are maintained to this standard it is necessary to have a robust repairs and maintenance policy which includes responsive, day to day repairs.

2. Policy Statement

Care keeps the structure and associated services of all the assets for which it is responsible in a good serviceable state of repair and compliant with all relevant health and safety legislation. Care will maintain up to date records of both repairs carried out and information regarding the condition and energy efficiency of the assets for which we are responsible.

2.1 Responsive Repairs

Care provides a 24 hour repairs service. All works are prioritised, and the tenant and support team notified of the priorities and timescales. The target times for responsive maintenance are:

- Emergencies, both in and out of hours, will be attended within 4 hours.
- Urgent repairs - 4 days
- Routine - 21 days

Emergency repairs include loss of power, uncontrollable water leaks, repairs that cause a loss of use/service or a risk to health and safety of the occupants.

Urgent repairs include minor contained leaks, repairs that cause partial loss of use/service but are manageable in the short term, a repair that is causing no immediate health and safety concerns but has the potential to cause a risk if not attended within 4 days.

Routine repairs are all repairs that do not cause any risk to the building or occupants, do not prevent normal use/service and will not become a risk if left unattended for up to 21 days.

Tenants can report repairs to Care via the repairs phone line on a 24-hour basis. Repairs requested out of hours, bank/public holidays or during periods when the office is closed will be diverted to Care's call handling service.

Routine repairs can also be reported via email.

If timescales are not met, we will provide an explanation to our tenants and ensure measures are put in place to ensure timescales are met consistently going forward.

All tenants will be offered an appointment for routine repairs to be inspected\undertaken. We will also ensure our tenant's specific needs are taken into account and communicated with our contractors, e.g. specific instructions regarding the impact a visit to their home may have on a tenants behaviour and any challenges this could have for our contractors; and/or the arrangements needed to make an appointment.

2.2 Health & Safety Compliance Works/Checks/Planned Preventative Maintenance

Care has a regime of works, checks and/or inspections to ensure that Care complies with the requirements of the various Health & Safety legislation and, as far as possible, proactively prevent unplanned breakdowns or interruptions to services.

Care will employ suitably qualified, experienced contractors, consultants, and engineers to undertake the health & safety risk assessments, works, checks and/or inspections.

Care will implement the recommendations of the risk assessments and keep all appropriate records of health & safety risk assessments, works, checks and/or inspections.

2.3 Planned Works Programme

Care have established an annual planned works programme. The programme includes cyclical works such as redecoration, gutter cleaning, jet washing and the planned replacement of components across developments and in properties.

Cyclical works are generally set by the accepted intervals such as 5 yearly for redecoration or annually for gutter cleaning.

The planned replacement of components is originally scheduled when the development/property is taken into management. The intervals between the replacement different are set using the accepted life cycles for the components. The life cycles and replacement intervals are reviewed occasionally and shortened or lengthened to ensure, based on Care's experience, the intervals are realistic.

In addition to regular visits to all properties by Care's Housing Management Operations staff the Asset Management Team will carry out inspections of 20% of the properties annually, to review the condition of the components across the development and in the properties.

3. Responsibility

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

4. Equality and Diversity

Care is committed to respecting diversity in all aspects of our work, and we will not tolerate any form of discrimination.

We recognise that there is the potential for impact across the characteristics of Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex or Sexual Orientation.

Where we are made aware of or identify customers with specific needs, we will be proactive in targeting our communication and support appropriately and consider any specific needs individually.

5. Commitment and Review

Care will formally review this policy every three years. Care will consult with residents if material changes to this policy are proposed.