



CARE HOUSING ASSOCIATION MAINTENANCE REQUEST POLICY

Implementation Date	8th February 2022
Created By	Mark Heywood (Asset & Compliance Manager)
Committee Review Date	February 2022
Next Review Date	February 2025

1. Purpose

Care Housing Association (Care) is committed to providing accessible, high quality, supported living homes with high quality maintenance and furnishings provision. Care's services are reflective of our tenants' 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 tenants are able to propose maintenance requests in a number of different ways:

- By phone via the dedicated repairs line – 0800 014 9442
- By email via the dedicated repairs email address – repairs@careha.co.uk
- In person to the Housing Officer during property visits
- In writing to Care's office address: Suite 29 Hardmans Business Centre, New Hall Hey Road, Rawtenstall, BB4 6HH

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

- Reason for maintenance request
- Cost of approval
- Planned maintenance forecasts
- Planned cyclical works
- Condition of existing fixtures, fittings, furnishings
- Consequences of not completing the requested works

Care has a planned programme of works which will be discussed on request.

Where the repair is of a responsive nature, the tenant or a member of their support team can report the repair via Care's dedicated repairs phone line or email address or via their Housing Officer as above.

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

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.