

Responsive Repairs Policy

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1.0 Summary	2
2.0 Scope	3
3.0 Principles	3
4.0 Roles and Responsibilities	4
4.1 Retirement Living and Extra Care Senior Leadership Teams.....	4
4.2 Scheme Managers	4
4.3 Contractors.....	6
4.4 Residents	6

5.0 Timeline for Repairs	7
6.0 Emergencies and significant events	8
7.0 Training and Awareness	8
8.0 Equality, Diversity, and Inclusion	9
9.0 Complaints	9
10.0 Other information	9

1.0 Summary

Housing 21 is committed to maintaining our properties to a high level and we acknowledge that the delivery of a high quality, cost-effective and safe repairs service is a priority for our residents. This Responsive Repairs Policy sets out roles and responsibilities with regards to responsive repairs and maintenance and explains what our residents can expect from us.

The policy fulfils the relevant terms set out in Tenancy and Leasehold Agreements with our residents and ensures our compliance with relevant statutory responsibilities, including the Regulator of Social Housing's Home Standard.

This document should be read in conjunction with the following documents:

The Residents' Handbook: A document which is provided to all residents to ensure they can get the most out of living in a Housing 21 property and designed to cover all frequently asked questions.

The repairs FAQ s that gives Scheme Managers guidance on how to order and process a repair on our housing management system as well as how to add or to delete a contractor on our housing management system.

The Repairs Handbook: An internal toolkit for Scheme Managers which sets out the key procedures and considerations for the effective management of responsive repairs.

2.0 Scope

Repairs are defined as: “restoring to good working order, fixing or mending”. Repairs may include replacing parts, where necessary”.

This Responsive Repairs Policy is concerned with reactive repairs and maintenance work that Housing 21 conducts at its schemes, often in response to requests raised by residents about their property. Responsive repairs are also conducted within communal spaces when the need arises.

Where a scheme is in its first 12 months following hand over from development, the individual defects agreement should be referred to before raising a repair using a local contractor.

Depending on whether a resident rents or owns/part owns their property, there will be some differences in what repairs they are responsible for within their own home and what repairs Housing 21 is responsible for. This is explained in full in the Resident Handbook and the Leasehold repairs guidance. Housing 21 will not commission repairs that residents are responsible for but can provide information on local contractors.

This policy does not cover or apply to any planned or major works, routine maintenance works or resulting remedial repairs that Housing 21 conducts.

3.0 Principles

The key principles adopted by Housing 21 in setting and implementing this Responsive Repairs Policy include:

- Housing 21’s properties will meet or exceed the Government’s Decent Home Standard and will fulfil relevant health and safety requirements.
- We will maintain our properties in good repair and suitable to the needs of the older people who live in them.
- We will create clear and reasonable expectations for residents on the proper maintenance and upkeep of the property they occupy.
- We will provide a high quality and responsive repairs service, aiming to resolve issues first time and within reasonable timescales.

- We will provide a cost-effective responsive repairs service and demonstrate value for money in our decision making and procurement activities.
- We will prioritise, measure and report residents' satisfaction with our responsive repairs service and pursue opportunities to continually improve this based on feedback from our residents.
- We will develop and review this Responsive Repairs Policy in collaboration with residents.
- Complaints regarding the responsive repairs policy or handling of repairs, including disrepair will be managed in accordance with Housing 21's Complaints Policy.

4.0 Roles and Responsibilities

Set out below are the key roles and responsibilities in delivering this policy.

4.1 Retirement Living and Extra Care Senior Leadership Teams

The Retirement Living & Extra Care Senior Leadership Teams are responsible for the monitoring, oversight, and application of this policy and for ensuring it is developed through engagement with our residents.

In accordance with the Regulator of Social Housing's Tenant Satisfaction Measures Standard, Housing 21's leaders are responsible for collecting and providing relevant information to support our residents in scrutinising the performance of our responsive repairs service, including overall satisfaction with the quality and timeliness of repairs undertaken.

4.2 Scheme Managers

The term Scheme Manager is used in this policy to refer to a range of customer-facing housing roles in Housing 21's operational structure including Housing and Care Managers, Housing Managers, Assistant Housing Managers, Local Housing Managers, and other equivalent roles.

Housing 21 operates a devolved operating model with a locally responsive housing management service at each scheme. The Scheme Manager is

responsible for being the first point of contact for residents when a repairs request is made and should take the necessary steps to ensure an effective resolution of the issue in accordance with Housing 21's procedures for repairs management, which are covered in Housing 21's Repairs Handbook.

When considering the work required to respond to a repair request, Scheme Managers must consider the personal characteristics and requirements of the resident and consider if any reasonable adjustments to Housing 21's procedures are required to achieve suitable outcomes for them.

Scheme Managers are responsible for reviewing, varying, and managing costs for repairs in accordance with Housing 21's Financial Delegated Authority Policy. In certain relevant circumstances, the Scheme Manager should take steps to recover repairs costs via Housing 21's Building and Contents insurance cover.

The Scheme Manager is responsible for resident satisfaction with the responsive repairs service, which includes suitable communication on what action will be taken, when it will be taken as well as keeping the resident up to date with progress, particularly when access to their home is required.

The Scheme Manager is also responsible for managing arrangements with repairs and maintenance contractors and for ensuring suitable quality and value for money outcomes are achieved for each responsive repair.

As part of regular and ongoing resident engagement activities, the Scheme Manager should actively seek feedback on resident satisfaction with the responsive repairs service and, where relevant, implement opportunities for improvement as a result.

Resident complaints about the responsive repairs services should be responded to in the first instance by the Scheme Manager and in accordance with Housing 21's Complaints Policy.

4.3 Contractors

Housing 21's responsive repairs are to be conducted by SSIP (Safety Schemes in Procurement) approved contractors. However, there may be occasions where a different form of accreditation is applied. A current list of the accepted accreditation can be found on the Housing Toolkit and by contacting the Procurement Team. A current list of approved contractors is held by Housing 21's Procurement Team.

Repairs and maintenance contractors used by Housing 21 are expected to follow a Code of Conduct which includes health and safety standards and acceptable behaviour. The full code is available from the Scheme Manager.

4.4 Residents

Residents in Housing 21 properties should fulfil the requirements of their Tenancy/Leasehold Agreement and act in accordance with Housing 21's Residents' Handbook.

Residents should keep their home in good decorative order and repair any damage to Housing 21 property caused by them, members of their household, or their visitors. Residents do not have to repair damage caused by fair wear and tear.

Residents should report to the Scheme Manager as quickly as possible any repairs or faults to their property and may have to pay for any damage or additional works caused because of not reporting any repairs or faults. Additionally, residents may be recharged for repairs such as lock changes in accordance with the Housing 21 recharge procedure.

If an emergency repair is required and the Scheme Manager is not available (out of hours), residents should raise a repairs request by using their emergency call system to contact Appello or call 03333 214067. This information is also available on scheme notice boards and in the local Court Service Agreement.

Residents should allow Housing 21's authorised contractors or employees into their home to inspect and carry out repairs and improvements and are required to make reasonable efforts to be available for appointments confirmed with contractors.

When a tenancy ends, residents may be liable for reasonable repairs costs, charged by Housing 21, if the property is not returned in a suitable condition after allowing for a fair level of wear and tear.

Once a year, residents are requested to provide feedback on their experience of the responsive repairs service in a survey.

5.0 Timeline for Repairs

To ensure the most serious issues are addressed first, Housing 21 organises repairs into three categories:

Emergency: The most serious of issues that we will seek to resolve within 24 hours.

Urgent: Important repairs that need to be addressed quickly that we will seek to resolve within seven calendar days.

Routine: Issues that need addressing but are less urgent and can be scheduled in, ideally resolved within 28 days.

Housing 21 will always strive to complete emergency and urgent repairs within the given timescales. Routine repairs will normally be completed within 28 days, however, there may be occasions where this is not possible due to the resident not being available or where a resident would prefer a local contractor to complete the works. Any extension to the 28-day timescale will be agreed with the resident.

In addition to meeting the above timescales, Housing 21 will seek to ensure that all its contractors take a right first-time approach to the completion of responsive repairs. Adopting this approach will minimise disruption for the resident, provide better value for money and improve customer satisfaction.

Further information on this categorisation of repairs can be found in the Residents' Handbook. Housing 21's aim is to achieve a satisfactory resolution of responsive repairs requests at first attempt.

6.0 Emergencies and significant events

Residents will be given notice of when access to their property is required to carry out required repairs or maintenance works. However, in the exceptional event that emergency access is required, the Scheme Manager has a master key for each home and may enter at any time, such as to carry out emergency repairs.

The master key will only be used in accordance with the Housing 21 Control of Scheme Keys and Use of Key Safe policy and procedure.

In the exceptional circumstances that a resident is required to vacate their property for a temporary duration due to the need for emergency responsive repairs and maintenance, Housing 21 will provide alternative accommodation for the resident for the duration of the repair, to minimise disruption to them.

7.0 Training and Awareness

Scheme Managers will be suitably trained on how to manage the responsive repairs service and will receive regular and timely management information on how the service is performing. A Repairs Handbook is available for Scheme Managers to refer to.

Residents will be made aware of their rights and responsibilities within their Tenancy/Leasehold Agreement, which is supported by the Residents' Handbook.

Scheme Managers will actively engage with residents at each scheme to manage overall satisfaction with the responsive repairs service.

8.0 Equality, Diversity, and Inclusion

Housing 21 aspires to embed diversity and inclusion within all our organisational activities to enable these principles to become part of our everyday processes. This Responsive Repairs Policy and related procedures will be applied fairly and equitably, irrespective of residents' personal characteristics. When engaging with our residents on their satisfaction with the responsive repairs service, Housing 21 will actively seek feedback from the full diversity of our resident population.

To ensure inclusive outcomes from the responsive repairs service, consideration of individual requirements may necessitate reasonable adjustments to how this policy is applied or repairs are provided, and this should be considered on a case-by-case basis. This includes, but is not limited to, consideration of adaptations to meet the needs of residents with disabilities.

9.0 Complaints

Complaints about any aspect of the responsive repairs service can be made to the Scheme Manager and will be managed in accordance with Housing 21's Complaints Policy.

10.0 Other information

- [Residents Handbook Digital.pdf](#)
- [Repairs Handbook.docx](#)
- [Complaints and Compliments Policy and Procedure.docx](#)
- [Financial Delegated Authority Policy.pdf](#)
- Link to TSMs (Tenant Satisfaction Measures) reporting on website once available
- [Aids and Adaptations Policy and Procedure.docx](#)
- Link to Resident Re-charge Procedure once available