



Policy Outline

Responsive Repairs Policy – Reviewed September 2009

OVERALL PURPOSE

West North West homes Leeds Responsive Repairs policy outlines our approach to managing the responsive repairs service. It provides a link to the Asset Management Strategy and sets out our commitment to high quality service delivery with an aim of achieving sustainable communities, highly satisfied customers, value for money and our company vision Putting customers first

INTRODUCTION

West North West homes Leeds will ensure that:

Responsive repairs continues to be a high priority service. Responsive repairs provides the key service to the majority of tenants and leaseholders within the area. In any one year at least 90% of tenants make use of or are impacted by the repairs service.

WNWhL seeks to provide a highly responsive service, whilst recognising the need to be proactive and undertake an effective planned and programmed maintenance programme.

West North West Homes Leeds aims to provide a repairs service that is

- Sensitive to the needs of the individual
- Efficient
- Responsive and flexible
- Accountable
- Fair
- In line with our published service standards and Asset Management Strategy

West North West homes Leeds aim's to provide a repairs service for you that:

- Meets the high standards expected by our customers and ourselves
- Ensures the properties remain in a good standard and safeguard the future of the property
- Value for money is achieved

In order for us to achieve this we will ensure that the responsive repairs service meets the following criteria

- A 24hr – 7 days a week service for genuine emergency repairs. We will attend an emergency repair within 3 hours and complete any works within 24 hours wherever possible. If an emergency repair is reported outside of normal working hours and needs immediate attention, we will usually attend within 3 hours.
- For all repairs, we will either order the repair immediately or arrange a pre inspection to check exactly what needs doing
- If the job requires an inspection, we aim to carry out a survey within 10 working days
- We will offer and agree appointment times which are convenient for you and confirm this in writing to you. In most cases you will have the option of a morning, afternoon or some evening and Saturday morning appointments.
- Where we have your telephone details, we will ring you on the day of the appointment to confirm when we expect to arrive.
We will send a fully trained operative on the day and at the time agreed. All our operatives will always wear corporate uniforms, show official identification, present themselves in a professional manner and treat you with courtesy and respect.
- When a repair is completed, the job will always be left in a neat and tidy condition. Operatives will ensure that dust covers are used when required and will wear overshoe covers when required.
- If it is not possible to complete the job during the first visit, we will explain why and make another appointment before leaving.
- Where we can we will send you a text message as a reminder the day before the booked appointment
- Operatives will comply with current Health & Safety legislation and relevant codes of practice
- We will make provisions for your individual needs e.g.) Disability, religion, faith.
- We will seek to provide female repair operatives at your request.
- We will offer a password facility to ensure Customers safety and to meet their disability need
- Operatives will carry introduction cards in different languages.

West North West homes Leeds will ensure that high quality Customer Care is delivered at all times ensuring we are committed to all our customers with the provision of feedback and performance information regularly, supporting all other related legislation, policy and procedures

Service Standards

1. We will respond quickly when an emergency repair is reported to us, visiting within 3 hours. Where the repair can't be completed immediately we will complete the job the next day.
2. We will deal promptly with all urgent repairs reported to us and complete work within 3 working days.
3. We will complete all non-urgent repairs reported to us within 20 working days
4. Where we have to visit to pre-inspect before giving approval for a repair to be completed, we will attend within 8 working days.
5. We will agree an appointment date convenient to you, confirm this in writing and keep the appointment.
6. We will ring you on the day of the appointment, where we have contact details, to confirm when we expect to arrive.
7. Where we have details, we will text customers head of the appointment date to remind them we will be visiting.
8. We will complete all repairs properly and well, cleaning up after ourselves and leaving all jobs in a neat and tidy condition. We will measure customer satisfaction with the repair service each month. All customers who reported a repair will have the opportunity to return a satisfaction survey.
9. We will treat all our customers and their property with courtesy and respect, act professionally and always show identification cards when visiting homes.
10. Our tradesman will be appropriately and professionally dressed to carry out the work expected of them and will wear corporate uniforms.

PERFORMANCE MEASURES

We will monitor the implementation and delivery of services through this Policy through: the following indicators

Average time to complete non-urgent repairs – Year end target 10 days

We will measure and report % urgent repairs completed within Government timescales.

We will measure and report % of repair appointments made & kept

% Emergency & urgent repairs - Year end target 28%

Overall Satisfaction with Repair Service – Year end target 98%

'Ring before /Ring after' Customer Satisfaction (RARA) Year end target 97%

Reality Check customer satisfaction (quarterly) Year end target 98%

% responses by diversity for customer satisfaction 98%

Pre-Inspection satisfaction (quarterly) Year end target 98%

% of pre-inspections attended to within 10 working days - Year end target 85%

% of orders cancelled - Year end target 5%

Average time to complete batched repairs – Year end target 30 days

Number of orders outstanding over 12weeks – Year end target 500

% of post inspections completed – Year end target 10%

% of pre inspections – Year end target less than 10%

Responsive Repairs Policy

1. Statement of Intent

- 1.0 WNWhL aims to deliver an effective and efficient responsive repair service in line with the service standards agreed with our customers.
- 1.1 We aim to achieve a balance between meeting need, giving choice and equality to customers, creating and maintaining sustainable communities and Decent Homes, and achieving Value for Money when the responsive repair service.
 - 1.2.1 WNWhL will fulfil its legal requirements in relation to asset repairs and maintenance, ensuring customers are given clear information relating to our void procedures and standards relating the delivery of these.
 - 1.2.2 WNWhL will plan some repairs to ensure that they achieve VFM. Non urgent repairs such as replacement windows and doors are completed via the planned repairs approach. We will use historical repair data to help plan and prioritise planned repairs.
 - 1.2.3 Your Commitment to us:

- You will allow reasonable access for work to be completed to your home.
- You will ensure that you notify us of any alterations that you may wish to carry-out in your property and obtain our permission prior to the work being carried out.
- You will notify us of any repairs required within your home as soon as they become apparent
- You will pay for any damage that you, members of your household or visitors to your property may cause wilfully.
- There are some minor repairs you will be responsible for. Full details of these minor repairs can be found in your Tenants Handbook or see 2.12 within this policy document

2.0 Outline of Service

2.1 The repair duties of West North West Homes Leeds are set out in the Section 11 of the Landlord and Tenant Act 1985.

A) We must keep your home in good condition. We will repair and maintain:

- The structure and exterior of the building - roofs, walls, floors, ceilings, window frames, external doors, drains, gutters, outside pipes.
- Kitchen and bathroom fixtures - basins, sinks, toilets, baths.
- Electrical wiring and gas and water pipes.
- Heating equipment and water heating equipment.
- any communal areas around your home - stairs, lifts, landings, lighting,
- Paving, shared gardens, and rubbish chutes.

B) We will maintain any paintwork to the outside of your home at regular intervals.

C) We will do repairs in a reasonable time. When you report a repair we will tell you when the work will be done by (this depends on how urgent it is) or if it will need to be inspected.

D) We will clear up after a repair. We will leave your decoration as close as possible to how it was before the repair was done. However if redecoration is necessary we will offer a decoration voucher to contribute towards the cost of the work. In special circumstances where a customer is themselves unable to carry-out the decoration work because of disability or vulnerability then west North West homes Leeds can make arrangements for a cheque for the awarded amount to be made out to the Customer.

E) We will send you written confirmation when a repair has been ordered to your home and whether the repair comes under the Right to Repair legislation.

F) Tenants have the right to have their repairs completed within the timescales specified in the Repairs Service Standards.

- G) If tenants install a gas heater or gas water heating appliance with permission we will maintain and service them. Gas heating appliances installed will become West North West Homes Leeds property on termination of the tenancy.
- H) When carrying out gas safety checks in properties West North West Homes Leeds will shut down any unsafe gas appliances that it has no responsibility to maintain.
- I) West North West homes Leeds will carry-out repairs to adaptations once the guarantee period has lapsed.
- J) West North West homes Leeds will carry out quality control checks to 10% of all completed work, including day to day repairs, planned and batched repairs. These checks will be for different repair types, property types and adaptations. They may also be carried out jointly with our repair contractors. Within the 10% of inspections we aim to carry-out post inspections on all works in excess of £500.
- K) West North West homes Leeds will arrange a pre inspection if the customer is unable to fully explain the problem or surveying measures, schedules, specifications etc are required prior to ordering repair work. We will aim to attend less than 10% pre inspections
- L) West North West homes Leeds will offer a repair survey (M.O.T) to customers who have not requested a repair for a period of two years. This is to identify repairs that may be required and plan the required repairs to ensure VFM

2.2 Failed appointments for repairs

Where an operative fails to keep an internal repair appointment without good reason, and did not let customers know in advance, we will credit the rent account with £10.00 (charged to the contractor). This applies to internal appointments through our four main contractors, Connaught, Kiers, Heat, and West Gas. For customers who receive full Housing benefit we may offer a gift voucher as an alternative to crediting their rent account. Full details are available through the Compensation Policy for failed appointments.

2.3 Home Visits

When visiting customers' homes for repairs WNWhL staff and its contractors will carry and will show formal identification. If the person calling does not have identification, customers will be entitled to refuse access. We will also use a password facility for our customers who have requested this service and for disabled customers

2.4 Customer Choice

West North West Homes Leeds is committed to offering customers choice in repair and improvement works to their homes where it reasonably can. With responsive repairs, fixtures and fittings will normally be repaired or replaced like for like.

2.5 Repairs Completed In One Visit

West North West homes Leeds partnering contractors will try to ensure that repairs are completed in one visit to the customer's home wherever possible. If the repair cannot be completed in one visit we will agree an appointment to return and complete the work.

2.6 Keeping Our Customers Informed Of Delays

If a repair requires parts or materials that need to be ordered, the repair may not be completed within the timescale. In this case West North West homes Leeds or its contractor will inform the customer of the likely date for repair completion.

2.7 Redecoration

Internal decoration of homes is a tenant's responsibility. Occasionally when carrying out some repairs, minor decorating will be required. West North West homes Leeds will always try and ensure any damage is kept to an absolute minimum and if necessary will offer a decoration voucher to contribute towards the cost of the work, or where necessary WNWhL may offer an alternative for disabled or vulnerable customers.

2.8 Previous Tenants Fixtures and Fittings

West North West homes Leeds may not be able to maintain items left by previous tenants and may remove them as an alternative to carrying out repairs. We will normally only maintain those fixtures and fittings installed by previous tenants that West North West Homes Leeds has a responsibility or wish to provide, such as kitchen fittings, showers over baths.

2.9 Provision of Fencing

Fencing will only be renewed if there is a health and safety risk. (Main road property with children, ginnels and dropped edges). Rear garden fencing is the Tenants responsibility except for instances of health and safety. WNWhL have set criteria which need to be met when considering fencing renewals.

- If there is a health & safety risk
- If the property is on a main road and the customer has young children
- If the property is on a ginnel/passageway
- If the garden is tiered in height.

If the above criteria are not fulfilled then fencing will not be provided.

2.10 Repair Categories

Priority 1 Emergency Repair

- We will attend to make safe any emergency repair within 3 hours from the reported time and return to complete the repair within 24 hours if required. **If a**

repairs is reported as an emergency, which is later deemed to be a non emergency repair you will be recharged in line with our Recharge Policy

Examples of emergency repairs

1. Total loss of electricity
2. Serious roof leaks
3. Serious water leaks
4. Total heating failure in winter months (1st November – 30th April)

Priority 2 Urgent Repair

- We will attend and complete urgent repairs within 3 working days

Examples of urgent Repairs

1. Heating failure in summer (1st May – 31st October)
2. Broken stair tread
3. leaking waste
4. Faulty tap (seized)
5. Fire door repairs

Priority 3 None Urgent Repairs

- We will attend and complete non urgent repairs within 20 working days

Examples of non urgent repairs

1. Repair door
2. Plaster repairs
3. Repair window furniture
4. Repair door furniture
5. Ceramic tiling

Planned Batched repairs

- We will complete Planned Repairs within 90 days

Examples of planned Repairs

1. Fencing to front of property only
2. Tarmac paths
3. Kitchen units
4. Garage repairs
5. New doors
6. Isolated windows
7. Rainwater goods

2.11 Access to the Repairs Service

Customer can access the service via –

- Free phone (0800 915 1113)
- Visit us at www.wnwhl.org.uk
- E mail us at wnwhl.enquiries@wnwhl.org.uk
- Call in to your local office
- Write to us at Westfield Chambers, Lower Wortley Road, Leeds LS12 4PX.

2.12 Who is responsible for what?

Item 4 2

| item | Who is responsible? | | item | Who is responsible? | |
|--|---------------------|-----|---|---------------------|-----|
| | WNWH | You | | WNWH | You |
| Guttering and downpipes | √ | | Sockets and switches | √ | |
| Heating systems | √ | | Solid-fuel system | √ | |
| Hot water cylinder jacket | √ | | Stair lighting - shared | √ | |
| Immersion heater (unless installed by us) | √ | | Steps and entrances - shared | √ | |
| Keys (lost or stolen) and associated lock changes | | √ | Toilet pan and cistern | √ | |
| Light fittings | √ | | Toilet seat (except for elderly people) | √ | |
| Locks to windows and doors (installed by us) | √ | | Shared TV aerials | √ | |
| Mechanical ventilators (installed by us) | √ | | Individual TV aerial or satellite dish | | √ |
| Pest control | | √ | Walls outside boundary | √ | |
| Plastering (except decorative plaster cracks less than 5mm wide) | √ | | Wash basin, sink bowl and drainer | √ | |
| Plumbing | √ | | Water supply (cold) | √ | |
| Shower unit (installed by us) | √ | | Window catches | √ | |
| Skirting boards | √ | | Window frames | √ | |
| Smoke detector (hard wire) | √ | | Window handles | √ | |
| | | | Window sills | √ | |
| | | | Wiring circuits (including fuse box) | √ | |

| Item | Who is responsible? | | Item | Who is responsible? | |
|--|---------------------|-----|--------------------------------------|---------------------|-----|
| | WNWH | You | | WNWH | You |
| Damage caused by you, a member of your family or visitor (including accidental damage) | | √ | Decoration inside the home | | √ |
| Damage caused by criminal activity (unless you have a police crime number) | | √ | Decoration outside | √ | |
| Bath | √ | | Door adjustment to fit carpets | | √ |
| Bath, basin and sink plugs and chains | √ | | Doorbell | | √ |
| Blockages to sink, wash basin, bath or toilet | √ | | Door chain | | √ |
| Ceilings | √ | | Door entry systems | √ | |
| Chimney and flue | √ | | Door handles inside (except kitchen) | | √ |
| Chimney sweeping | √ | | Door nameplate | | √ |
| Clearing the blocked gulley of rubbish | | √ | Doors internal | √ | |
| Clothes post | | √ | Doors external | √ | |
| Cooker (unless on cooker scheme) | | √ | Downpipes (rain and soil) | √ | |
| Cooker switch or socket | √ | | Drains | √ | |
| Curtain batten or rail | √ | | Electric fire installed by us | √ | |
| Damage due to forced entry by the police | | √ | Electric wiring and fittings | √ | |
| Damp-proof course | √ | | Electric storage heater | √ | |
| | | | Floors except floor coverings | √ | |
| | | | Gardening and trees | | √ |
| | | | Gas-fired warm-air-system | √ | |
| | | | Glazing | | √ |

2.13 Planned repairs

WNWhL recognise the economic benefits to our customers of carrying out some (particularly larger scale) repairs on planned maintenance basis rather than carrying out responsive repairs. Some types of responsive repair may therefore be included in a larger planned or major repair programme where:

- Multiple properties require the same type of repair
- The value or volume of the work suggests a planned approach would achieve better value for money than a series of responsive repairs.
- The work is planned to take place within the next 12 months.
- Work has been identified from the Decent Homes Surveys

We will plan repairs by collating historical repair data. We will also analyse current repair trends to plan for future planned schemes.

2.14 Void repairs

Prior to commencement of Tenancy, we will have inspected the property to ensure that it meets WNWhL Lettings standard with regards to its condition. Work that has been completed whilst the property was void will be guaranteed for a period of 28 days from tenancy commencement.

2.15 Disrepair

Section 11 of the Landlord & Tenant Act 1985 imposes an obligation on the Landlord to keep in repair the structure and exterior of the property. If we do not carry out these repairs you may be able to take legal action against the ALMO for disrepair

Tenants responsibilities:

- WNWhL must be told about any disrepair so that action can be taken.
- WNWhL would not have responsibility to repair damage caused by you
- WNWhL would not have responsibility to repair faults which are the Tenants responsibility under the Tenancy Agreement.

WNWhL obligations:

- WNWhL must carry out any necessary repairs to the property in accordance with the dedicated timescales.
- WNWhL must complete repairs to a satisfactory quality and standard

3.0 Specific Needs

3.1.1 West North West Homes Leeds will take into account the specific needs of our diverse communities, including race, disability, gender, sexual orientation, age, religion and faith.

- We will offer translation and interpretation services upon request and ensure that our staff are aware of the relevant procedures
- We will offer passwords for disabled and vulnerable customers to ensure their safety
- We will seek to provide female operatives upon request
- We will consider the needs of religion and faith practices when carrying out repairs
- We will seek to comply with the Every Child Matters and Adult & Childrens Safeguarding policies and raise staff awareness

4.0 Consultation

4.1 Consultation on the WNWhL Responsive Repairs Policy has taken place with customers through the Asset Management Customer Sounding Board, contractors, and other key stakeholders. There were no adverse comments received.

5.0 Implementation

- 5.1 Members of West North West homes Leeds Board, the Chief Executive, Heads of Services the Responsive Maintenance Manager are responsible for ensuring that this policy is implemented.
- 5.2 It is the responsibility of all West North West homes Leeds' employees to ensure that their work is carried out in line with this policy and procedures relating to it.
- 5.3 We will introduce all the necessary information and procedures into all our training packages with staff, Contractors and other stakeholders

6.0 Monitoring

- 6.1 West North West homes Leeds will monitor Customer satisfaction levels to ensure all client groups are being considered to assist West North West homes in the development of healthy neighbourhoods and communities
- 6.2 West North West homes Leeds will measure contractor performance by managing repairs performance and cost through post inspections and report its findings. We will benchmark performance and satisfaction levels with other Organisations locally and nationally. We will use local and performance targets to measure performance against our Service Standards.
- 6.4 West North west homes Leeds will provide clear and accurate information on the overall service and unit costs and review cost effectiveness so that both value for money and business efficiencies can be achieved.
- 6.5 West North West homes Leeds will monitor the number of emergency orders raised and consider preventative actions to reduce the number by reviewing emergency repair criteria, monitoring contractor feedback and recharging where emergencies are raised inappropriately in accordance with the Recharge policy.
- 6.6 West North West homes Leeds will respond to complaints within 10 working days. We will also monitor the number of complaints received and learn from them to improve service delivery and increase customer satisfaction.

7.0 Review

In preparation for delivering this policy during 2009 West North west homes Leeds has reviewed and taken into account new or emerging government legislation and government and council policies.

As a result, this policy now fully reflects, and is inclusive of the issues arising from those policies and legislation, and considers the impacts arising.

The revised policy therefore reflects amendments to the following:

- 7.1 Performance measures have been reviewed for 2009/10. All performance targets have been reviewed following Customer feedback

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- 7.2 The Organisations focus on reducing emergency orders – we will monitor the number of emergency orders raised and may recharge for repairs that are not emergencies.
- 7.3 Repair obligations – We will carryout repairs that we are responsible for. Tenants may be recharged for some repairs in line with WNWhL Recharge Policy.
- 7.4 Text ahead service – we will text customers where we have contact details the day before the agreed appointment date.
- 7.5 WNWhL approach to planned repairs – we will plan some responsive repairs to achieve better value for money
- 7.6 WNWhL approach to responding to and learning from complaints – we will investigate and respond to complaints within 10 working days.
- 7.7 Contractor performance measures including post inspections – we will measure contractor performance on appointments kept, average days to complete non urgent repairs, Customer Satisfaction.
- 7.8 Repair priorities – We will arrange suitable appointments and attend within the agreed timescales.
- 7.9 Access to service – we have many points of access to the repairs service eg: WNWhL website, neighbourhood offices, and telephone access.
- 7.10 Adaptation repairs – we will carryout repairs to adaptations once the guarantee period has expired.
- 7.11 Fencing policy – we have a set criteria for renewing fencing. We will renew fencing for H&S reasons.
- 7.12 Disrepair – we will carryout repairs according to the Tenancy Agreement.
- 7.13 Void repairs – we will carryout repairs to empty properties in line with the Lettings Standard.

8.0 Legislation

- 8.1 West North West homes Leeds aims to develop strong partnership working with its contractors delivering the service and will therefore work alongside and link strategies and policies which include, but not be limited to, the following. New or emerging legislation and new policy for 2009 include

Asset Management Strategy

Duty of Repair - Section 11 of the Landlord and Tenant Act 1985.

Asbestos management Strategy

Tenant Support Policy

Vulnerability Policy and Strategy

Customer Care Strategy

Complaints/Compliments Policy

VFM & Procurement Strategy

Cohesion and Diversity Strategy

Access to Services Strategy
Customer Involvement Strategy
Adaptations Policy

