

GREEN VALE HOMES

POLICY**REPAIRS & MAINTENANCE**

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1. Introduction

Green Vale Homes believes that its repairs and maintenance service should be of the highest quality. The company will achieve high standards in all areas of its repairs and maintenance service to ensure tenant satisfaction and also to protect the condition of its housing stock.

In order to achieve continuous improvement the company will set targets and monitor and review its performance in this area. The object being to focus on customer service, cost-effectiveness and technical innovation.

2. Statement of Priorities

The clear priority of the Board and officers of Green Vale Homes is to meet the commitment to improve and modernise all of its existing homes, bringing them up to a high standard within an agreed timescale.

This commitment formed a key part of the consultation process over the proposal to transfer homes from Rossendale Borough Council to Green Vale Homes. The commitment to tenants is outlined clearly in the "offer document", various newsletters and communications as well as tenant meetings.

Over 5 years, each of Green Vale Homes will be brought up to decent homes standard by 2010 and the "Rossendale Standard". This standard will then be maintained through a programme of day to day, cyclical and annual repairs.

Our dwellings will :-

1. Be free from structural defects that effect the soundness and stability of the dwelling.
2. Provide an effective barrier to the elements and normal patterns of weather, with no penetrating or rising dampness.
3. Provide affordable warmth through the provision of adequate insulation and an efficient heating and hot water system.
4. Provide a safe electrical installation conforming to current IEE requirements with adequate provision of power outlets and lighting points.
5. Provide an effective means of escape in the case of fire and be resistant to the spread of fire, have fire detection and alarm systems fitted.
6. Provide adequate sanitary fittings with bathing and/or shower facilities, together with hygienic surfaces, a clean supply of drinking water and a satisfactory drainage system.
7. Provide rooms for sleeping that are separate from other habitable rooms.
8. Provide security measures to deter crime.

9. Provide an aesthetic appearance and design features
10. Provide full access measures for people with disabilities in accordance with Part M of the Building Regulations
11. Provide an in-curtilege garden area with approach paths, parking, clothes drying and refuse facilities, together with adequate fencing, boundary demarcation and gate appropriate to the dwelling type

Green Vale Homes objectives for the Improvement Work

- a) to meet the all guarantees to tenants
- b) to maximise the economic benefits to Rossendale both through directly creating employment and training opportunities in the construction work and the purchase of goods and services locally
- c) to involve tenants in the packaging of the work and providing tenants choice
- d) to develop an investment programme with the aim of maintaining sustainable communities
- e) to deliver the programme in line with Best Value principles/good practice

3. Definitions

3.1 This policy applies to all tenants of the company. In respect of leaseholders, Green Vale Homes will provide for the repair and maintenance of the basic structure and common areas as outlined in individual leases.

3.2 Responsive (day to day) Repairs

Repair or replacement of faulty or broken facilities at the tenant's request.

3.3 Cyclical (planned) Maintenance

Preventative repairs to prolong the life of the stock, in line with determined life cycles of elements of the properties.

3.4 Annual Maintenance

Servicing of gas appliances, lifts, door entry systems etc.

3.5 Improvements

Refurbishment and Improvement work to bring properties up to decent homes and the Rossendale Standard by 2010.

4. Key Principles

In all areas of repairs and maintenance related work, the company will strive to uphold the following key principles :

- to adhere to the Housing Corporation Performance Standards (Standard I)
- work in line with best practice, taking on board guidance from the National Housing Federation and other bodies
- meet legal requirements for repairs (eg as in section 11 of the Landlord & Tenant Act 1985, Housing Act 1985, Housing Act 1988, Housing Act 2004, Housing Health and Safety Rating , Defective Premises Act 1972 ,and the Building Regulations
- provide clear and accessible information on repairs and maintenance procedures to tenants and service users.
- provide an efficient, responsive and quality service within a culture of continuous improvement.
- ensuring the principle of equal opportunities is central to working procedures
- all aspects of the work will be covered by clearly set out and agreed service standards

5. Policy and Practice

- 5.1 Green Vale Homes will achieve the good repair and improvement of its stock by identifying, planning and making adequate financial provision for the various programmes of work, which will be reviewed regularly. The recently completed comprehensive stock condition survey will be constantly refreshed in order to provide vital statistical information for present and future programming of work.
- 5.2 The Company will provide an effective and efficient responsive repair service, which meets its legal and contractual obligations, ensuring that these activities are carried out with probity and ensuring value for money. (See appendix 1 for list of categories of work and associated target times)
- 5.3 The investment programme will be carried out following full and comprehensive consultation with tenants in the shape of estate planning events, correspondence, meetings and home visits.
- 5.4 The Company will seek to achieve a combination of quality and value for money for its tenants in the area of repairs, maintenance and improvement. Further details are contained in the procurement policy.
- 5.5 The Company will carry out the investment programme through a strategic partnering arrangement conforming to modern procurement methods, Egan principles and achieving Best Value. The partnering principles will ensure:
 - Tenants will be involved in various stages of Contractor selection
 - Contractors measured on price and quality
 - Open Book valuations
 - Supply chain management
 - Shared vision and objectives
 - Risks jointly identified

- Key performance indicators to measure success of delivery
- Teams operating in an open and honest culture

5.6 Responsibilities and procedures for repair and maintenance are detailed in the company's "responsive repairs" and "programmed works" manuals as well as the Tenants Handbook. However, some of these are outlined below :-

Responsibilities Green Vale Homes

- The repair and maintenance of the structure and exterior of all dwellings and common areas
 - The repair and maintenance of installations for the supply of water, gas, electricity, sanitation, space and water heating
 - Ensuring that all properties are fit for habitation
 - Ensuring that all fire fighting equipment supplied is adequate, regularly inspected and serviced
 - The repair and working order of all lifts and communal lighting.
- 5.7 The company will provide an effective and responsive repairs service to its tenants. The Company will publish the targets for standards of performance to be achieved in undertaking the repair and maintenance service. It will also ensure that there is access to a 24-hour service for repairs requiring urgent attention outside normal working hours.
- 5.8 **Day to Day (Responsive) Repairs** – the Company publishes its responsibilities and details of the service in the Tenants Handbook and as part of the Tenancy Agreement. The Company will operate a Quality Assessment framework to ensure the quality and physical completion of ordered work on site. A risk-based approach, including structured customer feedback, will be adopted. Under certain circumstances compensation may be payable to tenants in the case of disrepair or a repair not being carried out.
- 5.9 **Right to Repair** –Green Vale homes will honour the right to repair provisions in section 121 of the Leasehold Reform, Housing and Urban Development Act 1993
- 5.10 **Annual Maintenance** – The Company will undertake annual servicing of all its gas appliances, fire fighting equipment and lifts etc.
- 5.11 **Cyclical (Planned) Maintenance** – The Company will undertake a 5-year cycle of external repairs and decoration of communal areas of flats and sheltered housing. It will also undertake the periodic replacement or renewal of roofing and electrical wiring as required.
- 5.12 **'Catch up' Repairs and Improvement Work** – The Company has agreed to complete all catch up repairs identified in the Stock Condition Survey within five years of the housing transfer.

- 5.13 **Voids** – the company will undertake all necessary repairs in order to bring a void property up to the lettable standard.
- 5.14 **Rechargeable work** – At any time during the tenancy, damage caused by tenants or visitors to the property will be identified and dealt with in an appropriate manner. Where the statutory responsibility remains with the company, and/or there is a health and safety risk, the damage will be repaired and the costs charged to the tenant. In other instances a range of options will be pursued eg requiring the full or part payment of rectification costs before work is put in hand.
- 5.15 **Aids and Adaptations** – The Company will consider all tenants who require aids and adaptations work and refer to the Occupational Therapist and will employ the services of an occupational therapist as required to facilitate assessments..

6. Consultation

Consultation with tenants, leaseholders, service users and contractors is of the highest priority for the company in carrying out its repairs and maintenance objectives. Tenants will receive details of policy, procedures and standards in the Tenants Handbook. Tenants groups will receive feedback of performance on a regular basis.

7. Review

This policy will be reviewed in line with the relevant Best Value review or at least every 2 years.

Appendix 1 - Categories of Work and Target Times

<u>Priorities</u>	<u>Categories</u>	<u>Time Periods</u>	<u>Definition</u>
Emergencies	1	made safe within 8 hours	tenants handbook
Urgent	2	within 5 working days	tenants handbook
Non urgent repairs	4	within 20 working days	tenants handbook

Void Repairs

This involves work required to domestic properties for re-letting purposes

<u>Priorities</u>	<u>Categories</u>	<u>Time Periods</u>	<u>Definition</u>
Standard void	3	10 working days	
Exceptional void	3	15 working days	

Categories are selected according to the date at which the new tenancy is required and the type and extent of the work to be carried out