



Buildings, Repairs & Maintenance Policy

Version:	V2 (Replaces Property Service Standards)
Date Reviewed:	14 th June 2023
Date Approved:	
Review Procedure:	Annually
Review Date:	14 th June 2024
Owner:	Highstone Housing Association
Document Controller:	Housing Manager

1.0 Overview

Highstone Housing Association (HHA) are required to ensure that all our properties meet the minimum standards set out by law and are kept fit for habitation. We pride ourselves on high specification properties that exceed minimum standard and meet our core values:

- To make a positive difference
- Work in partnership
- Be innovative and responsive.

2.0 Repair & Improvement Types

2.1 Reactive Repairs

Reactive repairs or day to day repairs are funded from rental income and are defined as those repairs which are carried out on a responsive basis as the need arises and are not deferred for inclusion in planned maintenance programmes. Reactive repairs need to be reported at the earliest point to make sure they are dealt with effectively to stop further avoidable damage. These repairs are usually reported by tenants or the support provider. HHA have produced a Repairs & Maintenance “a guide for tenants” which provides further detailed information of how to report reactive repairs.

2.2 Planned Maintenance

Each year HHA carry out planned maintenance work to our properties in line with our business planning process and maintenance plan which shows the associations maintenance work for the next 5 years. The works we carry out are a result of stock condition surveys, current legislation, discussions with HHA board members, support providers and tenant feedback. These will be planned projects identified through the planned maintenance schedule and business planning process.

Tenants and stakeholders will be notified of any planned maintenance work that is due to be carried out, and HHA will commit to keeping tenants informed at all stages.

2.3 Cyclical Maintenance

This covers the planned servicing of buildings and associated elements to prevent the gradual deterioration of components and finishes. Cyclical maintenance is essentially preventative or protective and is largely predictable, periodic testing and servicing of installations. Types of work covered are gas safe checks, electrical equipment testing, lift servicing, door entry system servicing, specialist equipment servicing, fire safety checks, grass cutting and grounds maintenance.

2.4 Rechargeable Repairs

Some repairs are required as a result of deliberate damage or neglect by the tenant, tenants visitors and support provider's. These repairs are rechargeable repairs. Where HHA needs to undertake repairs of this nature, in line with the tenancy agreement or the respective service level agreement. The costs incurred to repair the damage will be the responsibility of the tenant or support service and will be invoiced accordingly.

2.5 Void Repairs

HHA will identify void repairs in empty properties through a pre inspection and post inspection. HHA will work towards ensuring stock is turned round and available for let with a maximum 5% void stock at any one time.

2.6 Aids and Adaptations

HHA will carry out a range of medical adaptations that have been assessed and requested via a qualified Occupational Therapist to support tenants to live as independently as possible. HHA is committed to fund certain smaller aids and adaptations of under £500.00. In cases where there are significant aids, and adaptations over and above the smaller aids budget, HHA will work with differing government bodies to secure adaptations budgets where possible.

3.0 Stock Condition Surveys

Detailed inspections of HHA housing portfolio, both internally as well as externally will be conducted on a rolling 3 year structure. The survey supports HHA to evaluate the condition of each building element and allows HHA to plan improvement works to maintain the condition of property stock whilst adhering to the Government's 'Decent Homes Standard'. The survey will look at the following key areas:

- External – the roof, rainwater goods, walls, windows, doors, fences, and paths
- Internal – Kitchen, bathroom, heating systems, electrics and insulation

We will also make a note of the general structure of the property (both internal and external) and any communal areas

4.0 Repairs Handling

HHA will provide a dedicated repairs team to log repairs and manage repairs from end to end. HHA will keep the following computerised records:

- Property register to record all details of individual properties, with or without a tenancy.
- All repairs requested, dates, works instructed and associated costs.
- All planned maintenance and repair programme activity.
- Preferred sub-contractors and suppliers.

4.1 Categorisation and Response Times

All repairs will be managed and categorised by HHA. HHA will be responsible for determining the categorisation of a repair, and whose decision will be final;

Categories and response times examples:

Emergency Repairs	Attention within 24 hours	These repairs relate to damage which could affect the health, safety or security of the tenants or the building if the repair is not attended to immediately
<ul style="list-style-type: none">• Major water leak that cannot be stopped with a stop cock• Major electrical failure, no lighting or power within a property• Risk to security of property such as a broken window or lost key• Tenant unable to gain access to property due to loss of key or door entry system failure• Fire alarm sounding and will not re-set / silence• Blocked drainage that is coming up within a property• Toilets where the tenant only has access to one toilet• Significant roof leak that compromises health and safety• No heating or hot water (winter months only)• No cold water to the property• Gas leak		

<ul style="list-style-type: none"> • Passenger Lift Entrapment 		
Urgent Repairs	Attention within 48 hours	These are repairs that are not an emergency, but cannot wait to be dealt with as routine repairs.
<ul style="list-style-type: none"> • Water leak that can be managed by turning stop cock off • No hot heating or hot water (summer months) • Partial electrical failure, such as sockets in one room have fused / not working • Fire alarm sounding due to a fault but can be silenced and there is no evidence of fire • Faulty appliance, where the appliance is maintained by Highstone. • Lift Failure • Lifting Equipment 		
General Repairs	Attention within 28 days	All other routine repairs come into this category.
<ul style="list-style-type: none"> • Putting in new taps or resealing baths and sinks • TV aerials not working • Re – fixing slipped or missing roof slates • Changing lightbulbs that covered / sealed units. • Adjusting kitchen doors 		

Delays may occur in circumstances outside the control of HHA, such as extreme weather, denied access, non-availability of materials, availability of specialised engineers and unforeseen circumstances.

4.2 Pre Inspection

When necessary, we will inspect a repair to establish the extent of, or the responsibility for the work required, before any orders are issued. Where this is necessary, the target response time will start from when the inspection is completed.

4.3 Post Inspection

HHA will inspect every repair costing in excess of £1000 and a random selection of all other repairs. This will support HHA to monitor quality of materials, workmanship, and effectiveness

5.0 Repair Reporting Options

HHA are committed to providing various options to report repairs to make this accessible for all our tenants 24 hours a day. HHA will strive to ensure new options to report repairs are considered, reviewed and consultation held with tenants to support the ease of reporting a repair.

There are currently 3 ways to report a repair

On our website www.highstoneha.co.uk/contact/report-a-repair

Email repairs@highstoneha.co.uk

Call 01484 609189 during office hours
 0330 058 4090 out of office hours (emergency repairs only)

6.0 Tenant Satisfaction

HHA will contact tenants and support providers to complete tenant satisfaction surveys in relation to the repair service HHA offer. This will support improvements to the repairs service, and actively involve our tenants to influence change.

7.0 Complaints

In cases where tenants or stakeholders are unhappy with the standard of their property, or any aspect of the repairs service then a complaint can be made via the following channels:

- Speaking to a staff member of Highstone, such as a Housing Officer
- By Phone 01484 609189
- Paper Complaints Form
- Website Form www.highstoneha.co.uk/contact/give-feedback/
- By Email complaints@highstoneha.co.uk

Document Control

Changes made and why	Sections	Date	By	Date approved by board
Reduction from £1000 to £500 for small aids budget, relative to size of organisation.	2.6 Aids & Adaptations.	14/06/2023	KI	
Lifting Equipment and Passenger entrapment added.	4.1 Categorisation and Response times			