



Repairs & Maintenance Policy

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1 Introduction

- 1.1 Ekaya Housing Association (Ekaya) is committed to delivering an excellent repairs and maintenance service that meets residents' needs, delivers high levels of resident satisfaction, delivers value for money and supports Ekaya to maintain the properties it owns and manages.
- 1.2 This policy sets out Ekaya's broad aims for its repairs and maintenance service.

2. Context

- 2.1 The Repairs and Maintenance service is arguably the most important service Ekaya delivers to residents. Repairs and maintenance account for a significant proportion of Ekaya's expenditure. The service is very likely to have contact with nearly all residents every year. So it's vitally important the repairs and maintenance service is right for residents and right for Ekaya. This policy has been developed to take account of current legislative, regulatory and good practice requirements in relation to delivery of effective repairs & maintenance service.

3. Legislation

- 3.1 Ekaya will abide by relevant legal and statutory obligations. The list below is not exclusive and subject to change with new legislation which Ekaya will always keep abreast of. Key legislation is listed below:

- The Equality Act 2010
- Housing Act 1985, 1988 1996 & 2004
- Gas safety (installation & Use) Regulations 1998
- Asbestos (Prohibitions) Regulations 1992
- Public Order Act 1986
- Electrical Equipment (Safety) Regulations 1994
- The Regulatory Reform (Fire Safety) Order 2005
- The HSE's Approved Code of Practice and Guidance L8 "Legionnaires' disease: the control of legionella bacteria in water systems"
- Building Regulation 2010
- Health & Safety at Work Act 1974
- Management of Health and Safety at Work Regulations 1999
- General Data Protection Regulation (GDPR) 2016
- Homes (Fitness for Human Habitation) Acts 2018

4. Definition

- 4.1 Services covered under this policy include:
 - Repairs including Out of Hours (OHH) Service

- Planned Maintenance
 - Cyclical Maintenance
 - Adaptations
 - Recharges
- 4.2 This policy relates to all properties, including any fixtures, fittings (including those for the supply and use of gas, electricity and water), gardens, paths, hedges, fences, garages and outbuildings Ekaya owns and used by the occupant with the exception as set out in 4.4 below.
- 4.3 Areas shared by two or more residents, such as hallways, stairwells, lifts and landings, parking and drying areas, corridors, grassed areas, paths and roads unless they are managed by an external Managing Agent.
- 4.4 Responsibility for private gardens grass cutting, maintenance of shrubs, garden fences and trees lies with the resident and are not covered by this Policy with the exception of fences that border footpaths, public land or rights of way.
- 4.5 Responsibility for all internal decorations to tenanted homes lies with the resident with the exception of cases where damage results from negligence on Ekaya's part.
- 4.6 If a resident has applied to buy their property, repairs will be carried out in line with the landlord's responsibilities to keep the property weather-tight and secure, but no improvement works will be carried out during the application process.
- 4.7 Where Ekaya does not own the freehold and only has repairing responsibilities for items within the property of a block or estate, Managing Agents should be contacted to undertake repairs that fall within their responsibility as outlined within the agreed terms of the lease.
- 4.8 Repairing obligations are clearly defined through the Tenancy Agreement or that of the lease or shared ownership agreement.

5. Reporting Repairs

- 5.1 Ekaya can be contacted for repairs through various means as indicated below:
- By telephone
 - Reporting to staff
 - By emails or letter
 - Ekaya is looking to develop its digital offer to residents and will develop online services in consultation with residents
- 5.2 When a repair is reported, residents will be given a work order number for their repair and advised of the priority that has been given for the repair (see Section 6 below).
- for urgent appointments, residents will be contacted within 24 hrs by Ekaya's

contractor to confirm the appointment date and whether it is an AM or PM appointment

- For routine repairs, residents will be contacted within 5 working days of reporting the repair to agree the appointment date and whether this is an AM or PM appointment.

5.3 **No Access/Missed Appointments:** If a resident makes an appointment but fails to keep it a no access card is left and Ekaya is notified. Where an appointment has been made and the resident did not provide access, we may charge the resident for the missed appointment, in accordance with Ekaya's Recharge Policy. For urgent and emergency repairs the contractor will not re attend and the resident will need to contact Ekaya if the repairs are still required. For routine repairs the contractor will attempt again to confirm an appointment.

6. Repairs Classification

There are broadly two kinds of repairs – day to day repairs and planned maintenance. Day to day repairs are carried out where something breaks or stops working or becomes damaged. The repair is a reaction to a problem.

Planned maintenance is carried out by looking at the age and condition of significant elements within a property, like the roof, windows, kitchen, bathroom and heating system. We give these elements lifespans and subject to survey, will plan to replace these elements when they reach the end of their lifespan.

We use our stock condition survey to determine an annual programme of planned works, subject to inspection and budget.

6.1.1 Day to Day / Responsive Repairs/ Reactive Repairs

Repairs reported by tenants will be classified by the Repairs Team into a specific category based on the risk involved. There are allocated target times for completion of each repair.

- Emergency-To be completed within 24 hours
- Urgent- Complete within 5 working days
- Routine- Complete within 20 working days
- **OHH** (Out of Hours) Complete within 4 hours. This is usually when the office is closed and is to call and make safe, rather than complete a repair.

6.1.2. **Right to Repair:** If your repair is not completed after you have reported the repair for the second time, there may be other remedies available under the right to repair legislation which, Ekaya must abide by. However, there are exceptions to the Right to repair under Right to Repair Regulations 1994. Some of the exceptions to the Right to Repair are as follows:

- ✓ Where a resident has told Ekaya that they no longer want the qualifying repairs to be carried out
- ✓ Where severe weather conditions prevent the contractor from completing the repairs

- ✓ Leasehold properties
- ✓ Where parts are needed to complete the repair are on order
- ✓ Where there have been access issues.

6.2. Planned Maintenance/ Capital Works

Ekaya will carry out Planned Maintenance on an annual basis using information from the stock Condition Survey, as well as our own internal knowledge of the stock. Broadly we expect key planned elements to have the following lifespan as a minimum:

Component	Lifespan
Bathroom	30 years
Kitchen	20 years
Heating System	15 years
Roof	70 years
Windows	20 years

Ekaya ensures homes are maintained and improved to the 'Homes Standard' as set out by the Homes & Communities Agency.

Ekaya will consult with residents to agree the 'Ekaya Standard' for kitchens and bathrooms and will ensure that where possible residents will be given choices for these important improvements.

The aims of our planned maintenance programmes are to maintain homes to a good standard, improve the thermal efficiency and reduces residents' running costs for homes where possible.

6.3 Aids & Adaptations

Ekaya commits to facilitating and supporting independent living, by carrying out minor alterations to meet the special needs of individuals to enhance their quality of life and where appropriate enable them to remain in their current home. Ekaya maintains a small budget to directly assist with minor adaptations. Where more significant adaptation works are required, we will support residents to apply to their local authority for a Disabled Facilities Grant (DFG) to fund the works. Where possible Ekaya will request an Occupational Therapists (OT) assessment. Ekaya will continue to maintain any adaptations that are made.

7. Landlord & tenant Responsibility

Ekaya and Resident Repair responsibilities

Ekaya has a legal responsibility to keep properties in a safe and suitable state of repair for tenants to live in. The list below identifies the repair responsibilities of both the landlord and the resident:

Type of repairs	to be carried out by:		Unless
	Ekaya	Resident	
Drains, gutters, outside pipes	√		locked by tenant
Roof and chimneys	√		
Outside walls and windows	√		Damaged or broken by tenant
Internal walls, doors, floors, etc.	√		Damaged caused by tenant
Decorations to internal doors, floors, walls etc.		√	
Loose floorboards	√		
Plasterwork	√		
Repairing and decorating minor plaster cracks		√	Damaged by Ekaya's contractor doing a repair
Paths and steps to property	√		
Our boundary walls and fences	√		
Sinks, baths, toilets, waste pipes	√		Broken or blocked by tenant
Electric wiring, sockets, switches, fuse board	√		Caused by misuse or tenant's faulty equipment
Electric plugs, fuses, light bulbs		√	
Gas pipes or appliances	√		
Water pipes and heaters	√		
Central heating and fitted fires	√		Unless fire fitted by tenant
Door bell		√	Hard wired
Curtain rails, coat hooks		√	
Bath and sink plugs and chains		√	
Changing tap washers (leaking tap)	√		
Toilet seats and covers		√	
Internal doors, handles and catches		√	
Clothes drying lines		√	
Plumbing leak from tenant's washing machine, bath etc.		√	
Extractor fan filters		√	
Redecoration after condensation/mould		√	Damp cause by a building defect
Changing lock, cutting new keys		√	
Redecorating and repairs after plumbing leak or flooding (bath toilet, washing machine, etc.)		√	
Pests – mice etc.	√		Pests (Ekaya is responsible for this in a block where it affects communal areas or multiple flats.
Ceiling roses		√	

Bath panel	√		
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8. Gas Servicing

- 8.1 Ekaya is committed to ensuring all homes with Gas supply have a valid Landlord Gas Safety Record (LGSR) certificate. Ekaya will service all gas appliances and boilers for all properties within 12 months of the previous service date.
- 8.2 It is essential that residents provide access to Ekaya's contractor for the annual gas test and servicing. Ekaya and our contractor will try all reasonable means to arrange an appointment in good time to complete the service. Where access are denied, Ekaya will commence legal proceedings to gain access and we will seek to reclaim the costs of doing so from the resident.

9. Equality & diversity

This policy will be implemented in accordance with Ekaya's Equality and Diversity policy and contractors will be required to have in place a suitable procedure for ensuring fair and accessible service delivery.

10. Abuse of staff or contractors

Ekaya has a zero tolerance approach to abuse of any staff or contractors by residents or others. All residents of Ekaya are expected to treat all staff with respect and dignity. This means that they must refrain from behaving in a way that is aggressive, threatening, abusive, or insulting. Nor must they engage in any behaviour, intentional or otherwise, that could constitute harassment or discrimination. Ekaya will take reasonable measures to protect staff from such behaviour where appropriate. Resident who threaten or abuse staff or contractors, or permit others to do so will be in breach of their tenancy agreement and such actions may risk legal action.

11. Resident Engagement

- 11.1 We pride ourselves on our service delivery and we are passionate about engaging residents to help us shape the services we deliver. We will involve our residents in:
- Shaping and monitoring repairs and maintenance services
 - Agreeing and reviewing service standards with residents
 - The selection of key contractors
 - Contract & performance monitoring
 - Shaping our policies for repairs and maintenance.

12. Monitoring & Evaluation

Ekaya will evaluate and measure its performance and benchmark itself against other registered providers through the use of performance Indicators. These include:

- Job completion data
- Resident Satisfaction
- Appointment made & kept
- First time fix
- Gas Compliancy
- Health & Safety reporting
- Inspection of work

13. Value for Money

13.1 This policy plays a significant part in the successful delivery of Ekaya's approach to Value for Money. Demonstrating the effective management of our assets through the maintenance and repair of residents' homes is integral to our Value for Money approach.

13.2 Where possible we will explore opportunities for joint procurement to gain economies of scale.

13.3 Through effective contract management, Ekaya will ensure contractors deliver year on year efficiencies in both quality and cost of service delivery. This will include learning from best practice, annual reviews of the supply chain and maximising buying power to reduce costs and increase efficiency.

14. Review

14.1 This policy will be reviewed every three years or where there is any change in legislation or regulation that requires this policy to be updated.

15. Policy Approval

Approval Date:	
Approval By:	Policy & Performance Committee
Policy Owner:	Head of Operations
Policy Author:	Property Services & Asset Manager
Consultation Completed:	September 2021
Next Review Date:	

16.Links to related policies/strategies

This policy has links to the following documents:

- Asset Management Strategy
- Gas Servicing Policy
- Fire Safety Policy
- Water Safety Policy
- Electrical Safety Policy
- Asbestos Policy
- Lift Safety Policy
- Code of Conduct for Contractors
- Equality and Diversity Policy
- Recharge Policy