

Responsive Repairs Policy

1. Aims

- 1.1 The aim of this policy is to ensure that Onward manage responsive and void repairs effectively, offering a service that meets the needs of our customers and complies with Onward's high maintenance standards.
- 1.2 We will also comply with relevant industry regulatory requirements, contractual tenancy obligations; implied statutory obligations under s11 L&TA 1985; RoSH Home Standard (incorporating Decent Homes obligations) and HA 2004 safety standards.
- 1.3 The Responsive Repairs Policy will help to ensure that there are consistent, efficient, well managed repairs services and systems across the business. Onward will also ensure that robust processes are in place to ensure the safety and well-being of our customers, employees and the general public when delivering our repair obligations.
- 1.4 This policy has been developed to ensure that all relevant persons are aware of the repair obligations of Onward and its customers.

2. Scope

- 2.1 This policy applies to responsive and void repairs at all Onward properties, where required under the terms of the tenancy agreement, statute or lease agreement.
- 2.2 These repairs will be carried out to the building fabric, building services, communal areas and existing boundary walls/fences of all general needs, sheltered and supported properties to keep in repair all of Onward properties.
- 2.3 Specifically excluded from this policy are planned capital and cyclical repairs, improvements and planned revenue maintenance.
- 2.4 Repair obligations for Onward's commercial and leaseholder portfolios are detailed within the individual lease agreements.

3. Policy

- 3.1 Onward will provide an effective, responsive and accessible repairs service for our customers.
- 3.2 Responsive and Void repairs will be completed in accordance with the tenancy or lease agreement, necessary legislation and statutory obligations. The Regulatory Home Standard requires all registered providers to:
 - a. Provide a cost-effective repairs and maintenance service to homes and communal areas that responds to the needs of, and offers choices to, tenants, and has the objective of completing repairs and improvements right first time
 - b. Meet all applicable statutory requirements that provide for the health and safety of the occupants in their homes.
- 3.3 Onward will ensure all repairs are completed in accordance with the law, specifically to 'keep properties in repair'. Work will be undertaken within prescribed timescales to a high quality of workmanship, ensuring value for money, probity of procurement and high levels of customer satisfaction while complying with all statutory and regulatory requirements.

3.4 Onward Repair Obligations

3.4.1 Repair obligations and responsibilities are identified in a range of documents, both electronic and hard copy. A comprehensive list of 'customer responsibilities' can be found on the Onward website, customer documentation, tenancy agreements, lease agreements and a range of other customer literature.

3.4.2 The Responsive Repairs Procedure offers detailed guidance on the process involved in reporting a repair, along with the correct methods of resolving repair queries.

3.5 Onward Repair Priorities

3.5.1 Where Onward are responsible for the repair required, it will be undertaken in accordance with the specific Regional repair priorities. A comprehensive list of repair priorities can be found within the Responsive Repairs Procedure.

3.5.2 In each region repairs will be allocated an appropriate response time, dependant upon the classification of repair and in-line with the relevant procedure.

3.6 Customer Repair Obligations

3.6.1 Customers have a range of responsibilities, relating to repairs. These are detailed within their tenancy or lease agreement and a range of customer literature.

3.6.2 Onward expects all customers to abide by the terms of their tenancy or lease agreement with regard to repairs and maintenance by allowing Onward contractors, staff members or appointed specialists to:

- a. Inspect the property/communal area or any surrounding Onward property.
- b. Repair the property or any surrounding Onward property.
- c. Undertake work that Onward consider necessary to ensure the property and surrounding properties do not put a customer or anyone else at risk (this includes periodic visits to carry out any compliance inspection such as; gas and electrical inspections).

3.6.3 Failure to provide reasonable access to repair or inspect the property may result in Onward escalating action in accordance with the tenancy or lease agreement and taking legal action to gain access. Where appropriate Onward will seek to recharge any associated costs.

3.7 Rechargeable Repairs

3.7.1 Onward must ensure that its resources for repairs and maintenance are maximised and may therefore charge customers for the completion of repairs that are considered to be the 'customer's responsibility'. In addition, customers may be charged for repairs to the property which have been caused by either wilful or accidental damage. We will use the appropriate National Housing Federations 'Schedule of Rates' as a guide for the cost of rechargeable repairs.

4 Void Repairs

4.1 Void properties will be inspected and repaired in accordance with the Onward Void Standard and Procedure, to ensure that properties offered for letting are of a consistent standard. Onward will only re-let vacant properties once they have reached this standard, which will ensure that properties are ready for occupation, clean and meet the needs of incoming customers. Onward will monitor customer satisfaction with regard the lettable standard and will inspect all completed void works.

4.2 The Responsive Repairs Procedure and the Void Standard and Procedure detail specific procedural information in relation to voids management and repairs.

5 Performance management

5.1 Contractor Competency

5.1.1 Onward uses a number of contractors, including specialist sub-contractors, who have appropriately trained and skilled staff to carry out all repairs, or a select list of approved sub-contractors who can be utilised when required.

5.1.2 All contractor operatives working for Onward will be approved to work, have completed a comprehensive induction, and hold relevant skills certification and H&S accreditation. In addition, all contractors will be required to commit to key performance information that will be reviewed during regular contract meetings.

5.1.3 Where a lease obligates a commercial or supported leaseholder to administer responsive repairs to an Onward property, they must demonstrate to Onward that the contractors used are competent and compliant. This will be achieved by auditing relevant paperwork. Where this cannot be evidenced by the leaseholder, we will retain the right to utilise one of our approved sub-contractors to complete the work as necessary and will recover the costs through the Rechargeable Repairs Procedure.

5.2 Customer satisfaction

5.2.1 Onward will closely monitor customer satisfaction and seek feedback following a repair. Shortly after a repair has been carried out (within the next 24hrs), customers will be contacted and asked to complete a very quick satisfaction survey. We will do this using a simple automated telephone or SMS (text message) approach. If our customers indicate that they are dissatisfied with their recent repair, Onward will endeavour to get in touch to understand what has gone wrong and to help put things right.

5.2.2 We will use customer satisfaction feedback in the active management of the responsive repairs service. We will monitor performance and trends to ensure we continuously seek to listen and improve the service we and our contractors provide.

5.3 Monitoring of Responsive Repairs Services

5.3.1 Monitoring of responsive repairs and void services will be undertaken to ensure continual improvement is maintained. This will be undertaken by regularly evaluating repair activities and internal operations, benchmarking with our peers through Housemark, contractor meetings, and the monitoring of key performance indicators to achieve a recognised level of top performance in the sector.

5.3.2 Operational procedures implemented will be continually monitored to ensure compliance with statutory responsibilities.

5.3.3 Contractual agreements will be maintained with suitable organisations to ensure that competent, registered and industry body recognised personnel are employed to undertake works on Onward properties. Contractor performance will be reviewed during regular contract meetings.

5.3.4 Quality inspections will be undertaken for all void works and any repair over £1,000 in value. For all other responsive repairs completed we will inspect a representative sample.

6 Responsibility and Monitoring

6.1 The following information will be reported to the Onward Senior Leadership Team on a monthly basis and to the Onward Board on a quarterly basis:

- a. A suite of agreed repairs performance indicators
- b. Details of customer satisfaction with repairs
- c. Budgetary Information

6.2 We will also provide performance information to regional scrutiny boards as required.

Linked documents:	Responsive Repairs Procedure Void Standard Void Procedure Gas Servicing Policy & Procedure Rechargeable Repairs procedure Tenancy Policy
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