

# REACTIVE MAINTENANCE POLICY 2012

**1.0 INTRODUCTION**

The Cooperative is committed to ensuring funds are available to provide an efficient and effective repairs service which represents value for money and which complies with the standards set out in the Housing Corporation.

The technical aspect of the reactive maintenance service is provided by the Property services department and the budget is monitored by the Housing Business management to ensure quality and value for money.

This policy outlines the Cooperative’s aims and service standards and the funding arrangements that are in place to achieve these standards. It covers services to tenants only. Services provided to owners and sharing owners are addressed in a separate Policy.

# POLICY OBJECTIVES:

This policy aims to: -

* + - ensure compliance with legal duties, tenancy agreements and codes of good practice;
    - maximise the useful life of the stock;
    - provide a warm, comfortable and healthy environment and homes which are in a good and safe state of repair;
    - provide a prompt, efficient and effective service sympathetic to the customer's needs;
    - co-ordinate reactive expenditure with planned and cyclical programmes;
    - achieve high standards of customer care;
    - minimise loss of rent from void properties with a prompt and effective void repair service;
    - exercise tenant and resident consultation, encouraging them to monitor the service and provide constructive feedback;
    - operate and review an effective list of approved contractors and procurement strategy in order to secure the best contractors and value for money;
    - have in place an effective monitoring system of both staff and contractor’s performance taking into account tenant and resident feedback;
    - provide the management committee with qualitative reports on contractor performance to facilitate best control of the maintenance function.

# 3.0 LEGAL REQUIREMENTS

The most relevant legislation relating to reactive repairs is the Housing Act which sets out the respective responsibilities of the Cooperative and tenants and the

Right to Repair. Other legislation including asbestos and gas safety is covered by other policies.

As a Housing Cooperative we must maintain our stock in line with legal requirements and in accordance with the division of responsibility for repairs set out in the tenancy agreement.

Tenants are also advised of their legal rights and responsibilities in the tenants’ handbook.

# REACTIVE MAINTENANCE

* 1. **Definition**

Reactive maintenance describes repairs, which occur in an intermittent and unplanned fashion, e.g. burst pipes, broken windows, fused sockets, swollen doors, missing roof tiles etc. Whilst the causes of these may vary, their defining character is that they occur at random and are usually requested by tenants or staff. For the purpose of this policy, it is assumed that the repairs are requested by tenants.

# Reactive Repair Classification

The classification of repairs used within the reactive maintenance category is as follows:

* + - Emergency
    - Urgent
    - Routine
    - Void Property

# Repair Categories and Response Times

The category into which any given repair falls will be determined solely by the Cooperative whose decision shall be final. However, priority guidelines on categorisation of repairs are provided in The Tenants’ Handbook for information.

Delays may occur in circumstances out with the control of the Cooperative such as extreme weather or non-availability of materials.

Tenants will be advised of the category of their repair request. This will determine the timescale and they will be advised of the latest expected date for the completion of their reported repair.

The Cooperative will maintain an approved list of Reactive Maintenance Contractors. Work will be separated into various categories and, within each category work will be allocated with due consideration to:

* + - value for money
    - expertise,
    - capacity
    - geographical location
    - number of recalled work orders
    - satisfaction scores by inspectors
    - administration
    - performance against time targets
    - tenant satisfaction.

Committee will be advised on the performance of each contractor on a quarterly basis and comprehensive reviews will be held on a regular basis to consider the removal of existing and the acceptance of new contractors.

The contractor will contact the tenant direct to agree a mutually convenient appointment and may also attempt to undertake the repair on an opportunistic basis if, for example, operatives are working in the area.

The tenant will be requested to contact the Estate Maintenance Department if the repair has not been completed by the stated date. The Maintenance will then actively pursue the completion of the repair.

# Emergency (4 hours)

Emergency repairs are restricted to fire and flood or where the circumstances constitute a safety hazard. Interruption to mains services ie electricity, gas and water is also considered to be an emergency, although the source of the interruption may be outside the Cooperative’s control. The tenant will be directed to mains service providers if appropriate.

The contractor will be expected to attend within 4 hours of the repair being reported and to complete the work necessary to remove the emergency nature of the repair. This may mean either a repair ‘to make safe’ or a permanent repair to resolve the issue. The contractor will advise the Cooperative if further work is required.

# Urgent (24 hours)

The response time for an urgent repair is a maximum period of 24 hours. This category typically includes loss of heating or hot water or leaks.

# Routine (10 working days)

Remaining non-void repairs will be considered routine.

# Void (5/7/10/20 working days)

The Cooperative aims to re-let void properties as quickly as possible. A pre- termination inspection takes place as soon as possible following notice from a tenant.

The response time allocated to voids will be determined by the level of work which is required. The routine repair category (10 days) will be used for repairs to newly let properties which can be carried out with the new tenant in the property.

# Repair Call Logging - Computerised System

The Cooperative administers the repair service with the use of software which is fully integrated within the Cooperative’s computer network. Repairs will be reported to the Contractor via electronic mail.

The details of attendance to emergency repairs will be added to the system following notification by the contractor on the next working day following the request.

# 5.0 KEY PERFORMANCE INDICATORS

Key performance indicators will be used to monitor performance times, apportionment of repairs to response times and tenant satisfaction.

A repair history between the 3 key areas of the Cooperative’s stock will also be monitored but only reported by exception to Committee.

KPI’s will be reported to Committee on a quarterly basis. The Management Committee will consider detailed reports on a quarterly basis.

Indicators will also be collected for compliance with the requirements of the Repair and Maintenance Procedures.

# 6.0 REACTIVE MAINTENANCE FUNDING

Repairs for reactive maintenance are funded from the rental income.

A budget is set annually for reactive maintenance. This budget is based on historical costs and the trends of previous years, an allowance for inflation and any projected costs relating to works identified for the forthcoming year and the increase in housing stock numbers.

# 7.0 MONITORING OF BUDGET

The monthly spend against budget is monitored by Estate Manager and Business Manager and discussed with the CEO at regular intervals. Any deviations from budget will be explained and brought to the attention of the Management Committee as part of quarterly management reports.

Quarterly reports on spend against budget are reported to the Management Committee by the CEO.

# 8.0 AUTHORISATION OF INVOICES

Invoices are passed from Estate Manager to Business Manager for verification of costs and authorisation that the goods or services have been received.

# THE COOPERATIVE’S RES PONSIBILITY

The Cooperative has an obligation to ensure that its properties are kept wind and water-tight and reasonably fit for habitation.

A detailed description of the responsibility of the landlord will be provided in the tenants’ handbooks and in the tenancy / occupancy agreements. The Cooperative

will not give permission to tenants to undertake repairs to items which are listed as the responsibility of the Cooperative.

# Access

The Cooperative will give the tenant 24 hours’ notice in writing of access being required for inspection or routine maintenance. The tenant, or their nominated representative, is required to be present when a repair operative attends. The Cooperative will not issue keys of an occupied property to a contractor.

In the case of an emergency, the tenant's co-operation will be expected for emergency access. If emergency access is required the Cooperative reserves the right to force entry to carry out repairs. Where entry has been forced, the property will be left in a secure condition and advice will be left for the tenant regarding access if locks have been changed,.

# Insurance

The Cooperative will maintain comprehensive building insurance. The Cooperative is not responsible for arranging contents insurance cover.

# Right to Repair/Compensation

If the Cooperative delays or fails to carry out certain repairs, there are statutory regulations which give tenants the right to have certain repairs carried out. Tenants may also be entitled to compensation, details of which are in set out in the tenants’ handbook.

# 10.0 THE TENANT'S RESPONSIBILITY

A detailed description of tenants’ responsibilities will be provided in the Tenants’ Handbook.

The tenant agrees to repair or replace items damaged through neglect, accidental or willful damage on the part of the tenant or any member of the tenant's household or a visitor to the property.

The Cooperative will recharge tenants for work which is their responsibility and which is undertaken by the Cooperative.

# 11.0 PROCUREMENT OF REACTIVE MAINTENANCE SERVICES

The procurement of services in relation to the reactive maintenance function shall be undertaken in accordance with the Cooperative’s Corporate Procurement Policy.

# 12.0 DELEGATION / AUTHORITY TO INSTRUCT WORK

The Estate Manager will control the day to day functions of the Reactive Repair Service and will report to the Management Committee.

Invoice approval is in accordance with the Cooperative’s Financial Regulations and Procedures.

# 13.0 INSURANCE CLAIMS

If a repair is subject to an insurance claim, the Cooperative’s insurance brokers will be notified within one week of the identification of an event which is covered by the Cooperative’s insurance policy. Quotations will be sought in discussion and agreement with the Insurer’s administrative requirements.

# COMMITTEE REPORTING

The Management Committee will monitor the Reactive Repairs Service by means of written reports submitted by the Estate Manager and the Business Manager indicating financial status of budgets and quality of work against specific performance indicators. Specific reports will be produced on a quarterly basis as follows:

* + - Budget v Expenditure
    - Contractors' Performance (reports on completion by trade and priority status)
    - Allocation of work to contractors both on the % of work orders issued and the % of expenditure
    - Contractors' Performance overall
    - Tenant Satisfaction with Repairs
    - Pre and Post Inspections

# RECHARGEABLE REPAIRS

Tenants will be made aware of recoverable charges that may be levied.

* + - An agreement to pay will be obtained prior to any work being undertaken where possible.
    - The costs of the rechargeable repairs will be pursued in accordance with the Cooperative’s procedures on Rechargeable Repairs.
    - An annual report will be presented to the Management Committee on outstanding debt with recommendation for debt write off.

# VOID REPAIRS

All empty properties will be inspected prior to the accompanied viewing and the prospective tenant/s will be advised of any proposed repairs to be carried out.

The Cooperative will:

* + - Complete all repairs that are the landlord's responsibility - (including gas and electrical safety checks);
    - Complete all repairs that are necessary to bring the property up to a lettable standard;
    - Ensure that former tenants are recharged for repairs that are necessary to enable the property to be re-let;
    - Asist with decoration where appropriate in accordance with the Cooperative's Decoration Allowance Policy;
    - Secure vacant property to prevent damage by vandalism and prevent unauthorised access.

# 17.0 REPAIRS BY TENANTS

The Cooperative will use its discretion to permit tenants to undertake works which fall into a rechargeable category where they can demonstrate that the standard of work and materials is not lower than that of the Cooperative’s approved contractor.

# RECORD KEEPING

The Cooperative will keep the following computerised records:

* + - A property register, to record details of all units in ownership ;
    - A repair record for all property, whether on a dwelling or scheme basis, provision must be made for common repair records;
    - A record of insurance claims;
    - A system to record all repair requests, works instructed and subsequent costs arising as a result of these works

# MONITORING PERFORMANCE

The Cooperative has in place effective monitoring for both staff and contractors’ performance taking into account feed-back from the tenants and consumers of the Cooperative’s services.

The Cooperative will review performance on a monthly basis at meetings with contractors from the Approved List. Meetings with contractors who receive fewer work orders will be convened at intervals suited to their workload, but at least once a year. Standards and expenditure will be reviewed and reported to the Management Committee on a quarterly basis.

The Cooperative will enhance its monitoring by:

* + - Carrying out a Tenants Satisfaction Survey on the overall performance of the Estate maintenance Department and Contractors ;
    - Selecting 10% of all works undertaken for pre and 10% for post inspections as set out in the Internal Procedure for Selecting Pre and Post Inspections..
    - a monthly independent and random review of paid works orders, pre and post inspections and quotes received up to £2,000 will be undertaken by the Estate Manage and Business Manager to ensure compliance with procedures. A checklist of documents checked will be maintained and filed on a monthly basis.

# 20.0 COMPLAINTS PROCEDURE

If a tenant is unhappy with any aspect of the reactive repair service, they will be advised of the Cooperative’s Complaints Handling Procedure, details of which will be available in the tenants’ hand-book and on the Cooperative’s website.

# 21.0 EQUAL OPPORTUNITIES

The Cooperative recognises that social and cultural processes may disadvantage certain groups and individuals in society and is determined to ensure that its actions promote an environment of respect, understanding and the elimination of discrimination by encouraging diversity and providing equal opportunity for all.

The tenants’ handbook details accessibility facilities and offers a facility to report repairs in person, by email, by telephone and via the website.

# 22.0 CLAIMS

Any claims made against East Midland Homes Cooperative will be dealt with in accordance with the Cooperative’s policy on claims, as set out in the Complaints Handling Procedure.

# 23.0 REVIEW PERIOD

This policy shall be reviewed at least every 3 years.

Osmond Okungbowa

Operations Manager

# 15th July 2017

# APPROVED BY THE MANAGEMENT COMMITTEE ON 9th August 2017