

APPENDIX B - Repairs & Maintenance Policy & Procedure

1 Policy aims and objectives

The Co-operative aims to maintain the land and buildings in its possession to a good standard and to provide a high quality repairs and maintenance service for the benefit of all of its tenants.

The Co-operative will:

- Meet its full legal and contractual obligations in relation to the repairs and maintenance service.
- Comply fully with its responsibilities under the terms of the Tenancy Agreement and the Tenant Services Authority's Home Standard.
- Ensure that its rented properties are in reasonable and lettable condition.
- Operate an effective, efficient and responsive maintenance and repairs service that is easily accessible to all tenants / members.
- Provide tenants with written information on repairs reporting procedures and response times, including whom to contact in the case of an emergency.
- Ensure that it implements effective systems for monitoring the repairs and maintenance service provided to tenants.
- Collect information about the condition of its properties through inspections and stock condition surveys.
- In consultation and agreement with tenants, plan for the long term maintenance needs of the Co-operative.
- Make proper provision for routine repairs, cyclical and long term maintenance in accordance with the Co-operative's financial planning and budgeting procedures.
- Agree the annual budget for maintenance and repairs at a General Meeting.
- Administer its repairs and maintenance service fairly and equally in accordance with the Co-operative's Equal Opportunities Policy.
- Draw up a list of approved contractors using rigorous selection procedures. The Co-operative will ensure that only contractors on the approved list are used, with the exception of emergency repairs which may require immediate call-out.

2 Co-ordinating the repairs and maintenance service

- In order to provide a repairs and maintenance service that meets its legal obligations as a landlord, the Co-operative will ensure that the service is well co-ordinated.
- The Co-operative will appoint a ~~Consultant~~ Repairs Co-ordinator with day to day responsibility for delivering the Co-operative's responsive repairs and maintenance service.
- The Co-operative will appoint a Maintenance Committee which will meet at least once every eight weeks. The Maintenance Committee will be responsible for overseeing the delivery of the repairs and maintenance service.

3 Repairs for which the Co-operative is responsible

(a) The Co-operative is responsible for maintaining the following:

- Repair of structure and exterior drains, gutters and external pipes
- Roof
- Outside walls, outside doors, gates, window sills, window catches and window frames including external painting and external decoration
- Internal walls, floors (including floor coverings in communal areas of shared flats; bathroom and kitchen floor finishes in 1-bed flats) and ceilings, doors and frames, door hinges and skirting boards
- Pathways, steps or other means of access
- Plaster work (excluding minor repairs which would normally be dealt with during internal decoration)
- Boundary walls and fences erected by the Co-operative
- Broken window glass, but only where it can be clearly shown that it had not been broken by the tenant, any member of the tenant's household or by invited guests
- Replacing door furniture and toilet roll holders, but only where it can be clearly shown that it had not been broken by the tenant, any member of the tenant's household or by invited guests

(b) Repair of installations

- Installations for the supply of water, gas and electricity, sanitation and heating including; basins, sinks, baths, tap inserts & washers, shower attachments, WCs, water pipes, waste pipes, electric wiring including sockets and switches, TV connections, central heating systems, controls and immersion heaters. (Fire?)
- Kitchen units and standard built-in cupboards

(c) Repair of common areas and installations

- Common entrances, halls, stairways and passageways
- Internal decorations in the communal areas of shared flats
- Electric lighting
- Communal carpets and lino
- Lifts
- Entryphone, security, TV aerial and fire-fighting or protection systems
- Keeping all bin stores clean, tidy and in a good state of repair

(d) Decorations

- Exterior of property
- Common hallways

4 Repairs for which tenants are responsible

(a) Tenants of single flats are responsible for the following items:

- Internal decoration
- Replacing light bulbs and lost keys
- Replacing bell batteries and bulbs
- Keeping the interior in a clean condition
- Replacing WC seats
- Replacing plugs and chains in sanitary ware
- Flooring (except bathrooms and kitchens)

(b) Tenants of shared flats are responsible for the following items:

- Internal decoration in their own rooms
- Replacing light bulbs and lost keys
- Replacing bell batteries and bulbs
- Keeping the interior in a clean condition
- Replacing WC seats
- Replacing plugs and chains in sanitary ware

(c) Damage caused by tenant, household member or guests

- Damage to front door or locks as a result of lock-out
- Any defects to the property caused by neglect, misuse or wilful damage and not considered normal wear and tear
- Repairs resulting from any unauthorised modification to fixture and fittings

The co-op draws a distinction between loss and theft in the case of keys/security.

- If keys are lost along with the address of the property, the locks of the flat must be changed.

- Members are responsible for replacing lost keys and are liable for the cost of changing the locks.
- If a member has been victim of a theft such that the locks need to be changed (as above), the co-op will pay for the lock to be changed on provision of the crime reference number.

5 Repairs categories and response times

The Co-operative will classify requests for repairs into three categories:

1. Emergency	2. Urgent	3. Routine
<i>To be carried out within 24 hours.</i>	<i>To be carried out within 7 days (unless estimates or tenders are required)</i>	<i>To be carried out within 1 month.</i>
Any disrepair that causes an immediate threat to the safety, security or health and safety of occupants or members of the public.	Any disrepair that is causing serious inconvenience to the occupants or likely to cause further problems to the property.	Any disrepair where there is no security risk or concerns
Examples include	Examples include	Examples include
Serious water leaks Gas leaks Dangerous electrical faults Security risk to the property Blocked WC Loss of heating or hot water in a cold spell or which poses health and safety risks to any occupants Threatened or actual collapse of any part of the structure Damage caused by racial or other forms of harassment Total loss of water supply	Loss of hot water where no occupant is at risk Minor plumbing (e.g, a leak that can be contained) Leaking roofs Glazing where there is no security risk Minor electrical re-wiring Infestation of rats, mice or cockroaches Defective entry phone Defective TV aerial	Easing doors and windows Minor fencing works Loose floorboards Replacing or repairing hinges Replacing or cleaning extractor fans Broken kitchen units Broken tiling Leaking gutters

When determining response times, the Co-operative will take into account the specific circumstances of the household, for example whether there are young children, elderly people or occupants with a disability.

It is expected that only emergency works will be carried out outside normal working hours. However, specific arrangements may be made with contractors to attend other repairs outside normal working hours, so long as additional costs are not incurred by the Co-operative.

Some emergency repairs may have to be temporarily resolved or made safe until the following day, for example securing a property at night.

6 Repairs procedure

In order to provide a high quality repairs service that meets the stated response times, the Co-operative has adopted the following procedure:

(a) Reporting repairs

Under the terms of their tenancy agreement, tenants are required to report any repair or defect for which the Co-operative is responsible.

Tenants will have access to the Consultants' team during normal operational hours. They will take all initial calls on a single dedicated phone number and specific email address, vetting the initial enquiry through a number of 'filters' before deciding how to deal with this issue. For back up and in times of leave and absence the Consultant will process BHC calls.

Repair requests can arrive from a variety of sources. These can be by phone or by email, using the Consultants' repair request form. The forms can be received:-

- By hand
- Post
- phone
- Online
- Hard copy

Whenever a repair request is received the first action is to check it has not already been reported and has not been duplicated. If it is a new job it will be logged on the database and allocated a job reference number. Tenant will be provided their job number as a record and for security when contractors arrive.

(b) Classification of repair

The main Consultant contact point will ask a series of questions to obtain an accurate description and location of the required repair and guide the caller to accurately identify the need and its location.

The Consultant will determine whether the repair is routine, urgent or an emergency (see section 5) and decide whether a pre-inspection is

necessary, for example if more than one estimate is required or the problem requires further investigation.

The Consultant will:

- Enter in detail with a concise but clear description of the fault/repair.
- Allocate a priority (based on examples) commensurate with the need.
- Allocate the work to a contractor (where servicing/call out exists)
- Give the caller a unique job reference number for reference and security.
- Issue the job to a contractor where an agreement exists.
- Select the job for inspection if required.

(c) Access arrangements

Tenants must provide information on convenient dates and times for access. This information must be recorded on the Repairs Request form, so that the Consultant can pass this information to the appointed contractor. In the case of an emergency, the Co-operative is permitted to obtain immediate access under the terms of its tenancy agreement.

(d) Authorising repairs expenditure

The Consultant will make an assessment of the likely cost of the repair and ensure that financial approval is obtained in accordance with the following limits:

Amount (excluding VAT)	Approval required by
Up to £499	Consultant
£500 - £1,000	Consultant & 2 Maintenance Committee members
£1,000 - £2,500 (2 estimates required, unless very far apart, then a third)	Maintenance Committee
£2,500 - £10,000 (3 estimates)	Maintenance + Management Committees
£10,000 plus (tendering required)	General Meeting

In the case of an emergency if the Consultant is unable to contact other Maintenance Committee members, he or she is permitted to instruct contractors to carry out the necessary works.

(e) Instructing contractors and issuing Works Orders

Once the Consultant has determined the priority of the repair and obtained the necessary financial approvals, they will:

- Select a relevant contractor from the Co-operative's list of approved contractors.

- Telephone the contractor and provide them with details of the repair, access arrangements and the target date for completion.
- Complete a Works Order providing the tenant's name, address and telephone number/s, details of the repair and target response time and details of any special access arrangements
- Send a copy of the Works Order to the tenant and retain a copy for the property file.

(f) Repairs Satisfaction Questionnaire

When the works have been completed, the Consultant will send the tenant a 'Repairs Satisfaction Questionnaire'.

(g) Post inspections

(h) Post inspections

Post inspections will be carried out on 10% of all repairs under £500 (including VAT) and 100% of repairs over £500 (including VAT). Post inspections will take place within 30 days of the repair being completed, within the terms and conditions of the contractor.

(i) Completion Targets

Category	Timescales	Target
Void pre-inspections	7 days from notice date	100%
Void repairs	10 working days	100%
Emergency repairs	Within 24 hours	95%
Urgent repairs	5 working days	90%
Routine repairs	1 month	80%

7 Cyclical maintenance

The Co-operative is committed to a five year programme of cyclical maintenance that includes the following:

- Replacing / repairing defective guttering, roofing, windows and doors
- Replacing / repairing defective fencing, gates and other external fixtures
- External painting and painting of communal areas

All contracts for cyclical maintenance work will be awarded in accordance with the agreed tendering procedures and shall be approved by the General meeting.

The Maintenance Committee will ensure that tenants are kept properly informed of all cyclical maintenance work, including commencement and completion dates, either directly or through its contractors.

It is the responsibility the Maintenance Committee or their appointed consultants to ensure that Contractors meet their obligations under the terms of the contract. Any problems with performance must be reported to the Maintenance Committee.

The Co-operative may from time to time wish to employ a managing agent to prepare specifications, invite tenders and manage contracts on its behalf. In this case, provision for cyclical maintenance must be covered in a separate document or agreement.

8 Planned maintenance (TBA)

The Co-operative will ensure that a major stock condition survey of all its properties is carried-out by a firm of qualified surveyors.

The stock condition survey will identify a lifespan for all components in the Co-operative's properties. The survey will identify all items that require repair or replacement within a 30 year period and estimate future costs. This will include items such as boilers, kitchen units, electrical wiring, central heating and roofs.

The Co-operative's long-term maintenance programme will be based on the needs identified in the stock condition survey. Approval for the programme is subject to agreement by a General Meeting.

All contracts for planned maintenance work will be awarded in accordance with the agreed tendering procedures and shall be approved by the General meeting.

The Consultant will ensure that tenants are kept properly informed of all planned maintenance work, including commencement and completion dates.

It is the responsibility of the Consultant and the Maintenance Committee to ensure that Contractors meet their obligations under the terms of the contract. Any problems with performance must be reported to the Maintenance Committee.

The Co-operative may from time to time wish to employ a managing agent to prepare specifications, invite tenders and manage contracts on its behalf. In this case, provision for planned maintenance must be covered in a separate document or agreement.

9 Budgeting for the repairs and maintenance service

(a) Annual budget

The Co-operative will agree an annual budget for repairs, cyclical and planned maintenance at a General Meeting. The Co-operative will ensure that it obtains additional funding where eligible.

(b) Routine repairs

The annual budget will be estimated on the basis of the previous year's expenditure, inflation and any additional costs that are anticipated.

(c) Estate maintenance

The budget for estate maintenance costs will be estimated on the previous year's expenditure plus inflation. Service agreements with contractors providing estate maintenance services will specify that contract costs cannot be increased by more than the current rate of inflation in each year.

(d) Cyclical maintenance

The Co-operative will estimate the cost of carrying out cyclical maintenance on a five year cycle. Each year's budget will provide an amount for cyclical maintenance that will be held in reserve to fund the cost of future works. Actual costs will be determined by the tendering process.

(e) Planned maintenance

The stock condition survey will form the basis of the Co-operative's financial plan for long-term maintenance. Each year's budget will provide an amount for planned maintenance that will be held in reserve to fund the cost of future works. Actual costs will be determined by the tendering process.

10 Insurance

The Co-operative will ensure that its insurance policy provides full buildings, office contents and public liability cover.

It is the responsibility of the General Meeting to approve and renew the Co-operative's annual insurance policy.

The Repairs Co-ordinator will:

- Identify any repair costs that may be claimed under the Co-operative's insurance policy (excess permitting)
- Arrange estimates when required
- Complete and submit claim forms
- Obtain a crime reference number from the police when a claim is due to malicious damage or road vehicle impact
- Obtain the names of police or fire brigade officers if damage has been caused by forced entry

The insurance policy will detail all items covered, but some examples of repairs which are eligible for insurance claim are as follows:

- Flood damage to a ceiling caused by a leaking pipe
- Damage to windows or doors caused by forced entry
- Subsidence caused by tree roots (although if the tree is not situated in the Co-operative's property, the claim may have to be made against the owner)
- Structural damage caused by impact by any road vehicle
- Roof damage caused by storm or flood
- Accidental breakage of fixed sanitary wear
- Damage caused by fire

Except in the case of an emergency or where serious inconvenience is being caused, the relevant consultant will not order works until verbal or written authorisation has been obtained from the Co-operative's insurers.

11 Compensation

The Co-operative recognises that tenants have a right to compensation in relation to:

- Repairs not carried out within target response times
- Home loss and disturbance
- Reduced services
- Loss of rooms or facilities
- Loss of heating or hot water

12 Monitoring the repairs and maintenance service

The Repairs Co-ordinator will report the following information to the Maintenance Committee:

- Number of repairs reported
- Number of repairs carried out
- Number of repairs completed within target times
- Average repair waiting times
- Number of tenants satisfied or dissatisfied with work
- Number of complaints
- Number of compensation claims in progress
- Number of compensation claims agreed by the General Meeting

APPENDIX C - Contractor Application Form

Company Details

Name:

Address:

Postcode:

Telephone Number:

Company Registration Number:

Directors Names:

Insurance Details

Public Liability Cover:

Employer Liability Cover:

Types of works Undertaken

Certification Details

Gas Safety Registration:

NICEIC Registration:

Referees

Name:

Address:

Postcode:

Telephone Number:

Name:

Address:

Postcode:

Telephone Number: