

# **Redland Housing Association Responsive Repair and Cyclical Works Policy**

## **1. Policy Statement**

Redland will provide a repair service that is sensitive to the needs of the individual, efficient, responsive and flexible, accountable and fair. The association will ensure that it meets the high standards expected by our customers, safeguards the future of the association's properties, is cost effective, protects the environment and complies with legislation and regulations.

## **2. Purpose**

The purpose of this policy is to ensure that Redland:

- provides a quality and customer focused repairs service
- involves residents in the delivery of the repairs service
- ensures that the service represents good value for money
- gives equality of access to the service
- clearly communicates service standards to residents
- operates within the law and accordance with best practice.

## **3. Context**

The Landlord and Tenant Act 1985 (amended by the Housing Act 1988).

## **4. Scope**

This policy applies to all properties for which Redland Housing Association is responsible under the terms of its tenancy agreements, leases or management agreements.

## **5. Principles of the policy**

The principles of this policy are to:

- carry out repairs in accordance with published timescales, arrange appointments to carry out work and inspect at a time to suit the resident
- set a high standard of workmanship for our contractors and staff
- listen to problems that residents have about repairs and try to put them right
- maintain expenditure within the repairs budget agreed by the Board in consultation with the Tenant Liaison Committee
- have regard to the environmental impact of building products used
- regularly monitor and report on key performance indicator targets set by the Board in consultation with the Tenant Liaison Committee

There will be clear and straightforward arrangements to enable tenants to report repairs, including our-of-hours emergencies. Each tenant, on signing

their tenancy, will receive a copy of the association's Tenants Handbook and contained within is a section entitled 'Repairs and Maintenance' which sets out the responsibilities, procedures and priorities for repairs. The priorities are as follows:

- EMERGENCY REPAIRS (to ensure health and safety or to avoid causing severe hardship) will be attended to immediately and 'made safe' or complete works of renewal, repair or restitution within 24 hours.
- URGENT REPAIRS will be carried out within 3 working days.
- ROUTINE REPAIRS will be carried out within three weeks and are the normal day-to-day repairs that are not emergencies or urgent
- NON URGENT repairs are all other repairs not previously described and will be completed within six weeks

All response times are based on the period between the repair being reported and its completion by the contractor.

Regarding Cyclical Maintenance Redland will arrange:

- external redecoration of all properties and redecoration of communal areas once every 5 years.

## **6. Responsibility**

The Board is responsible for ensuring that adequate controls are in place to provide services and manage risks within the association. Board-approved policies provide direction to staff in the appropriate procedures to adopt. For this policy, procedural responsibility lies with Redland's Head of Technical Services.

## **7. Training**

All staff will be briefed on the policy each time it is reviewed. Staff involved in the implementation of the policy will be trained in the use of associated procedures.

## **8. Monitoring**

Adherence to the policy will be monitored quarterly by the Board and monthly by the Redland Management Team through Key Performance Indicators, including customer satisfaction surveys. Implementation of associated procedures will be monitored routinely by the Head of Technical Services through the management of operational staff.

## **9. Commencement and Review dates**

This Policy is effective from: September 2005  
The policy is due for review by: September 2008  
The responsible Officer is: Technical Manager  
The responsible Focus Group is: