

1 STATEMENT OF INTENT

- 1.1** Co-op Homes recognises that the delivery of an efficient and effective repairs and maintenance service is both critical in determining tenant satisfaction with the housing service and essential to the proper management of its housing stock. Co-op Homes will therefore aim to ensure that the repairs and maintenance service provides value for money, properly discharges its obligations to tenants and is responsive to their needs.
- 1.2** The Social Housing Regulator expects all Registered Providers (RPs) to develop and manage good quality homes that seek to meet people's needs and preferences now and in the future, ensuring that:
- Homes are well maintained and in a lettable condition
 - Maintenance is carried out effectively and responsively and in ways that reflect residents' preferences
 - Necessary investment in the future of the stock is a key priority
 - Standards of new development provision are met
- 1.3** All RPs were expected to ensure that their stock met the Decent Homes Standard by 2010. The Decent Homes Standard deals with four main criteria:
- Fitness for habitation
 - Disrepair
 - Reasonably Modern Facilities
 - Thermal Comfort

Co-op Homes permanent General Needs properties meet this standard, and stock condition information informs the planned maintenance programme.

2 POLICY STATEMENT

- 2.1** Co-op Homes aims to provide residents with a high quality repairs service which is easy to access and reliable to use. We want to ensure that all of the homes we manage are maintained in reasonable condition and that customers get a fair and consistent service from us, which they can access via multiple platforms (website/ email/ phone/ text).
- 2.2** In order to achieve this, Co-op Homes has a planned maintenance programme to maintain homes in a good condition.
- 2.3** Co-op Homes will seek to achieve an appropriate balance between responsive and planned investment in its' stock. This balance means that there is now a greater emphasis on planned rather than responsive investment.

2.4 Planned Maintenance

Co-op Homes will have a programme of planned maintenance which will:

- Review the external condition of all homes on a 5 yearly cycle and take action, where necessary, to repair, renew or redecorate elements that form part of the main fabric of the dwelling (e.g. Roofs, windows, walls)
- Review the main services and equipment to our properties on a regular cycle (dictated by the needs of the services and service installations) and put in place a programme of servicing, repair and renewal to ensure that main services and equipment are maintained in good working order. This will cover lifts, pumps, communal lighting, lightning conductors, water tanks etc.
- Develop a programme of internal repair, upgrade and renewal to ensure that the internal fabric of our homes meets and maintains the decent homes standard or any future standard put in place by Government.

2.5 Responsive Maintenance

Co-op Homes will provide a responsive maintenance service which will:

- Enable customers to order emergency repairs on a 24 hour a day, 7 day a week basis
- Offer an appointment for all routine repair jobs (any job for which the target time is more than 7 calendar days);
- Provide an acknowledgement via text once a repair has been raised, giving a unique reference number and details of the repair and target time;
- Carry out repairs in line with published timescales;
- Check the quality of work carried out including, where possible, checking directly with 100% of customers who have received a repair;
- Include general quality and satisfaction checks with customers and continually improve the service in the light of feedback where possible;
- Require contractors and staff to comply with our code of conduct to ensure that high standards of customer care are met;
- Landlord and tenant responsibilities regarding various specific repairs are described in more detail in the Tenants' Handbook and in the Tenancy Agreement.

2.6 Equality & Diversity

Co-op Homes will ensure that all customers are treated equitably in respect of the repair and maintenance of their homes and that all residents have equal access to the service. We will make note of any special vulnerabilities and with the tenant's request share this with the contractor it will have an impact on the successful repair appointment.

3 IMPLEMENTATION

Co-op Homes is responsible for some of the maintenance, repair and replacement of items in tenants' homes. These are set out in the Tenancy Agreement and in the Tenants' Handbook.

3.1 Co-op Homes responsibilities

As the landlord Co-op Homes will always be responsible for repairs to:

- the structure and exterior of the building - this includes the roof, walls, windows and external doors
- central heating, gas fires (if fitted by us), fireplaces, flues, ventilation and chimneys
- water, pipes, basins, sinks*, toilets and baths, drains and guttering
- gas pipes and electrical wiring
- Common parts such as lifts, and communal entrances.

* We are not responsible for unblocking sinks, baths, basins or WCs where the blockage has been caused by inappropriate use or lack of cleaning.

We are not responsible for carrying out cosmetic works or repairing or replacing any alterations, fixtures or fittings installed by you. We will only replace our fixtures or fittings when it is not economic to repair them.

We will keep items that are our responsibility in good repair, and repair any damage that has **not** been caused by tenants or their families, visitors or others (including children)

Co-op Homes will also arrange for gas appliances owned by it to be serviced once a year and will take all actions necessary to enable access to be gained.

3.2 Tenants' responsibilities

Tenants are also responsible for the maintenance, repair or replacement of items in their homes. These are set out in the Tenancy Agreement and in the Tenants' Handbook.

Tenants are responsible for:

- keeping the home clean and in good decorative order
- not damaging the property or any contents provided, and not allowing your family or guests to do so either
- carrying out minor maintenance, like changing light bulbs, pull cords, fluorescent fittings or unblocking a sink
- preventing pipes from bursting during cold weather
- keeping air vents and window trickle vents clear both inside and outside
- internal redecorations to walls, ceilings and woodwork
- maintaining cooker connections using a qualified installer
- maintaining all paths except those that lead to the front door and continue to the back door
- keeping gully grids clear of leaves etc.
- replacing door bells, door knockers and chains
- repairing any additional units or work surfaces fitted to the kitchen or other parts of the home not provided by Co-op Homes
- resetting trip switches and adjusting heating controls
- fitting additional door locks or burglar alarms
- testing smoke detectors (if fitted) and replacing batteries in any mains operated back up devices
- getting TV aerials installed professionally if you live in a house
- putting up, removing or replacing shelves, rails or hooks and to make good to any damage to the walls on removal
- replacing bath and sink plugs and chains
- replacing toilet seats

- inform Co-op Homes when a repair needs to be done and allow us access to rectify the problem in yours or a neighbouring property.

3.3 Clarifying who is responsible

Communal door keys and fobs	For homes with a communal entry system, Co-op Homes will provide two communal door keys, access codes or entry fobs. Extra, or replacement keys, or fobs, will be charged to the tenant.
Customer Fixtures and Fittings	Co-op Homes is not responsible for the fitting, repair or replacement of customer goods, such as curtain rails, hooks, showers, shower heads or shower curtains. We do not fit waste or supply pipework or ventilation for washing machines, dishwashers, tumble driers or provide or repair clothes driers, posts or washing lines (unless in communal areas).
Damaged items	Co-op Homes is not responsible for repairing damage or replacing goods damaged by neglect or misuse by the tenant, a member of their household or any visitor to the property.
Decorations	Co-op Homes is not responsible for internal decorations.
Doors (Exterior)	Co-op Homes will repair exterior doors, but they will not be replaced unless they are beyond economic repair.
Doors & Joinery (Internal)	Co-op Homes will only carry out repairs to internal joinery where the damage is caused by rot or woodworm or where items are beyond economic repair due to age. We will not carry out minor repairs to internal joinery or renew internal doors or door furniture or adjust doors when tenants fit new floor coverings.
Draught excluders	Co-op Homes does not provide draught excluders.
Floor covering	Co-op Homes is only responsible for repairing flooring in the kitchen and bathroom if it was installed by us. We will renew it in keeping with our property lettings standard.
Gardening	We do not maintain gardens in individual homes, nor any communal areas of grass, shrubs, trees, sheds etc. not already covered by an estates management programme.
Glazing	Tenants are responsible for repairing broken glass in windows and doors unless there has been unlawful entry and there is a crime reference number which can be checked with the police.
Light bulbs and fuses	Co-op Homes is not responsible for renewing light bulbs and fuses, tubes and / or starters.
Locks (external)	If tenants lock themselves out, they are responsible for any subsequent lock change and door repair.
Locks (internal)	Co-op Homes does not provide locks to internal doors.
Pests / Vermin	Co-op Homes is not responsible for eradicating most types of vermin. If the problem is affecting a block of neighbouring properties that share communal areas and/or the property is infested by pharaoh ants and cockroaches Co-op Homes will assume responsibility.

Plaster repairs	Tenants are responsible for all minor plaster repairs. Tenants may be recharged for any re-plastering necessary when the property is vacated.
Showers	Co-op Homes will maintain showers only where these have been provided by us, or installed as part of a disabled adaptation
Sinks and Basins	Co-op Homes is not responsible for unblocking kitchen or bathroom sinks where the blockage is caused by food, fat or other waste products. Customers will be recharged for our costs if this is discovered. We do not provide plugs, or chains, on bathroom or kitchen sanitary ware.
Taps	Co-op Homes will only replace mixer taps where already fitted. This is tenant responsibility if fitted by them.
Toilet seats	Co-op Homes does not repair or renew toilet seats.
WC	Tenants are responsible for preventing items such as baby wipes, nappies, sanitary towels, or other inappropriate items being flushed down WCs. Tenants will be recharged for clearing such blockages. Co-op Homes will not deal with a WC repair as an emergency if there is another WC in the property.

*** If Co-op Homes is asked to carry out any of the works listed above which are subject to re-charge, we have the right to ask for payment for the work in advance**

Tenants will also be responsible for the repair or replacement of any item in a property damaged due to neglect, carelessness or deliberate action on the part of the tenant, their family, visitors or others, other than fair wear and tear. Co-op Homes reserves the right to recharge the tenant for any repair resulting from the above.

Co-op Homes will pursue recovery of any cost from either an ongoing tenancy or outgoing tenants.

Where safety or specialist work is concerned (for example, repairs to PVC windows) Co-op Homes reserves the right to carry out the work itself and recharge the tenant.

Tenants must not unreasonably prevent access to their properties and must tell Co-op Homes when a repair needs to be done and allow access in order to qualify for any compensation scheme.

More detail about recharges can be found in Co-op Homes's Rechargeable Works Policy and procedure.

3.4 Right to repair

Where tenancies are assured, certain 'qualifying repairs' must be carried out within specified times. If this has not been done, we may offer compensation under the Right to Repair scheme.

One day:

- Total loss of electric power*
- Total or partial loss of gas supply*.
- Total or partial loss of heating or hot water during colder months (1 November to 30 April) if there is no other means of heating available
- Total loss of water supply
- Toilet not flushing (if no other WC in the home)
- A blocked or leaking foul drain, soil stack or toilet pan (if there is no other WC in the home)
- Blocked sink, bath or basin (unless caused by tenant misuse)

- Leaks or flooding from water or heating pipes, tanks or cistern
- Blocked flue to open fire or boiler
- Unsecure window, door or lock
- Unsafe power or electrical fitting (provided by us)

Seven Days

- Broken window pane
- Broken door entry system
- Partial or total loss of heating or hot water (1 May to 31 October)
- Partial loss of water supply
- Partial loss of electric power or gas supply*
- Unsafe timber flooring or stair treads
- Loose or detached banister or hand rail
- Extractor fan in internal kitchen or bathroom not working.

* Not associated with no fuel credit, from 1st May-31st October

3.5 Responsive Repairs

3.5.1 Co-op Homes will ensure that all employees and customers are aware of the relative obligations of Co-op Homes (as landlord) and the customer (as tenant) in respect of repairs and maintenance. These are made plain in the Tenants Handbook, in Tenancy Agreements and in the Rechargeable Repairs Policy. Repair obligations will be published and updated regularly and training and guidance will be provided to staff.

3.5.2 Co-op Homes will ensure that all new tenants are provided with information about how to access the repairs service, what to do in an emergency and how to complain if the service does not respond appropriately to their needs. This information will be provided within the Tenants Handbook and in individual Tenancy Agreements.

3.5.3 Appointments

Appointments will be offered for all repair jobs.

3.5.4 Priority Times

Co-op Homes operates priority bands as set out below. We will aim to honour these timescales and may escalate any repair where there is deemed to be an overriding health and safety, medical, welfare or social need to do so.

Priority Bands

- **Emergency** – Any repair which is required to make safe a situation where there is an imminent threat to life, limb or major damage to property. These repairs are carried out within 24 hours.
- **Urgent** - Any repair which is required to rectify a problem which causes significant reduction in amenity or comfort for customers in their home. These repairs are carried out within 7 calendar days.

- **Routine** - Any repair which is required to rectify a problem within the customers home where this is the responsibility of Co-op Homes but where the problem is not causing significant loss of amenity or comfort for the resident. These repairs are carried out within 30 days.
- **60/90 day repairs** – Where a contractor reports that routine items may need replacement/repair in the near future, these may be placed on a 60 or 90 day schedule.

Repairs should not be escalated to a higher priority band unless there are serious health & safety issues, medical, social or welfare need. A note describing the escalation must be entered on the system as part of an audit trail.

3.6 Programmed

Any repair work which requires planning or co-ordination with other services in order to complete the work, or where the work cannot reasonably be completed within a 30 day period, will be programmed. The customer will be given a specific target date for completion of the works.

3.7 Fencing & Gates

The Landlord and Tenant Act states that boundaries and fences must be kept in reasonable repair by the landlord. This repairs policy makes it the responsibility of Co-op Homes.

In practice, few of our customers can afford to re-fence their properties and this leads to estates and boundaries looking untidy and unkempt. This policy document:-

- Specifically accepts fencing as a Co-op Homes responsibility
- **Only to be carried out as part of planned programmes**
- Only like for like replacement

We can use discretion to carry out making safe repairs under the normal repairs responsibilities.

3.8 Internal Joinery

Internal joinery (doors, sills, and cupboards other than the kitchen cupboards) will not be replaced or repaired by Co-op Homes unless the damage is caused by rot, woodworm or is beyond economic repair due to age. Under the Letting Standard, properties must be let with a door to each main room and beyond this, we are only responsible for failure caused by circumstances beyond the control of the resident.

3.9 Decorations Required Following Essential Work

- Co-op Homes will make good any area damaged by essential repair work unless the work was required due to damage caused by the resident or a guest/relative etc., or by negligence or misuse of the property.
- ‘Making good’ will be to a reasonable standard and will not necessarily be like for like.

This latter point is important. An example of a difficult case is where Co-op Homes attends a water leak from a bathroom where the customer has fitted expensive ceramic tiled flooring which has to be lifted in order to repair the leak. Co-op Homes would, in that case, offer vinyl flooring (as per our

normal standard) to repair the damage caused by the leak – but would not renew the ceramic tiles. In cases where customers have installed their own equipment, Co-op Homes is not always responsible for the maintenance but may have to carry out works to protect other properties.

3.10 Rechargeable Works

Residents of Co-op Homes properties have certain responsibilities in relation to repair and maintenance and care of their homes. Where a customer is responsible for a repair or has caused damage or allowed disrepair to go unreported, Co-op Homes may carry out repair work and recharge the cost to the customer. A Rechargeable Repairs Policy is in force.

3.11 Repairs required before the property is vacated

An outgoing tenant may be required to remove non-standard fittings and fixtures or equipment from their homes at their own expense prior to departure. Any costs incurred by Co-op Homes as a result of DIY or repair work carried out by customers to a poor standard, or where fixtures and fittings have to be removed by Co-op Homes in order to bring a property up to our Lettings Standard, will be recharged to the outgoing tenant.

3.12 Out of Hours Repairs

Co-op Homes will provide an emergency repairs service outside of normal working hours. Non-emergency repairs may be reported on Fixflo 24 hours a day 7 days a week but will only be processed during normal working hours.

4 Monitoring Quality and Satisfaction

Co-op Homes wishes to understand how customers experience its services and to amend and adapt services to achieve high levels of satisfaction from customers. In order to achieve this, Co-op Homes uses a variety of methods to get feedback from customers about the service:

- Direct telephone surveys about individual repairs
- Emails via Fixflo
- Texting surveys sent on completion of repairs by Co-op Homes or our contractors
- Direct emails to tenants on completion of a repair
- Post-works inspection to assess quality and satisfaction
- General surveys about the repairs/ maintenance service

4.1.1 Feedback will be assessed by Co-op Homes on a regular and ongoing basis and the service will be adapted to improve effectiveness and efficiency.