



Trust Housing Association

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Trust Housing Association

AMP011 - Reactive Repairs Policy

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Trust Housing Association AMP011 - Reactive Repairs Policy

1.0 Introduction

- 1.1 Trust Housing Association aims to ensure that its properties are maintained to, and its tenants are in receipt of, a high quality responsive repairs service which ensures that its stock complies with legislation, guidance, best practice and health and safety obligations placed upon it as a Registered Social Landlord.
- 1.2 Our Reactive Maintenance Policy contributes to this by providing the strategic framework for achieving and maintaining a high quality effective, efficient and responsive repairs and maintenance service for all tenants, safeguarding the Association's assets.

2.0 Principles & Scope of the Policy

- 2.1 In order to achieve our strategic aims, the reactive maintenance policy is underpinned by the following principles.
 - taking account of statutory, regulatory and good practice requirements relevant to this policy, for example:
 - The Housing (Scotland) Act 2014
 - Scottish Secure Tenancy Agreement
 - Raising Standards in Housing
 - Scottish Secure Tenants (Right to Repair) Regulations 2002
 - The Scottish Social Housing Charter Performance Standards
 - Being aware of, and responsive to, changing needs, standards, legislation and good practice.
 - Providing a quality service in a professional, efficient and cost-effective manner.

- Actively seeking tenants' and stakeholders' views on the service provided, to acknowledge, listen to and value the contributions of those who participate.
- Maintaining the properties condition as an asset to the Association.
- Plan a structured and responsive approach to meet the present needs of the Association and tenants, focusing on planned preventative maintenance and reducing costly reactive repairs.
- Providing a clear and effective strategy for reactive maintenance to meet the present and future needs of the Association and tenants, which complements and underpins the Planned and Cyclical Maintenance Policy.
- Effective liaison amongst departments to achieve high levels of customer satisfaction.
- Contribute to the design of future projects and major repairs taking into account maintenance requirements and achieve new innovative approaches to proactive maintenance.
- Clearly defining levels and standards of service for the reactive maintenance function.
- Continually monitoring and reviewing our performance and the performance of those who work on our behalf in relation to these levels and standards of service.
- Ensuring that there are controls in place and appropriate reporting mechanisms of policy and performance standards which can be easily evaluated by the Board or Operations Sub Committee.
- Clearly defining the responsibilities of tenants and the Association in relation to reactive maintenance, and providing clear, relevant advice to tenants.
- Complying with the Association's Standing Orders and Financial Framework in relation to the procurement of reactive maintenance services.

- Continually monitoring expenditure on reactive maintenance and using this information to set affordable budgets. Ensuring that the required service can be provided within these budgets.
- Ensuring that all maintenance staff are adequately trained to operate the reactive maintenance response systems in place, and to deal with tenant enquiries.

3.0 Operational Framework

- 3.1 The Reactive Repairs maintenance function operates within the Asset Management Services Department maintaining close links with Customer Services and Finance as well as all other departments within the Association. Property Officers are responsible for all reactive, planned and cyclical maintenance activities within a prescribed area. There are currently 2 property officers operating in the West and 2 operating in the East of Scotland. The Housing & Property Officer covers all maintenance activities for the Isle of Arran Homes. The Property Officers are supported by property administration teams located in the Edinburgh, Glasgow and Arran offices.
- 3.2 Reactive Repairs includes day to day response repairs across all categories such as emergency, urgent and routine. We recognise that repairs in the emergency and urgent categories do not always make best use of resources. Our aim is to minimise expenditure in these categories and provide a more proactive approach to our repair service through a structured planned maintenance programme, informed by up to date stock condition surveys.
- 3.4 Detailed procedures will underpin the policy. These include setting targets for all activities including response times by category, dealing with void properties and recharging tenants for some repairs, as outlined in the Tenant's Handbook.
- 3.5 Reports will be presented on a quarterly basis to the Board on key performance areas, priority response times compared to targets including Right to Repair, contractor performance, tenant satisfaction and gas servicing performance. These are also the key performance areas that we will use to benchmark ourselves against other housing providers.

3.6 Repairs budgets are set each year in discussion with Operational Managers, Staff and the Finance Department, and are approved by the Board. Budgets take account of the requirement adequately to maintain the stock, and to be affordable to the Association. All team members have a responsibility to control expenditure although responsibility for specific budget monitoring remains with the Property Asset Manager, whilst overall budget management and monitoring is the responsibility of the Director of Property and Development.

4.0 Interaction with other Policies

4.1 The reactive maintenance policy is intended to be consistent with, and complement other policies and procedures, particularly

- Planned and Cyclical Maintenance Policy
- Equalities Policy

4.2 The reactive maintenance policy must also work in conjunction with policies such as Development, Design, Remodelling and Sustainability, Health and Safety, Adaptations, Customer Care, Tenant Participation and Void Allocation.

5.0 Equality, Diversity & Inclusion

As leaders of EDI, the Association aims to promote equality and diversity and operate equal opportunities policies which inform all aspects of its business. It will ensure that it adheres to the Equality Act 2010 by being committed to equal and fair treatment for all and opposed to any form of unlawful discrimination.

5.1 As such, no one will be treated differently or less favourably than others because of any of the protected characteristics as listed in the Equality Act 2010:

- age;
- disability;
- gender reassignment;
- marriage and civil partnership
- pregnancy and maternity;
- race;
- religion or belief;
- sex;
- sexual orientation;

or because of any other condition or characteristic which could place someone at a disadvantage were it to be taken into account, unless this can be objectively justified in terms of the legislation.

- 5.2 The Association will make reasonable adjustments for disabled people where necessary and possible to do so.

6.0 Anti-Bribery

- 6.1 The Association is committed to the highest standards of ethical conduct and integrity in all its activities and, in order to ensure compliance with the Bribery Act 2010, it has introduced an Anti-Bribery policy and procedures. These must be adhered to by all employees, Board Members and associated persons or organisations acting for or on behalf of Trust when undertaking any actions referred to in this policy.

7.0 Policy Review

- 7.1 This Policy will be reviewed every three years unless key changes are required in response to legislation and new learning.
- 7.2 As part of this review, consultation will take place with both staff and service users to ensure that operational issues and the opinions of service users are taken into account.

In all Trust's official documents, where references are made to specific job titles, roles, groups or committees, such references shall be deemed to include any changes or amendments to these job titles, roles, groups or committees resulting from any restructuring or organisational changes made within the Association (or, where this policy also applies to another member of the Trust group, made within that group member) between policy reviews.

Appendix 1

1.0 Summary of Key Operational Activities

- 1.1 All contractors will be required to be on our approved contractors list having been vetted via the Associations approved contractor application pack, or registered as part of Construction-line.
- 1.2 Target response times have been set at the following: -
- Emergency – attend within 6 hours, make safe or complete within 24hrs. Repairs necessary to prevent serious damage to the building, danger to health, risk to safety or serious loss or damage to the occupiers of the property.
 - Urgent - within 3 working days. Repairs that seriously affect the comfort or convenience of the occupier.
 - Routine – within 20 working days. Repairs that will not seriously interfere with the comfort and convenience of the occupier.
 - Non- time related – no time limit, service type contracts which are programmed throughout the year.
- 1.3 It is hoped that for routine repairs, tenants will be offered a repair by appointment service which is planned to be implemented partially via the use of multi-trade contractors in the West, Central and Eastern areas.
- 1.4 Pre-inspections (5% target) will be carried out where the following criteria apply:
- Insufficient information to adequately issue a repairs order directly
 - Previous history of the same defect being reported
 - Where there is suspicion of misuse or malicious damage
 - Repairs which may be an insurance claim
 - Where particular quantities and specifications are required
These will be carried out within 5 working days to allow the

Property Officer time to make a suitably convenient appointment with the tenant.

- 1.5 Post-Inspections will be carried out to assess contractor performance and ensure compliance with the association's specifications. These will be carried out on a minimum of 10% of reactive repairs, either randomly generated by the IBS software or by virtue of invoice cost.
- 1.6 The property officer will liaise with the housing officer for tenant's alterations and improvements, compensation for improvements, rechargeable repairs and with the housing officer and finance department for insurance claims and fire damage claims. The tenant's responsibilities including those for repairs are detailed within the Tenancy Agreement with a summary outlined in the Tenants Handbook.