



Responsive Repairs & Maintenance Policy

1. Aim of policy
To define the purpose of our repairs and maintenance service.
2. Scope of policy
<p>This policy applies to all VIVID properties and estates in relation to performing the repairs, maintenance and estates services to customers (including cyclical estate services).</p> <p>We're legally responsible to maintain the structure and exterior of our dwellings in good repair, together with supplies and fixtures for the main services provided. An outline list of all repair obligations; both VIVID's and our customers, is explained in tenancy and lease agreements. This is detailed further on our internal intranet VIV and on our website which underpins the repairs service standard (see copy in Appendix 1)</p>
3. Policy statement
<p>The purpose of the repairs and estates service is to ensure the homes our customers live in are safe and warm and in a state of good repair. Our customers should not feel their home poor neighbourhood is lesser quality because vivid are a social landlord.</p> <p>We will have a consistent and good standard of repair work, being clear about the services we're delivering, and doing what we say we're going to do when we said we'd do it.</p> <p>We will meet all our statutory and contractual obligations and ensure the overall service offers customers good value for money.</p>
4. Policy
<p>To achieve the aim of this policy and maintain our homes in line with our corporate objectives and service standard; and meeting the needs of our customers, staff and stakeholders; we will ensure;</p> <ul style="list-style-type: none">• We are easy to deal with when it comes to raising repairs and maintenance requests.• We minimise the need to contact us more than once about a repair.• We are clear with the customer about what we will and won't do.• That the customer knows what to expect from us once we raise the repairs.• Repairs are allocated the appropriate priority for completion.• Repairs are completed within our target time (see service standards for more details).• Work is undertaken by the appropriate skilled member of staff, or by a carefully selected contractor.• Rechargeable works are appropriately outlined.• The health, safety and welfare of our customers and our staff.

- That our employees, contractors and sub-contractors comply and meet our legal obligations in the repair of our housing stock.
- That the policy and procedures are regularly maintained and updated.

5. Statutory requirements

We must comply with various legal duties to ensure our properties are safe for people to live and work in and we must also adhere to procurement legislation. Our statutory requirements in relation to repairs and maintenance can be found:

- Commonhold and Leasehold Reform Act 2002
- Control of Asbestos at Work Regulations 2012
- Construction and Design Management Regulations 2015
- Housing Health and Safety Rating System (HHSRS)
- Decent Homes Standard
- Electricity and Work Regulations 1989
- Equality Act 2010
- Gas Safety Regulations 1998
- Health and Safety at Work Act 1974
- Landlord and Tenant Act 1985 (in particular sections 8, 10, 11, 13, 17)
- Lifting Operations and Lifting Equipment Regulations 1998
- Management of Health and Safety at Work Regulations 1999
- Provision and Use of Work Equipment Regulations 1998
- Public Contracts Regulations 2015
- Regulatory Reform (Fire Safety) Order 2005
- The Housing Act (in particular section 105)

We acknowledge and accept our responsibilities under relevant legislation and British Standards in relation to works connected with the repairs & maintenance service.

Our health & safety team and specialist consultants provide advice on duties and legislative requirements and changes. It is also included in job descriptions that staff should keep themselves up to date with legislation changes and good practice.

Our procedures underpin this policy and detail how we make sure that we comply with the legal requirements and are regularly reviewed to ensure compliance.

6. Related policies

This policy should be read in conjunction with:

- Complaints Policy
- Health and Safety Policy

- Adaptations Policy
- Right to Repair Process
- Compensation Policy
- Lettings Policy
- Void Property Standard
- Rechargeable Works and Services Policy
- Planned & Cyclical maintenance policy
- Asset Compliance Policy
- Estates Services Policy

7. Monitor and review process

This Policy will be reviewed annually.

We monitor our performance in complying with our legal obligations and report regularly through the Executive Team.

At intervals we complete internal audits and arrange for an independent audit of our procedures and records to ensure they reflect good practice are being followed.

The responsibility framework:

Main action	Sub action	Head of Property Services	Property Services Team	Director Customer Services	Head of Asset Mgt.	Asset Mgt Team
Policy	Ensure compliance with policy	A	R	C	I	
	Monitor performance & budget	A	R	I		
Service Standard and delivery	Lead on Repairs Standard	A	R	C	C	I
	Delivering service to repairs standard	A	R	I		
	Delivery of contracts/services out of scope (major projects, planned works)	I	I	C	A	R
	Audits of work (external & internal)	A	R	I	I	I



R – Responsible - achieve the task
A - Accountable - final approving authority
C - Consulted - opinions are sought
I - Informed - kept up-to-date on progress

Author	Owner	Date approved	Review date
Carolyn Munns – Head of Property Services	Carolyn Munns – Head of Property Services	January 2023	January 2024





Appendix 1

We want our homes to be warm, safe, secure and a comfortable place to live.

Here we've listed out our standard repair responsibilities, explaining who's responsible and guidance on the quality of repair to expect.

We've indicated who has repair responsibility using the following symbols:





































	
VIVID's responsibility	Customer responsibility







































We're aware that there can be differences in repair responsibilities in some of our tenancies/leases or when a new build property is in defects. Where there are differences, the repair responsibilities outlined in your tenancy/lease or defects arrangements will take priority.






























Some things to have in mind....









































- Please [let us know](#) as soon as you notice a need for a repair.
- Customers will be responsible if a repair is needed due to neglect or damage, including damage caused by household members or visitors.
- We will try to repair rather than replace whenever possible, only looking to replace items where a repair is not possible or economical to do so.
- Where a replacement is needed, we may undertake this work as part of [our planned maintenance programme](#).
- If you're looking to make alterations to your home, please [let us know](#) beforehand so we can check you have all information you need to do this safely
- Anything you have provided or fitted yourself will be your responsibility to repair and maintain, unless we have agreed in writing to do so.
- Customers are responsible for insuring their personal belongings. [Click here](#) for more information.
- Our communal repair responsibilities may be different where the building is run and managed by a managing agent.

Source document: [Repairs responsibilities and quality standard](#). If viewing on mobile, zoom in to view the table.

Repair type	Rental customers	Homeowners	Our quality standard
Repairs inside your home			
Basins and sinks including pedestals			
Faulty taps (including outside taps)			Should we need to replace a tap we will try to match as close as possible to your existing taps in that room. If this is not possible, we will only look to replace taps which are faulty.
Blockages (single sink / outlet)			We will attend for our rental customers should the likely cause of the blockage be due to faulty pipework, or if multiple sinks/outlets are blocked.
Plugs and chains			The exception to this is the pop-up waste ('twist and pop') plugs in rented new builds
Basin/sink including pedestals (loose, cracked or broken)			We won't repair any cosmetic chips and cracks, and should we need to replace the basin/sink we will try to match as close as possible to the rest of the bathroom suite.
Baths, showers, and toilets			
Toilet seats			We'll carry out repairs if the toilet seat was fitted as part of a disabled adaptation or is specialist equipment.
Shower curtains			
Toilet bowl, cistern etc			
Bath (inc. sealant and leaks)			We won't repair any cosmetic chips in a sink. Should we need to replace one item (e.g., the bath) we'll try to match as close as possible to the rest of the bathroom suite.
Shower			
Shower hoses and heads			
Shower screen (glass)			We would expect to recharge if this is smashed
Shower curtain pole			
Blockages			We'll attend after a customer has exhausted their efforts or if blockage is caused by faulty pipework for rental customers) or multiple sinks/outlets are blocked. Boiling water and a plunger work well. Please be careful of using any chemicals to clear blockages and if we do visit after this, let us know.
Internal doors, intercoms, and floors			
Internal doors, door frames and skirting boards			We'll only attend if internal doors where there's a defect to the door (not damage caused by misuse). Where we do replace an internal door or door handles, we'll try to match as close as possible to existing doors/handles. We won't replace all to match.
Dwelling intercom systems			There will be a re-charge to broken or damaged handsets
Loose floorboards			
Floor covering and finishes, including laminate flooring.			Kitchen and bathroom floors in rented properties is covered but lino only. In market rental all flooring is covered for replacement when at the end of its life (not mis use).
Kitchens			
Kitchen worktops			Should we need to replace part of your worktop we will try to match as close as possible to the worktop in that room. We will also join worktops using metal running joints.

Kitchen units, unit doors and drawer fronts			Should we need to replace a unit door or drawer front we will try to match as close as possible to your existing kitchen. If this is not possible, we will only look to replace the faulty unit doors and drawer fronts.
Kitchen unit handles			Where we need to replace handles, we will try to match as close as possible to existing handles. If this is not possible, we will only look to replace the faulty handles.
Electrics including lighting			
Lightbulbs within the home			For our rental customers, if the light is in a sealed unit we may assist if the customer has no one to help <u>and/or</u> is vulnerable. E.g., bathroom
Smoke and carbon monoxide monitors alarms (battery or mains fitted)			
Electric wiring. This includes plug sockets, light fittings, switches, and fuse box/consumer unit			If your plug sockets are surface mounted, we will continue to fit surface mounted sockets should they need to replace them as part of a repair. Any replacement light fittings will be standard pendant.
Resetting trip switches			
Integrated appliances or appliances provided by us (where these have not been gifted)			Typically, white goods are only replaced or fixed in market rental properties. It will be specified in your tenancy agreement.
Cooker hoods			You're responsible for replacing any cooker hood bulbs and filters
Extractor fans			We'd expect customer to wipe or vacuum dust off the external part of these
Heating, hot water and water services			
Primary heating systems, gas and water pipes, water heaters (including radiators)			We may recharge you if we believe radiators/valves have been damaged due to misuse
Bleeding radiators			
Cold water tanks			
Walls, ceilings, and stairs			
Major plasterwork repairs/cracks in walls, floors and ceilings			We will make the surfaces decorative ready (this will include a mist coat) and provide decoration vouchers if damage is because of a water leak that we are responsible for (as per our compensation framework).
Minor cosmetic cracks or damage to walls, floors, and ceilings			We will carry this work out if the property is a new build and under a defect period.
Decorating			You're responsible for decorating the inside of your home. This includes filling any small cracks or holes. We will do more major plaster repairs.
Staircases, stair rails etc in your home			
Pest control			
Ensure any infestations are removed from the home			We may be responsible for pest control for some old tenancies, so please check your tenancy if this is the case. We may also assist with cases of serious pest issues; these will be referred to your Neighbourhood Officer for investigation.
Fill any holes allowing pests to get into home			We may be responsible for this for some leaseholders, so please check your leases.
Pest control in communal areas or where pests in internal communal area have entered customer home			

Pigeons			We aren't responsible for clearing up pigeon guano from balconies or gardens, or for pigeons roosting on balconies or on sky dishes (etc...).
Damp and condensation			
Structural damp (e.g., rising damp, penetrating damp)			We may be responsible for this for some leaseholders, so please check your leases.
Managing day to day condensation			We may be responsible if you've still got a problem despite doing all the right things. Please find more advice on our website or contact us for an appointment with our specialist damp and mould team who can support you.
Repairs outside of your home			
Doors and windows			
Front and back doors, including locks and associated fittings (e.g., handles, letter boxes).			Please make sure door hinges and locks are regularly oiled. Should the door be damaged due to police needing to force entry, you will be responsible for the costs to repair or replace.
Communal doors, locks, and door entry systems			
Replacement keys or door entry fobs			You will need to get in touch with us for replacement/extra communal fobs but there will be a charge per fob. If you lock yourself out, you are responsible
Garage doors and brick outhouses		 (unless you hold a separate garage tenancy)	We don't guarantee the inside of a garage is dry, please do not use for storing items that may become damaged if cold or damp.
Dwelling Glass/Glazing			You may be re-charged if the glass was damaged. Please keep a police incident number if the damage is as a result of crime or domestic incident.
Communal Glass/Glazing			
Window frames and associated fittings (e.g., hinges, handles, locks)			You're responsible for ensuring window hinges are regularly oiled.
Misted / Blown windows		Check your lease	If a lease state VIVID are responsible, please be aware that the works will appear in your service charge (unless part of sinking fund for planned replacement)
Satellite dishes and aerials			
Satellite dishes and aerials installed by customers or gifted			
Communal aerials			We're responsible for ensuring that communal aerials are in working order, but not which channels are provided. We try to fix within 2 working days but this isn't always possible.
Fences, walls, and private gardens			
Dividing walls or fences between neighbouring VIVID properties.			You're responsible unless stated in your tenancy agreement, deed, or lease. Where we're responsible, we will fit 3ft chain link fencing as standard.
Dividing walls or fences that adjoin land that is owned by someone else, where the Land Registry shows it's VIVID's responsibility		Check your lease/land registry	We will fit 3ft chain link fencing as standard.
Boundary walls and fences (i.e., those that are next to land we don't own, next to footpaths, public land, rights of way, garage access ways or unadopted highways), or in our communal areas.		Check your lease/land registry	Typically, we'll install 3ft chain link fence. Where the boundary is onto a busy highway we may install close board fencing, no higher than 6ft.

Cutting grass, maintaining flower beds, pruning trees within private gardens			Please seek our permission before removing any trees
Patios and decking, not installed as part of a disabled adaptation.			We will remove (and not replace) any unsafe patio/decking not installed by you.
Water butts and washing lines (non-communal)			
Tree stumps			We won't remove tree stumps that are in gardens
Drains, gutters, and pipes			
Blocked drain within property boundary where this is not the responsibility of the water company			
Blocked drain in communal area			
Gutters and downpipes		 (Unless communal)	
Building structure			
Roof, foundation, and outer walls		Check your lease	
Chimneys, chimney stacks and flues.		 (Unless communal)	
Primary pathways, steps, and other entrances into your home or communal areas		 (Unless communal)	We will use standard paving
Meter cupboard doors		Check your lease	
Communal areas/other services			
Communal heating systems			
Lighting/electrics			
Communal washing lines			
Smoke detectors, fire alarms, vents, and extinguishers			
Staircases, walls, ceilings, floors and rendering.			We will redecorate to the areas where we have undertaken plastering repairs to communal walls and ceilings.
Communal gardens			
Septic tanks, where provided by VIVID			
Rubbish and fly tipping			
Solar panels, heat pumps and water pumps			We may be responsible for this for some leaseholders, so please check your leases.
Sheds, garages, and stores			
Sheds (unless gifted to the customer)			We don't guarantee the inside of a shed is dry, please do not use for storing items that may become damaged if cold or damp.



Garages and stores that we have provided		 (unless you hold a separate garage tenancy)	We don't guarantee the inside of a garage or external store is dry, please do not use for storing items that may become damaged if cold or damp.
House additions not added by VIVID (i.e., lean to, conservatory or an added extension), unless gifted to the customer.			If these structures come to the end of its life or is deemed unsafe, we won't always replace it and may choose to remove it