



# Repairs & Maintenance Policy

## 1. Aim of policy

To define our approach to repairs and maintenance by delivering high quality services to all our customers and to making sure that their homes are safe and maintained in good repair.

## 2. Scope of policy

This policy applies to all VIVID properties in relation to performing the repairs and maintenance service to its customers.

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.

## 3. Policy statement

We're committed to delivering high quality services to all our customers and to making sure that their homes are safe and maintained in good repair. This will include:

- Consistent and high standard of repair work;
- Services are delivered with certainty, flexibility and to the customers expectations;
- Keeping customers informed of the progress of their service request;
- Maximise savings whilst providing a first-class service that offers high quality and proven value for money;
- Completing repairs and maintenance within prescribed timescales and as agreed with customers;
- Meeting our statutory and contractual obligations.

## 4. Policy

To maintain our homes in line with our corporate objectives, meeting the needs of our customers, staff and stakeholders and to achieve the aims of this policy, we will ensure:

- Maintenance requests can be easily reported and are processed quickly, efficiently and in line with our KPIs and SLA;
- Repairs are allocated the appropriate priority for completion;
- Repairs are completed within our target time;
- Maintenance is undertaken by the appropriate skilled member of staff, or by a carefully selected contractor;
- Inspections are completed, where necessary, to accurately diagnose the works required;
- Rechargeable works are appropriately outlined;



- Void properties are empty for a short a time as possible, and that they are re-let in accordance with our void standard and lettings policy;
- 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 Asset Mgt.	Head of Property Services	Asset Mgt Team	Property Services Team	Head of N'hoods
Policy	Ensure compliance with policy	A	R	I	R	C
	Monitor performance & budget	A	R	C	R	I
Service Level Agreement	Lead on SLA for Client	AR	C	I	C	C
	Lead on SLA for Contractor	C	AR	C	I	I
	Delivery of contracts/services (in scope)	I	A	I	R	I
	Delivery of contracts/services (out of scope)	A	I	R	I	C
	Audits of work (external & internal)	I	A	I	R	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
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