



# **RESPONSIVE REPAIRS POLICY (Legacy Rosebery)**

## **Scope**

This policy applies to the delivery of services where the legacy Rosebery part of Town and Country Housing provides the service.

## **Policy Statement**

We are committed to ensuring that residents receive an efficient and high quality responsive repairs service, consistently delivered. The Association believes in delivering services that are customer centred, offer value for money and meet the legal requirements in law and via our tenancy terms.

Our service does not discriminate against any person or organisation on the grounds of race, gender, including transgender, disability, age, sexual orientation, religion and belief, language or other personal attributes.

### **1.0 Statutory, contractual and regulatory requirements**

- 1.1 The repairing obligations for registered providers are defined by statute, common law, regulatory requirements and contractual obligations.
- 1.2 Town and Country Housing (Legacy Rosebery) will ensure it complies with its statutory, regulatory and contractual responsibilities in the delivery of the repairs service.

### **2.0 Town and Country Housing (Legacy Rosebery)'s standards**

- 2.1 Town and Country Housing (Legacy Rosebery) will:

Provide a consistent response repairs service in accordance with the needs of residents.

Provide a range of ways for repairs to be reported, such as:-

- Freephone 0800 096 0395
- Letter to Rosebery's main office at Newplan House
- E-mail customerservices@rosebery.org.uk
- Online at [www.Rosebery.org.uk](http://www.Rosebery.org.uk)
- In person (by appointment) at Newplan House
- To any member of staff
- Provide an emergency call out service between 5pm-9am Monday to Friday and for 24 hours at weekends and Bank Holidays. During the call out, an emergency repair will be carried out if possible, however if further work is required, the fault will be made safe and the additional work reported to the office.
- Provide a call centre with fully trained staff who are committed to identifying the best approach to effecting a repair, utilising a diagnostic system to ensure accuracy.
- Promptly log and allocate the repair to a skilled operative or tradesperson
- Offer residents a convenient range of appointments which include:-
  - AM: from 8am to 12.30pm
  - AM: outside of school dropping off time

- PM: from 1pm to 5pm
- PM: outside of school picking up time
- Make every effort to keep the appointment, however if not, we will where possible contact the resident prior to arrange a new appointment
- Send an acknowledgement to the resident giving details of the repair and the target date for completion
- Send with the acknowledgement letter a satisfaction survey
- Where mobile phone numbers have been provided, residents will be issued a text confirming the booked appointment
- Send a text message to residents on completion of the repair to ensure they are satisfied with the repair and the service received
- Carry out independent satisfaction surveys to measure resident satisfaction
- Ensure that our contractors adhere to our Contractors Code of Conduct
- Make every effort to ensure that the repair is carried out right first time

### **3.0 Town and Country Housing (Legacy Rosebery)'s service**

- 3.1 We will ensure that homes are watertight and weatherproof and that residents and their families are safe and secure from risks. Town and Country Housing (Legacy Rosebery) will also make sure that its properties can be supplied with water, power, heating and lighting.
- 3.2 To ensure that consistently high quality maintenance services are carried out to its homes, Town and Country Housing (Legacy Rosebery) will ensure that;
- Quality checks are carried out on 10% of repairs
  - Customer feedback is periodically reviewed to learn how the service can be improved
  - Town and Country Housing (Legacy Rosebery)'s requirements regarding diversity are passed on to all contractors with full compliance and respect for all expected
  - Staff are adequately trained in all aspects, but especially in equality and diversity issues through mandatory training
  - Performance is monitored and published regularly
  - If the work has been identified as the residents responsibility, the Association will advise the resident accordingly
  - We use customer feedback to learn how the service can be improved to meet the needs of residents

### **4.0 Repairs priorities**

- 4.1 Repair requests will be given one of the following priorities according to the type of work.

*Emergency – response within 24 hours*

- 4.2 This work includes repairs to ensure that the property is wind and weather tight and that there is no risk to the resident.

*Routine – work complete within 28 calendar days*

- 4.3 This work is not classified as an emergency and refers to all work outside of

the 24 hour priority window.

## **5.0 Repair responsibilities**

5.1 As a landlord, Town and Country Housing (Legacy Rosebery) is responsible for the majority of repairs to residents' homes. These are included in Appendix 1 and are summarised as follows:-

- Repairs to the main structure and fabric including the roof, walls, external doors, windows gutter and drains
- Repair to services including electrics, gas, central heating and plumbing
- Fixtures and fittings including sanitary goods, kitchen units, floor and wall tiles, switches and sockets and internal doors

5.2 The following list summarises the main repairs residents are responsible for (further detail is provided in Appendix 1:-

- Anything the resident has fitted
  - Replacing light bulbs or starters, toilet seats, batteries in battery operated smoke detectors
  - Lost keys and any replacement locks due to lost keys
  - Repairing and maintaining divisional fences
  - Internal decoration
  - Cracked or broken glass to windows and doors caused by residents, the family or visitors
  - T.V. aerials (unless communal)
- 5.3 If residents, their family or visitors cause damage to the property, they are expected to put this right at their own cost and use qualified operatives where necessary.

## **6.0 Discretion for vulnerable residents**

6.1 There are occasions where Town and Country Housing (Legacy Rosebery) standards or service will need to be flexible to account for the diverse needs of our customers. This could be in the form of discretionary repairs over and above the usual landlord obligations or shorter response times. Works of this nature will be approved by the Head of Asset Management.

6.2 Our Aids and Adaptations Policy allows for minor adaptations which support elderly or disabled residents to remain in their home.

6.3 Town and Country Housing (Legacy Rosebery) will use its Resident Profile data to ensure that the needs of vulnerable residents are taken into account in service delivery as appropriate. This information will be updated regularly and shared with contractors in accordance with the Data Protection Legislation

## **7.0 Resident involvement**

7.1 Contractor performance meetings will be attended by resident representatives and performance against repair targets, complaints and satisfaction information will be discussed in order to identify areas for service improvement. Residents will be involved in developing major service changes to ensure that services are focused on residents needs.

7.2 This Policy should be read in conjunction with the following Town and Country Housing (Legacy Rosebery) documents:-

- Asset Management/ Development and Sustainability Strategy
- Complaints Policy
- Compensation Policy (includes Compensation for Improvement)
- Customer Service Standards
- Recharge Policy
- Data Protection Policy
- Contractors Code of Conduct
- Gas Policy
- Asbestos Policy
- Allocations Policy
- S20 Lessee Consultation Procedure
- Anti-Fraud & Theft Policy
- Anti-Bribery Policy
- Single Equality Policy
- Repairs Responsibilities (Appendix 1)