

RESPONSIVE (DAY TO DAY) REPAIRS PROCEDURE

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Related Policies, Procedures & Forms	
Reporting a Repair Guidance	Aims and Objectives of Property Services Department
Access to Resident and Licensees Homes	Inspection Procedures
Resident like repairs policy	

Definition: Responsive repairs are otherwise known as a reactive repairs service or day to day repairs. This service has a daily impact on the environment in which our residents live. Providing a high standard, efficient day to day repairs service directly affects ability to meet the Customer Service Standard '**All our properties will be clean and kept in good condition**' and to achieve high levels of customer satisfaction.

1. Introduction

1.1 Responsive repairs are those which are carried out as the need arises, and which cannot wait for inclusion within a planned maintenance programme.

This Procedure set out how responsive repairs are managed including:

1. how repairs are reported
2. when works are inspected
3. how access is arranged
4. rechargeable repairs
5. the right to repair
6. how the service is monitored

2. RESPONSIBILITIES

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- 2.1** It is the Property Services Manager's responsibility to ensure that the Property Service team deals with responsive repairs in accordance with this policy.

Procedure

3. REPAIRS REPORTING

- 3.1** Repairs are reported either directly to the property services department by residents who live in self-contained/general needs housing or via project staff in supported housing schemes using the Maintenance report form. At all times staff will support residents to take as much ownership of this reporting process as is possible.
- 3.2** When a repair is reported residents are given a copy of the maintenance report form as a way of receipt. This form also identifies the repair category and timescale. Initial advice will be given at the time of reporting the repair as to the category which the repair falls. Specific appointments will be made by the Property Services team (or contractor) with the resident.
- 3.3** PRHA's Property Services department are expected to meet the target times as indicated both to the resident (and where appropriate to the support team). This responsibility is passed on to external contractors in their terms of engagement. Contractors will be monitored by their ability to meet these targets.
- 3.4** PRHA's out of hour's maintenance service is provided to deal with emergency repairs only. Residents or staff in supported schemes will

4. REPAIR RESPONSE TIMES

Category and Target Times	Types of Repair (examples)
Category One: Emergency: respond within 3 hours. Dealt with and made safe.	No lighting, damage likely to be hazardous to life and limb, dangerously exposed wiring, dangerous structures. Gas leaks. Insecure broken windows or doors.
Category two: Same / Next Day: within 24 hours. Dealt with and made safe.	Complete power failure, flooding, any repair that presents a serious health risk.
Category three: Urgent: within 5 days. We will take urgent priority if we need to take action quickly but there is no immediate risk to health and safety.	Repairs which stop water leaks. Heating systems and baths where they cannot be used. Repairs to outside doors which protect security. Non-emergency door lock faults
Category Four: Routine repairs: within 28 days	Broken fixtures and fittings, minor plumbing, plastering, faults etc.
Planned and cyclical repairs: Agreed as part of wider programmes	External paths, fences etc where there is no risk. Brickwork and external joinery.

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Category 1 – Emergencies Out of Hours – to responds within 3 hours

These are classified as repairs that are required to avoid immediate danger and pose a health and safety hazard.

Category 2 – Same/Next Day to be completed within 24 hours

These are classified as repairs that are required to avoid danger to personal safety or serious damage to the building. In most cases a temporary repair will be carried out with subsequent repairs being carried out under the appropriate category.

Category 3 - Urgent Repairs – Respond Within 5 Days

Urgent repairs require prompt action but pose no immediate threat to health and safety.

Category 4 – Routine Repairs - respond within 28 days

These are repairs that pose no health and safety risk however are in a condition that require repair.

Major & Cyclical repairs (within 5/7 year programmes)

Please note: Repair priorities may also be escalated where the specific needs of the individual residents may require the work to be carried out more quickly than usual e.g. due to ill health, disability, age or mental health issues. This will be agreed by the Property Services manager.

5. ACCESS

Contractors: Contractors will be required to make an appointment either directly with the resident/project or with the Property Services Department. This appointment is then logged and communicated to the project/resident. If the contractor is unable to gain access, they must report back to the Property Services Department so that an alternative appointment may be made.

PRHA Maintenance Operatives: for all projects and services the in-house operatives attend projects on a weekly basis to carry out minor repairs and resident like repairs. The project will be notified in advance that they will be attending that scheme. For all self-contained projects where there is no office and for all general needs properties an appointment will be made with the resident for the works to be carried out. It is the responsibility of each PRHA Maintenance Operative to ensure that this appointment is kept and reported back to the Property Services Department.

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Under the terms of the tenancy or licence agreement residents must allow access to Association employees or contractor if 24 hours' notice is given. Immediate access may be required in an emergency. Please refer to the Access to Residents and Licensees homes procedure at all times.

6.0 PRE – INSPECTIONS (see also Inspections Procedures)

Pre-inspections are carried out for some responsive repairs as a means of ensuring that the work is properly specified and as a way of controlling the quality and value for money of work carried out.

Pre-inspections will be carried out in the following circumstances by the Maintenance Manager or appointed representatives:

1.	Where the resident/service is unable to explain the problem.
2.	Where there is doubt about the type of repair needed or the repair needs a specialist trade.
3.	Where the repair may be programmable or subject to an insurance claim.
4.	All repairs likely to cost over £1,000
5.	Where the repair is likely to be rechargeable to third parties.
6.	Where an item has recently been repaired and is (not subject to vandalism)
7.	Properties that need monitoring because of known disrepair.
8.	Properties with an unusual number of reported repairs.
9.	Repairs where supplementary work has arisen.

7.0 Work In Progress Inspections

The Maintenance Manager or appointed representative is required to monitor the standard of workmanship and works in progress, particularly:

1.	To assess the work of any new contractors
2.	During cyclical maintenance programmes: (for example relaying of a projects carpet, decorating all communal areas).
3.	Where completed work may be covered over e.g. new wiring.
4.	To assess the work of the In-House Maintenance Operatives as part of PRHA's supervision process.

1. Post Inspections

Post inspections should normally be carried out by PRHA's maintenance manager. Where specialised input is required, this will be carried out by the Property Services Manager or a consultant employed by PRHA. Post Inspections will also be carried out through PRHA's Maintenance Advisory Panel audit scheme. Information from

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both inspections will be reported through the quarterly audit report and utilised to review and improve service delivery.

a. Post Inspections Cover	
1.	A random 10% of all repairs.
2.	All repairs that cost over £2,000.
3.	May include the work of new contractors.
4.	The cyclical maintenance programme – i.e. decoration programme.
b. The Purpose of the post-inspection audit is to check the following.	
1.	Was the work actually done?
2.	Was the work appropriate to remedy the defect?
3.	Were the quantities as claimed by the contractor?
4.	Does the work comply with the specification?
5.	Was it to the required standard?
6.	Was it correctly charged?
7.	Did it give value for money?
8.	Did it give resident satisfaction?

9. ADDITIONAL WORKS WHILST ON SITE

9.1 In some circumstances further maintenance items will be reported direct to the contractor whilst on site. While it could be cost effective for the works to be carried out whilst the contractor is on site, generally this will not be possible. However, all requests must be referred to the maintenance administrators and the following checks will be carried out:

1. That the contractor has sufficient time available to complete the works
2. That the work has not already been reported and ordered
3. That the work is the organisations responsibility
4. That the work is not subject to an insurance claim
5. That the work is within the competence of the contractor
6. That tendering procedures have been compiled with

Where it is agreed that the contractor will proceed with the works a separate purchase order must be raised.

10. RECHARGEABLE REPAIRS

10.1 Repairs that are the responsibility of the resident are sent out in the tenancy / licence agreement. In addition, the following items are not PRHA's responsibility and would, therefore, be **subject** to recharge include:

- Damage caused by the resident, resident's family or visitors;

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- Damage caused by the resident's appliances e.g. leaking washing machines;
- Broken windows/ toilet seats;
- Replacement of keys and locks - where not faulty.

Note: This is not an exhaustive list

Where the repair is the resident's responsibility, the resident is informed. In exceptional cases the works may be arranged by the Property Services Department and recharged to the resident. The work must be inspected before issuing an order. Occasionally, at the direction of the Property Services manager) a rechargeable repair will be carried out without recharging the resident. See also the tenant like repairs policy for treatment of some repairs in schemes for vulnerable residents.

11. PERFORMANCE MONITORING AND TARGETS

11.1 Performance monitoring is essential in ensuring that the repairs and maintenance service meets its objectives. Monitoring is undertaken as follows:

- Pre-inspections;
- Post – inspections;
- Residents' satisfaction with contractor/ PRHA Maintenance Operative performance;
- Periodic Satisfaction surveys;
- Annual targets;
- Annual review of contractors and consultants;
- Monitoring reports on performance against target- for staff, the Board and residents;
- Contractor performance against day-to-day Maintenance category time targets;
- Contractors' performance on outturn costs against works estimates;
- Volume and value of let work to top 10% of contractors in each category.

12. MONITORING AND REVIEW

12.1 The Property Services manager is responsible for monitoring the policy to ensure that it is being implemented. The policy will be reviewed every two years to ensure that it is working effectively and complies with current best practice. It will be reviewed earlier if there are any changes to statutory requirements.

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