

MAINTENANCE	Working In Occupied Property Procedures
Providence Row Housing Association	VERSION: 3

WORKING IN OCCUPIED PROPERTY PROCEDURES

The majority of the Organisations maintenance repairs will be performed with the residents still in occupation of their home. The aim is to minimise the inconvenience and distress to residents that may be caused when repairs are carried out in occupied property.

1. ASSESSING THE LEVEL OF DISTURBANCE

1.1 Staff from all relevant departments (e.g. maintenance, and hostel management) will meet to discuss the likely level of disturbance. This will involve consideration of:

1. nature and extent of the repair work
2. estimated start date and timescale of the work
3. use of potentially hazardous equipment or materials
4. large amounts of dust or noise
5. need to use resident's electricity supply or bathroom facilities
6. areas of the home that might be unusable by the resident
7. need for temporary or alternative facilities e.g. heating or w.c.
8. need to move or protect furniture, fixtures & fittings
9. damage to existing decorations

10. USE OF RESIDENTS SERVICES

2.1 In properties where residents pay their fuel bills directly to suppliers, contractors will generally be required to use their own electricity supply or use battery powered tools except for minor repairs. However if the residents supply must be used this should be agreed with the resident and Property Services Department should be informed and Scheme Manager beforehand.

11. RESIDENT INVOLVEMENT IN THE SPECIFICATION OF MAJOR WORKS

3.1 The Technical specification of work is the responsibility of the Property Services Department. However, where repair or refurbishment work will directly affect the layout or equipment of homes or their surroundings, the views of residents will be taken into account. The **Maintenance Manager** must be clear about the limitations (e.g. budgetary and technical constraints) within which residents involvement will take place.

12. RESIDENT LIAISON

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4.1 Residents affected by major works or refurbishment should be informed of plans to carry out work in their homes as far in advance as possible. They should be given the name of a person to contact for further information and informed of any arrangements for consultation involvement.

1. Before the work begins the Maintenance Manager's delegate representative and **Project**/Supported Housing Officer should jointly visit individual residents and discuss:

1. Nature and level of disturbance.
2. The resident's movement over the period in question e.g. holidays.
3. The needs for portable appliances e.g. heaters.
4. Movement and storage of resident's chattels.
5. Redecoration requirements.

Please see Service user Consultation Procedure

6. WORKS IN PROGRESS

5.1 The contractors' responsibilities will be set out in the contract of work and terms of engagement. They are obliged to adhere to the PRHA's Code of Conduct for Contractors. Issues covered will include:

1. working within the stipulated hours
 2. minimising noise and obstruction
 3. maintaining or providing heating light, cooking and other services
 4. moving, storing or protecting residents furniture and possessions
 5. cleaning, clearing and making good
 6. safety and security
1. Contractors are obliged to be insured against accidental damage. Residents are advised to inform their own insurance company of planned works before those work begin, and, in the event of any damage, to ask their own company to act on their behalf.
 2. Once work has started residents are advised to address any enquiries or complaints to the Maintenance Manager who will liaise with the contractor. It will be made clear that the contractor has no authority to act on resident's instructions. The contractor should log all issues raised by residents and pass these to the Maintenance Manager to arrange for a response.
 3. Once the works are completed the residents must be informed of the effect of any changes and given instruction on the use of any new equipment such as heating systems.

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4. Residents will be informed of any defects liability period, be consulted about the list of defects and informed about action to be taken to rectify the defect.

7. IF ACCESS IS DENIED

- 6.1** Where a resident refuse to give access a judgement must be made based in the following points:

How essential is the work?

Can alternative access arrangements be made e.g. evening or weekend working?

Is a decant, temporary or permanent, feasible or acceptable?

1. It is important to ensure that any negotiations with residents on these matters are put in writing to guard against any further disputes later on and to use as evidence that the Association has acted reasonably.

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