

# Plymouth Community Homes



## Building & Technical Services Responsive Repairs

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Plymouth Community Homes  
Responsive Repairs policy

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<b>Reference no.</b> <b>Approved</b>
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## **1. Purpose**

This policy sets out our approach to the responsive repairs element of our property maintenance service.

The repair duties of Plymouth Community Homes are set out in the Section 11 of the Landlord and Tenant Act 1985. We also carry out certain repairs beyond our legal responsibilities. These are incorporated in the Terms and Conditions of Tenancy.

## **2. Definition**

Where a repair is required to a service, supply, fixture or fitting, which cannot be undertaken as part of a programme of similar work, a responsive repair is undertaken to resolve the problem in both Tenanted and Void properties.

The responsive repairs policy identifies the responsibilities of Plymouth Community Homes to undertake such repairs.

All repairs to a Void property will be conducted to the letting standard as set out by PCH.

## **3. Principles**

The following principles will apply to this policy:

- It will be open, fair and transparent
- It will reflect the current standards of operation and will be reviewed whenever industry standards, legislation or guidelines change
- It will promote consistency in the approach to the repairs and maintenance services
- It will be positively promoted with regard to informing the company's, staff, customers and board members views and behaviour
- It will be realistic, achievable and provide value for money
- Will be periodically reviewed as set out in section 6
- It will support corporate objectives and service standards.

#### **4. Aim and objectives**

Plymouth Community Homes aims to provide a repair and maintenance service for our tenants that:

- Meets the high standards expected by and agreed with our customers;
- Meets the requirements of good asset management by ensuring that the properties are maintained to a good standard and safeguards the future of the property and let to meet the PCH lettable standard
- Provides good Value for Money; and
- Protects the environment.

To achieve this Plymouth Community Homes will:

- Undertake repairs quickly and in one visit where possible;
- Arrange appointments to carry out work and inspect at a time to suit the tenant at the time that the repair is reported, when the work is inside or affects the normal operation of the tenants home;
- Set a high standard of workmanship for our staff and contractors;
- Listen to and address any problems that customers have about repairs;
- Consult tenants and involve them in decisions about the service, standards and repairs to their homes, estates and service monitoring
- Ensure that all contractors undertaking work on behalf of Plymouth Community Homes adopt practices which fully comply with our Equality and diversity policy
- Maintain expenditure within the repairs budget
- Have regard to the environmental impact of building products used
- When packaging and awarding contracts we will ensure that we achieve a good balance between value for money and quality of service
- Ensure that we develop local employment initiatives and apprenticeship opportunities
- Regularly monitor and report on key performance indicator targets and identify and implement remedial action as required in consultation with tenants and other interested parties.

## **5.0 Responsibilities**

### **5.1 Plymouth Community Homes has the following responsibilities**

To keep the structure and outside of properties in good repair, and maintain installations in the home which relate to drainage and supply of water, electricity and gas. To carry out all repairs within the requirements of current legislation and to a good standard. To endeavour to carry out repairs within stated timescales.

### **5.2 Tenants have the following responsibilities**

Tenants of Plymouth Community Homes have the responsibility for the property which they occupy together with using all the fixtures and fittings in the correct manner. They are also responsible for ensuring that the landlord or its agents are informed of all defects to the property and are given reasonable access, in order to carry out any relevant works involved in the maintenance/safety checks, fittings, appliances and gas installations.

## **6. Key Functions and definitions of the service.**

Full and comprehensive details of the Repairs service are incorporated in the Repairs Leaflet of the Tenants Handbook.

## **7. Review and monitoring**

We will evaluate our policies, procedures and practices through a rolling review programme and in the light of any changes in the law and best practice, and proposals for changes recommended as necessary. The reviews will include equality impact assessments to ensure that all of our policies encourage and support our determination to promote equality and eliminate unlawful discrimination.

Plymouth Community Homes will ensure that opportunities are provided for tenants and leaseholders to engage in the process of reviewing and monitoring this policy.

Systems will be in place to monitor progress against agreed targets, and reported via the Customer Focus Committee to the Board on an annual basis.

Monitoring will include the following elements

- assessments of tenant satisfaction with what is being done, making sure that methods of doing so take into account the access needs of all;
- regular reports to the board who have overall responsibility for ensuring that the policy delivers continuous improvement and value for money

systems that identify performance issues and monitor the progress of actions to address them.

## **8. Policy Responsibility**

It is the responsibility of Plymouth Community Homes to ensure the agreed policy is approved by both its Customer Focus Committee.

Detailed procedures will be developed and audited by the Quality Assurance team to ensure all staff work to promote a consistent approach to delivering customers with an effective, efficient and high standard of repair to their homes. The Head of Service is responsible for ensuring that staff training is provided and that staff understand the wider issues surrounding this policy, its applications and the procedure.

## **9. Equality and Diversity**

This policy will be applied fairly and consistently to all tenants of Plymouth Community Homes and in compliance with the Single Equality Act 2010 which recognizes the “protected characteristics” as; gender, transgender, race, marital status, pregnancy and maternity, ethnic origin, nationality, disability, sexuality, age, religion and belief.

We are committed to the principles of fairness and respect at Plymouth Community Homes and therefore seek to embed statutory guidance and policy relating to Equality and Diversity in to all activities.