



homes, communities, cultures

# Repairs and Maintenance Policy and Procedure

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## Introduction

Connect Housing's repairs service plays an extremely important part in the overall customer satisfaction of Connect's tenants.

An excellent repair's service can greatly benefit the tenants' quality of life and enjoyment of their property. All of the Connect Housing customers will use the repairs and maintenance service at some stage of their tenancy, and getting work carried out quickly and effectively is very important.

Connect Housing's repairs and maintenance service is one of the largest items of revenue expenditure, therefore cost effectiveness is vital. Many tenants recognise that repairs are funded directly from their rents, and expect to receive a high quality service which is value for money.

Apart from customer satisfaction, it is in the best interests of the Connect Housing to keep its stock well maintained. The properties owned by the Association are its most valuable asset.

As with most policies and procedures, this manual does not operate in isolation. It is dependant upon, and interrelated to, all of the other services provided by the Association. As a result of this, specific repairs policies may have to be altered to balance the needs and priorities of other services.

Guidance notes and updated information may be published from time to time and are to be read in conjunction with these policies and procedures.

Other documentation produced by the Association and to be read in conjunction with this Policy & Procedure document include:

- The Associations Asset Management Strategy
- Tenancy Agreements.
- Building and Maintenance contracts.
- The Association's Standing Orders.
- Lease Agreements.
- Development Policies and Procedures Manual.
- The Association's Business Plan.
- Tenants Handbook and "Sign-Up" Pack.

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- Planned Maintenance Policy and Procedure
  - Aids and Adaptations Policy and Procedure
  - Service Standards

## Legal Requirements

Connect Housing Association has a **legal obligation** to ensure the following:-

- Ensure that properties are fit for human habitation.
- Ensure that properties are free from statutory nuisance.
- Fully comply with Building Regulations, Health & Safety, Health and Safety Rating System, Fire legislation and Gas Safety regulations.

In addition to these overall requirements, Connect Housing must, as a **statutory minimum**, keep the following in a good state of repair:

- ❑ The structure, exterior and common parts of the dwelling including drains, gutters and external pipes.
- ❑ The installations for the supply of water, gas, electricity and sanitation including basins, sinks, baths, and sanitary conveniences. (Note only items for the **supply** of these services not for the **use** of them )
- ❑ The installations for room heating and hot water.
- ❑ Damage to decorations arising from repair works.

Also, the **Charter for Housing Association Applicants and Residents** requires Connect Housing to provide assured tenants with the following information about repairs:

Who is responsible for which repairs

- Repairs reporting methods and deadlines for responding to repairs
- How emergencies are dealt with
- What to do if the repairs obligations are not met by Connect Housing
- Policies for planned maintenance and improvements

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The **Charter for Housing Association Applicants and Residents** states that compensation is to be paid to tenants if certain repairs are not carried out within specified time limits.

## **Customer Care**

Connect Housing aims to provide an efficient repairs service to keep our properties in good condition and to fulfil our legal responsibilities to our tenants as outlined in our tenancy agreements. We aim to provide a customer focused approach to our repairs service, involving and listening to our customers at every possible opportunity.

Connects Local Offer – Repairs: Connect Commitment has been produced in consultation with customers and outlines our service standards to tenants.

### **We aim to provide:**

#### **Access for all of our customers to the Repairs service**

We provide a number of ways in which to access the repairs service, such as:

- By contacting Connect Housing:

Tel: 0300 5000 600

- Calling Trinity Property Maintenance directly if you are a tenant from Kirklees, Calderdale, Wakefield

Tel: 0845 3313121

- Contacting IDM directly for any gas, heating, hot water repairs

Tel: 01274 60 33 33

Or by one of the other following methods of communication:

- In writing
- Via email
- Via minicom
- Via fax
- Via our website

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- A home visit can take place in certain circumstances
  - A visit to the office to speak with the Duty Officer
  - Via a member of staff who can take the repair report on site
  - If a customer does not speak English, we will either call upon either our in house translators or contact external providers such as language line.

*(See Connect Housing's Equality and diversity policies and procedures for further information).*

### **Customers are communicated with effectively**

All tenants will be informed about theirs and Connect Housing's repairing responsibilities. This is to be via both verbal, and written communication.

Written examples can be found in the following:

- *Tenancy Agreement*
- *Tenancy Handbook*
- *Tenants newsletter - Get Connected*
- *Connect Housing Website*

Written information that is sent out to tenants will be clear and concise in plain language and avoiding technical jargon. It will be produced in a layout that is easy to read and there is the option of the information to be produced in other languages or formats (for e.g. large print).

Those involved in the delivery of the repairs and maintenance procedure will:

- *Listen sympathetically to tenants' repair requests*
- *Gather as much information as is appropriate for the work*
- *Carefully explain what can be done*
- *Politely, but reasonably state why, if it will not be done*

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- *Ensure the tenant understands when it will be done*
  - *Make sure that the tenant knows what to do if it is not done*
  - *Advise tenants of their rights to complain or seek third party advice should they be unhappy with an aspect of the repairs service.*

### **Customers are asked for their views on repairs performance**

Customer satisfaction questionnaires will be sent out following a repairs order being raised by a customer.

Completed questionnaires are to be analysed and reported on regularly by the Managers in the Regeneration Directorate and decisions will be made on what action to take to improve staff/ contractor performance and ultimately customer satisfaction.

Information given in complaints will also be analysed to see where we can improve our services and all other customer views on their repairs experience will be considered in our service delivery for the future.

### **Assist customers in obtaining the appropriate help/ assistance they need**

Many Tenants, when reporting repairs, are seeking additional services that are supplied by Connect Housing, or other agencies, but do not fall within the remit of the Regeneration Directorate.

Where this happens, members of the Regeneration Directorate will be as helpful as possible and inform the relevant team, person or agency of the customer's request. An explanation will be provided to the customer as to why their enquiry cannot be dealt with as part of the repairs service and to whom their enquiry has been passed onto. Members of the Regeneration Directorate will make referrals to Housing Support Workers if they believe that a tenant may benefit from Connect Housing Support Services.

### **Contractors Approval**

No Contractor can be authorised to carry out regular work for Connect Housing unless they have successfully completed the approved forms, supplied the necessary documentation and have been approved by Management Team.

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Formal meetings are to take place with new contractors ensuring service level agreements are in line with Connect Housing policies and procedures.

All contractors are to comply with the Policies and Procedures of the Association.

The National Federation Schedule of rates is the basis upon which repair costs are measured. Contractors costs shall be negotiated in line with the schedule of rates where a term contract is not in place.

Connect is committed to adopting contractual partnerships in line with Egan Principles and all key contracts will be developed in accordance with the partnering aims and objectives set out in each of the partnering contracts.

## Repairs Budget

Repairs and maintenance has to operate within specified budget constraints.

The new budget is set in April each financial year.

The repairs budget is monitored regularly throughout the year by the designated budget holders within the Regeneration Directorate. This will help ensure consistent and efficient financial control with decision making as and when necessary to regulate expenditure against budget.

## Repairs & Maintenance Teams

The Repairs and Maintenance section is part of the Regeneration Directorate. Both the Assets Team and Contracts Team's duties, mainly deal with the delivery of Connect Housing repairs and maintenance service.

**Contracts Team:** The Contracts Team consists of both the Property Services Manger and the Technical Services Contracts Managers, Contracts Officers and a Property Surveyor. The Contracts Teams overall responsibility is the effective management of Connects repairs and maintenance contracts covering all aspects of building repairs, water, gas and electrical supply systems, estate grounds management and specialist electronic services such as lifts, fire safety, warden call and lighting. Specific details of each Contracts Team member is listed in the relevant job description and person specifications available on the intranet.

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**Assets Team:** The Assets Team consists of a Senior Assets Officer, Senior Sales, Marketing and Development Officer, Senior Sales and Marketing Officer, Senior Project Manager and four Neighbourhood Rangers, who are line managed by the Regeneration and Assets Manager. The Assets Teams main responsibilities relating to Repairs and Maintenance involve the provision of an in-house maintenance service 'The Neighbourhood Ranger Service'. Through this service we employ the four trades-people (Rangers) to undertake minor routine repairs in our customers' homes. The team also deals with repairs enquiries, requests for improvements, compensation and complaints and the administration involved in seeking Customer Feedback on the repairs service. In addition to this, the Assets Team manage Gas Safety Testing Access, Aids and Adaptations Service, Leasehold management, Sales and Development. Specific details of each Assets Team member is listed in the relevant job description and person specifications available on the intranet.

## **Reporting Repairs**

All Staff will accept repair requests from tenants. Staff visiting tenants in their homes are required to note any obvious repair/maintenance work that needs carrying out to the property, (e.g. broken windows/doors, running overflows) and ensure that these are resolved in accordance with targets set out in this document and that the tenant is informed about decisions taken.

Upon receiving a request, the officer should fully complete a repair request, carefully establishing from the tenant all relevant information required to carry out a repair or explain to the tenant why a repair may not be carried out giving clear reasons.

The key information that staff are required to establish is as follows :

- The name of the person reporting the repair
- The property address
- Telephone contact number (mobile, home, work) / email address/ Fax
- Full details of the repair, see repair reporting guidance in tenants handbook and general guidance for staff.
- The date/ time when the customer first noticed that a repair was required

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- How did it happen?
  - Has it been reported before?
  - The date first reported to the Association
  - How urgent is the repair?
  - When can we gain access?
  - Does the repair need an inspection?

Once full details of the repair have been collected, the repair request must be either placed onto QL (Housing Management Database) immediately to enable it to be processed into an order, or passed Housing Liaison Team to pass to the relevant contractor or the Neighbourhood Ranger Service. The Housing Liaison Team and the three main repairs and maintenance contractors are mainly responsible for processing repairs requests into orders and then arranging for the works to be carried out.

**Appendix 1 – see ordering flow chart**

**Orders should not be placed with the contractor where the following apply:**

- 1 The repair has already been requested.

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*The repair's history must be checked on the computer to ensure that the order is not duplicated, or that the request has not previously been refused by a senior officer.*

- 2** The property is within a defects liability period (usually new properties)

*This should be passed to the Assets Officers.*

- 3** The repair forms part of a contract of planned/cyclical maintenance.

*This should be passed to the Property Services Manager or Technical Contracts Manager as appropriate.*

- 4** The repair is covered by an existing service contract.

*The agency/contractor providing the service should be contacted and informed. Depending on the contractual arrangement an order may still have to be raised.*

- 5** The property is managed and repaired by another agency.

*Some supported housing schemes, hostels etc. are managed by other agencies and have their own repair responsibilities. Where this is the case they should be informed. If work is carried out, e.g. in the case of emergency, then the agency must be informed that they will be re-charged for the cost of the repair. (see Supported Housing)*

- 6** The repair needs a pre-inspection

*If the repair requires a pre-inspection, the inspection will be undertaken by either the Contracts Officers or the relevant Contractor). The repair request must clearly indicate that an inspection is required, stating the target response time.*

- 7** The repair is the responsibility of the tenant.

*If the repair is the tenant's responsibility it must be explained to the tenant that the work will not be carried out. If work is carried out, e.g. in the case of emergency, then the tenant must be informed that they may be re-charged for the cost of the repair.*

- 8** The repair is the responsibility of a third party by way of a repairing clause in a lease agreement.

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*In the case of certain properties e.g. HAMA., LOTS and Shared Ownership. The Association is only responsible for specific types of repair. The officer should notify the Senior Sales and Marketing/ Development Officers who will check the lease or tenancy agreement before ordering any repairs.*

**Before ordering a repair the above criteria must be considered to ensure whether the repair is the responsibility of Connect Housing.**

- In Leeds the majority of repairs will be carried out by either our Neighbourhood Ranger Team or one of our two main contractors, HT Forrest or Excell Ltd.
- In Kirklees, Calderdale and Wakefield, Trinity Property Maintenance are our main contractor and partner and will mainly carry out repairs in these areas.
- All gas related repairs, servicing and planned maintenance will be carried out by IDM Ltd.

All contractors used by Connect Housing are registered on an approved contractor list. Only contractors on the approved list are permitted to carry out repairs.

The response time of the repair required will identify the urgency and method of contact with the contractor.

### **Cancellation of repairs orders**

A repairs order may be cancelled if:

- The tenant reports that the repair is no longer required
- The order has been placed incorrectly and a new order is required giving reasons
- A contractor has failed to act upon an order requiring an alternative contractor to be instructed
- The order has been duplicated
- The Customer has failed to give access on three occasions

The relevant member of the Regeneration Management Team should be notified if there is any other reason for a job to be cancelled, whereupon a decision will be

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taken as to whether to cancel or not. If a cancellation is necessary, the tenant and contractor will be notified.

When an order is cancelled the officer must ensure that:

1. The order on the IT database (QLx) is clearly cancelled using the appropriate cancellation code.
2. The contractor and tenant are notified promptly that the repair order has been cancelled.

In exceptional cases:

The Property Services Manager has the decision to cancel a batch of orders or a single order without notifying the tenant and the contractor if the circumstances in which to do so are appropriate. Such circumstances are limited to the following list:

1. An outstanding order is over 6 months old, is not a health and safety concern and the tenancy has changed in the interim.
2. Void works has resulted in an outstanding order being completed.

In such circumstances, a record of cancellation shall be kept for audit purposes.

A contractor can recommend a cancellation, but cannot cancel without express authority from the relevant Manager.

## **Repair Responsibilities**

Repairing responsibilities are governed by the tenancy or lease affecting the property together with legal requirements and case law. The following section provides guidance in respect of responsibility between the customer and Connect.

- **Connect responsibilities -**

*Connect is responsible for repairing the following items to a property; unless expressly instructed otherwise through specific lease agreements as aforementioned in this document or various breaches of tenancy. (Refer to tenant responsibilities).*

- Roofs, gutters, downpipes, drains and chimney stacks, including flues.

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- External walls, doors (including handles, locks, etc.), door frames, window frames (including handles, hinges etc.) and outside paintwork.
  - Paths, steps and ramps.
  - Communal entrances, staircases, lights and lifts.
  - Integral garages and stores.
  - Boundary walls and fences.
  - Internal walls, floors, ceilings, plaster work, skirting boards, doors (including handles, hinges etc.), and door frames.
  - Basins, sinks, baths, toilets (excluding toilet seats), flushing systems and waste pipes.
  - Water heaters, boilers, fire places, fitted fires and central heating installations.
  - Electrical wiring and gas pipes.
  - Disabled adaptations.
  - Servicing of gas appliances (annually).
  - Unblocked sanitary installations, gullies and pipes where reasonable tenant attempts initially have failed.

- **Tenants' Responsibilities -**

*The tenant is responsible for repairing the following items :*

- Any item belonging to the tenant (e.g. cooker, washer, fridge etc.)
- Tenants' fixtures and fittings (e.g. curtain rails, door numbers, toilet seats etc.)
- Internal decorations
- Bleeding of radiators, blocked sinks, drains and gullies requiring basic unblocking effort.

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- Replacement of light bulbs, fluorescent tubes, starters and fuses, batteries for smoke alarms.
  - Removal of household waste/rubbish.
  - Replacement of dustbin/wheelie bin.
  - Damage caused by the tenant, members of the tenant's family or visitors to the property, through accident, neglect or abuse.
  - Keeping gardens and external areas within the boundaries of the tenanted property clean, tidy and free from hazards likely to have arisen through tenant neglect.

The Association is sensitive to the needs of our more vulnerable tenants. Therefore individual needs are always considered and where appropriate we will carry out works that would not normally be deemed as being our responsibility.

## **Work Type**

(The following relates to the coding of orders on the Association's computer system – please see list of available work types on IT database)

Having established the responsibility, the officer will identify the Work Type that the repairs fall into.

The Work Type is very important as it identifies the classification of the repair and links it to the allocated financial budget.

The work type is to be chosen from the work type list (available on QL and UH) and is indicated on the Housing Management Database. An order cannot be placed without the repair being allocated a Work Type number.

The relevant member of the Regeneration Management Team will give guidance on which repairs are to be placed into each Work Type.

The list of the work type categories above may from time to time be subject to alteration. In such circumstances, staff will be notified and given clear guidance and training in how to allocate work types correctly.

(See current Work Type Codes List)

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## Response Times

When the Officer has classified the work type, they shall then identify the priority of the repair. Each Day-to-Day repair is to be allocated a specific repair response time.

Repair response times may have to be adjusted so as to make allowances for the needs and requirements of individual tenants

Staff/ Contractors will be trained to recognise and understand conditions where it may be appropriate to be flexible with target response times to ensure that vulnerable tenants have their repair requests resolved within appropriate timescales.

***Emergency*** (Initial visit within 2 hours, completed within 24 hours)

***Non Emergency*** (Within 21 days at the most, but we expect that 8/10 of these jobs will be completed in 10 days.

<b>Category 1</b>	<b>Emergency</b> Attend Within 2 hrs complete within 24 hrs
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Repairs that are required to avoid an immediate danger to personal safety, health or serious damage to the building. (Note that the response time only covers the removal of the source of danger and not necessarily the total repair to the item). Where it is evident that an emergency request is sufficiently serious so as to endanger the lives of occupants and/or the stability of the building the response time must be IMMEDIATE and a senior manager informed at once.

### Examples

The following is a list of examples of emergency repairs. It is not exhaustive, but should provide guidelines on the type of repair which could be expected to be categorised as an emergency. Note that in the first instance the emphasis is on making safe.

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Gas Leak	<i>Tenants to be advised to turn off gas at the mains, open windows and await emergency call out.</i>
Electrical Faults	<i>Total loss of electricity, or lighting, water penetration to electrical items, exposed wires. Total loss of external lighting within estate boundaries and which are necessary for safe passage.</i>
Central Heating	<i>Only an emergency if there is no other form of heating and during winter months. CHANGE THIS!!! Refer to the Gas Contract for specific details regarding seasons and times.</i>  <i>All repairs to Gas Heating and Hot Water should be referred directly to IDM - Gas Contractors for Connect Housing</i>
Structural Danger	<i>Chimney stacks, walls etc. – make safe structure only</i>
Blocked Drain	<i>Mains drains and WC if a serious blockage or if there is only one WC in the property.</i>
Burst Pipes	<i>(Internal only) bursts to cylinder, radiators, tank, supply pipes.</i>
Roof Leaks	<i>Only an emergency if it is severe such as persistent rain and missing or damaged coverings sufficient to cause disruption.</i>
Security Works	<i>Secure properties after break-ins, abandonments etc. and where the security of the tenants is significantly compromised e.g. ground floor flat.</i>
Gain access	<i>Only when tenant understands that they will be recharged. Officers should only arrange forced access if they have received sufficient information from the request that confirms it is the tenant.</i>
Supported Schemes	<i>Lift failure, fire alarms/equipment, boiler problems, security doors, intercoms etc.</i>

<b>Category 1a</b>	<b>Non Emergency</b>
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Repairs required to avoid substantial inconvenience to tenants or ongoing damage to the building.

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## Examples

The following is a list of examples of non emergency repairs. It is not exhaustive, but should provide guidelines on this category of repair.

Plumbing	<i>Controllable leaks to installations, pipes, faulty taps, flushing mechanisms, overflow discharging.</i>
Electrical	<i>Faulty sockets, lampholders, switches, security lights, burglar alarms.</i>
Joinery	<i>Faulty but secure external doors, faulty locks, water ingress to doors and windows, non-ground floor or basement window fasteners, loose floorboards/handrails.</i>
Roof	<i>Storm damage, minor leaks.</i>
Plumbing & Heating	Replacing loose/broken fixtures which are not leaking e.g. loose WC pan
Joinery	<i>Minor works such as easing and adjusting doors refitting kitchen cupboard doors.</i>
General	<i>Re pointing to brickwork, new floor tiles, leaks on gutters.</i>
External	<i>Fences, gates, walls, minor light defects where there is no likely risk to occupants.</i>

<b>Requests For Improvements</b>
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Non statutory repairs carried out at the discretion of Connect Housing in consultation with Tenant representation. Such works are normally classed as planned maintenance works and are correct under separate larger scale works procedures.

### Examples

The following is a list of examples of extra works. It is not exhaustive, but should provide guidelines on the type of repair which could be expected to be categorised as extra.

Additional requests *Additional sockets, kitchen units, security lighting etc.*

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Environmental Work	<i>Erection of fencing, hedges, walls etc. as an agreed improvement programme.</i>
Renewals	<i>Ageing Kitchens, Bathrooms etc. that are not broken but are due for replacement.</i>
Other	<i>Minor adaptations (not disabled adaptations) and decorations</i>

Connect Housing supports improvements where they are deemed to add value to the property, comply with the Scheme Development Standards and local planning regulations and do not create conflict within the community or the built environment. Improvements must be approved in writing and a copy kept on the tenants records kept by Connect.

## **Pre and Post Works Inspections**

Accurate inspections of repairs to properties are an essential part of Connect Housing repairs and maintenance service.

Property inspections form an integral part of providing an effective, customer focused repairs service.

Whether inspections need to be carried out, are dependent upon the circumstances of the repair.

### **Pre-Works Inspections**

Upon receipt of a works order or repair request, the contractor is primarily responsible for determining whether a pre-works inspection is required to organise and complete the work. There are some exceptional circumstances where the relevant Regeneration Directorate Manager may appoint a Contracts Officer from the outset to oversee works required.

### **Post-Works Inspections**

Post works inspections of completed repairs are an essential part of performance monitoring. Not only do they check that the work is of an acceptable standard and correct specification, tenants can be asked whether they are satisfied with the quality of service that they received.

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Both site post Inspections by Connect and the contractors quality assurance system inspections will always cover quality of workmanship, conduct of contractor and tidiness during work as a minimum.

Post Works inspections are carried out in the following ways;

- I. Through a combination site audits by Contracts Officers and telephone inspections by Housing Liaison Officers on orders selected as part of a risk and performance management strategy.
- II. Through the contractors quality assurance systems in accordance with terms set out in the relevant partnering contracts.
- III. Through an audit by Connect of the contractors quality assurance systems.

Results of post inspection will be recorded electronically to enable reports to be compiled for monitoring and appropriate action taken.

Post works inspections will be reported on by the Monitoring and Information Officers and decisions arising from reports will be actioned by the Property Services Manager.

The types of work that require post inspections are as follows:

- Up to 10% of all completed Day to Day repairs. These shall be for works under the value of £500.
- All repairs to void properties.
- Repairs that have been poorly carried out by contractors in the past and require follow up work.
- All works above £500.
- Completed work that has resulted in a complaint from a tenant, where the tenant and the Association consider it appropriate.
- Aids and Adaptations (usually by telephone post inspection)
- Work that is significantly different from the repair ordered.
- Work which may be a risk to health and safety.

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When a property or a repair requires a post inspection, this must be clearly indicated by a member of the Contracts or Assets Teams before any invoices are paid.

Where the works to the property are found to be below the acceptable standard, the contractor is to be notified and instructed to recall and complete the work to the required standard. A joint visit to the property by the Contracts Officers and the contractor may be required. A resolution shall be completed within 14 days of the post works inspection unless an emergency or urgent response is required, in which case already established targets shall apply. A Contracts Officer will oversee the recall and contact the customer on completion to ensure satisfaction.

## **Void Properties**

Void properties need to be inspected promptly so as to enable repairs to be carried out and completed within targets set in the Business Plan. The re-let period must be as short as possible so that rent revenue is not lost on the empty property whilst at the same time ensuring that the lettable standard is achieved. The detail of how we manage voids is outlined in our separate Voids procedure.

## **Mutual Exchange Arrangements**

Connect offers advice and support when tenants within its management wish to exchange homes. Neighbourhood Housing Officers will manage the mutual exchange process. In respect of repairs, an appointed Contracts Officer will ensure the following:

- All gas and electrical safety appliances are checked and passed as safe upon exchange at Connects expense.
- All health and safety defects are properly addressed upon exchange including an agreement by both parties to honour their existing tenancy obligations by repairing damage caused by neglect.
- All non health and safety defects are properly recorded and that both parties accept condition as seen.

## **Out of Hours Emergency Repairs Service**

Connect provides its tenants with a 24 hour emergency repairs service.

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Emergency repair requests between 17:00 and 09:00 are handled by an out of hours call handling contractor (Mayfair). Weekends and Bank Holidays are also covered.

Only genuine emergency repairs are to be carried out and must be restricted to the following categories :

- Those causing immediate danger to health
- Those placing the safety of occupiers at risk.
- Those causing severe damage to the building
- Those where the tenants are vulnerable, e.g. disabled, elderly.

Types of repair that qualify under these categories are :

- *Gas leaks*
- *Complete loss of electricity*
- *Flooding*
- *Complete heating failure (during winter months)*
- *Complete failure of water supply*
- *Structural damage to the building*
- *Major roof leak*
- *Blocked drains*
- *Fire damage*

The officer responsible for taking the repair must seek information from the tenant in order to ascertain the nature of the problem. Unless it falls into one of the above mentioned qualifying categories, the repair should be ordered the following working day.

All work actioned by the contractor the call handler has passed the emergency to must be faxed to either the Housing Liaison Team if the Out of Hours repair was to a Leeds property or to Trinity Property Maintenance if it concerned a Kirklees, Calderdale or Wakefield property by 9.00 am the following day.

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Checks on the type of repairs attended to outside of normal working hours will be made daily by either the Housing Liaison Team or Trinity Property Maintenance.

## **Planned/ Cyclical Maintenance**

Planned Maintenance is covered under the Planned Maintenance Procedure. It is distinct from reactive maintenance, covered under this procedure, in that works can be predicted in advance allowing better planning, organisation and delivery. A guidance of the type of works that are generally included in planned/ cyclical maintenance are given as follows;

- *Annual servicing of all gas appliances*
- *Internal Painting Programmes (Communal Areas)*
- *External Painting Programmes*
- *Kitchen, bathroom and other component replacements*
- *Central Heating Replacements*
- *Annual Servicing of Fire safety equipment*
- *Road/Tarmac renewals*
- *Energy Efficiency upgrades*

It is essential that the annual programme of planned and cyclical works is clearly noted and understood by all members of the directorate.

Customers may request repairs to components, which are scheduled to be completed in the annual improvement programme. When this arises the customer should be informed that the work is due to be completed in the annual programme and will not, therefore, be carried out until then.

If, however, the repair requested is an emergency, or will become an emergency prior to the start of the annual programme, then works should be ordered.

Officers should also note and record repair items that could be included on future planned maintenance programmes. This is especially appropriate when carrying out inspections to properties. All information of this nature should be passed to the Property Services Manager or Technical Contracts Manager.

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Planned Maintenance programmes derive from the Stock Condition survey, properties failing the Decent Homes Standard, tenant and staff feedback. The Regeneration Directorate are responsible for the preparation of the Planned Maintenance Programme which is passed to the Board for approval.

## **Supported Housing and Management Agents**

The Association has a substantial number of customers that reside in supported housing schemes

There are a number of schemes managed by on-site staff, and it is their responsibility for ordering day-to-day repairs. When repairs are ordered by supported housing staff, the orders will be processed in the same way as normal day to day repair orders.

It is essential that repairs staff liaise very closely with on site staff before authorising any work being carried out.

The above schemes have specialised equipment that cannot always be repaired by existing day to day contractors. Repairs to items such as, district heating boilers, fire safety equipment, door entry systems etc. may require specialised contractors.

## **Managing Agents -**

Many properties belonging to the Association are managed by other specialised agencies. Complete information on repair responsibilities of all the different management agencies can be found in the repair obligations file as part of each lease agreement.

Officers must ensure that only repairs that are the responsibility of the Association are ordered. It may be that in certain circumstances, when an emergency arises, works may have to be ordered by repairs staff. The management agent must be informed that they will be recharged for this work. Work performed by the Association, that is the responsibility of the managing agent, will be recharged accordingly.

If any clarification is required regarding the repairing responsibilities of Connect Housing and its Managing Agents, please seek information from the Supported Housing Officer.

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All properties, supported housing schemes, and those managed by other agencies, are inspected annually by the Property Surveyor or Technical Contracts Manager. The schedule of repairs is to be written in accordance with the Associations re-let standard.

The schedule of repairs, with prices, is to be forwarded to the manager of supported housing, for their comments, before any works can be ordered.

### **HAMA Properties (Housing Association of Managing Agents) LOTS (Living Over The Shop)**

Connect currently has a number of HAMA or LOTS properties, all at different stages of the lease. There is a specific lease for each property setting out the repairing obligations of the Landlord and the Association.

The lease agreement for each property can be different. Contracts and Assets Team members should check with the Properties and Assets Officer before ordering any repairs.

### **Payment of Invoices, Valuation and Variations**

Connect, through its procurement strategy, contractual obligations and effective systems of working, aims to maximise value for money whilst delivering the most efficient service possible for its customers. The measurement and valuation of work is constantly being developed to make best use of administrative resources during the process. The following procedures are the most up to date but are subject to change as part of the partnering development. Officers will be duly notified of any future changes and trained accordingly.

### **Trinity Property Maintenance**

The pricing framework for all reactive maintenance and void works is governed under the Partnering Protocol in which a pre determined and mutually agreed annual sum is paid in equal monthly instalments throughout the financial year. The payment of these equal sums is checked by the Property Services Manager and approved by the Regeneration Director. Payment due for works outside the remit

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of the Protocol will be administered in accordance with general contractor payments described below.

### **IDM Limited**

The pricing framework for all gas related reactive maintenance and void works is governed under a "Price per Property per Annum" structure in which a pre determined and mutually agreed annual sum is paid in equal monthly instalments throughout the financial year. The payment of these equal sums is checked by the Property Services Manager and approved by the Regeneration Director. Payment due for works outside the remit of the Protocol will be administered in accordance with general contractor payments described below.

### **HT Forrest and Excell Ltd (Valuation and Payment)**

The pricing framework is based on the Nat Fed Schedule of Rates and payments are in the form of monthly valuations of individual orders raised within specified periods. The Property Services Manager administers each valuation, recommends payment and the Regeneration Director authorises a single invoice per month with details of the valuation attached.

### **General contractor payments**

To ensure that work values in respect of invoiced works are correct, the following checks will be carried out by an appointed HLO or Contracts Officer.

- *The work corresponds to a RHA official order and number.*
- *The work undertaken is clearly itemised*
- *The work undertaken is in accordance with the work that was ordered.*
- *All information is clearly inputted onto the computer*
- *If the work requires post inspecting, the invoice is passed to the Contracts Officer to carry out an inspection.*

If there are discrepancies with any of the above, then the contractor is to be contacted by a member of the Assets or Contracts Team to explain the reasons for

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differences. The invoice is not to be processed unless a satisfactory explanation can be given for the difference.

Invoices for work that is to be recharged to the tenant should be photocopied and forwarded to the housing officer.

When the above procedures are completed, the invoice is signed as checked and forwarded to a member of the Regeneration Management Team for authorisation.

A member of the Regeneration Management team performs the final check, authorising the prices and scope of works on the invoice. After signing the invoice is passed to the Finance section for final posting.

## **Variations**

Variation rules vary according to the nature of individual contracts. Both customer service and health & safety are of high importance in dealing with variations promptly. The following procedure shall be adhered to in respect of variations.

Trinity Property Maintenance and IDM Limited. There is no variation mechanism within these contracts in respect of reactive maintenance. A Variation can only be raised by the contractor if the works is outside the remit of the contract. The only cases where this may occur are in improvements and co-ordinated Estate Management Works approved by the relevant Regeneration Manager. Works considered to be planned maintenance are dealt with as aforementioned and in accordance with the planned maintenance procedure.

**See previous order process chart for variation process.**

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