

CYNGOR SIR POWYS COUNTY COUNCIL

Housing Services

Repairs and Maintenance Service Standard

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Powys County Council - Housing Services Repairs and Maintenance service standard

We will deliver an effective repairs and maintenance service to ensure that all our homes are of a good standard. We will meet the high standards expected by and agreed with our tenants, in line with the Council's Secure Tenancy Agreement. We will meet the requirements of good asset management by ensuring that the properties are maintained to a good standard and the future of the property is safeguarded. We will ensure good Value for Money and set a high standard of workmanship for our staff and contractors.

To achieve this we will:

1. provide a service that:

- a) listens to and addresses any problems that tenants have about repairs
- b) arranges appointments with the tenant on the phone at first contact to carry out inspections and repairs
- c) arrange where possible an appointment time to suit the tenant, where the inspection or repair is inside the tenant's home and/or affects the normal day-to-day running of the home
- d) undertakes repairs quickly and in one visit if possible
- e) consults tenants and involves them in decisions about the service, standards and repairs to their homes, estates and service monitoring
- f) ensures that all contractors undertaking work on behalf of Powys County Council adopt practices which fully comply with our Equality and Diversity policy and Code of Conduct

2. commit to our responsibilities to:

- a) carry out all repairs within the requirements of current legislation (Building Regulations, Governing Health and Safety regulations, Gas Safe, Oftec Hetas etc.) best practice and to a good standard
- b) 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
- c) endeavour to carry out all repairs by appointment within the timescales as set and agreed with our tenants
- d) maintain expenditure within the repairs budget
- e) have regard to the environmental impact of building products used
- f) ensure that we achieve a good balance between value for money and quality of service, when packaging and awarding contracts

3. expect from you to commit to your responsibilities to:

- a) use the property you occupy and all the fixtures and fittings in the property in the correct manner and for the purpose for which they are intended
- b) ensure that we or our agents (consultants, contractors) 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 and safety checks, fittings, appliances and gas installations

- 4. provide you with ways to request a repair, which are convenient to you, by:**
- a) offering you the following ways to request or report a repair:
 - I. by telephone (including out of hours emergency number)
 - II. on-line through the Powys County Council Website
 - III. in writing
 - IV. by e-mail
 - V. via any member of staff
 - b) enabling appointments to be agreed at the time the repair is reported, when you contact us by telephone
 - c) enabling booking an appointment after further contact when you use any of the other ways
 - d) offering an appointment that is suitable for you, between Monday to Friday between 08:00 and 16:00.
 - e) Making appointments for all repairs service visits requiring access to or affecting the normal operation of your home for:
 - I. pre inspections
 - II. undertaking the repair
 - III. post inspections and following up expressions of dissatisfaction
 - f) leaving a non-access card, where you fail to keep an agreed appointment, informing you that we attended and that the appointment will have to be rebooked. We will cancel the repair where two or more no access cards are left.
- 5. provide a service to respond to repairs outside of normal working hours, by:**
- a) offering a way of reporting emergency repairs out of hours, 24 hours a day, seven days a week, except for gas leaks*,
 - b) trying to be there in 4 hours, but definitely within 24 hours, if an emergency repair is reported
 - c) making emergencies safe and if possible carry out repairs within the 24 hours target
 - d) following up works may be carried out over a longer timescale after the initial making safe, depending on the extent of works required.
 - e) offering an out of hours emergency service in relation to gas and heating breakdowns in the event of:
 - I. an elderly, disabled or otherwise vulnerable person residing in the property (for example a young baby) and
 - II. there being no other form of heat in the property, i.e. if a boiler fails and there is no gas or electric fire in the property
 - f) providing a temporary electric heater if a boiler cannot be repaired.

* You are required to report all gas leaks to Wales and West Emergency 24hr Gas Escape Number on **0800 111 999**. Wales and West Utilities will attend to all gas leaks within two hours.

- 6. respect the place you live when visiting in connection with repairs, this includes contractors, by:**
- a) carrying and displaying proof of our identity; where this is not provided when requested, you are entitled to refuse access
 - b) not smoking in your home
 - c) being suitably dressed
 - d) being tactful and polite
 - e) respecting your privacy and personal belongings
 - f) using dust sheets, wearing shoe / boot covers and minimising disturbance to you
 - g) arranging with you for the use of any services required
 - h) trying to avoid leaving an unfinished job and advising when we will return
 - i) not leaving equipment or materials in a dangerous or inconvenient position at your home
 - j) arranging to remove any rubbish at the end of the day
 - k) offering you the right to make a formal complaint by telephone to the council using the Councils Housing Helpdesk Telephone **01597 827 464**, if the above is not followed
- 7. commit to offering choice, by:**
- a) offering choice in repairs and improvements wherever reasonably possible, however, responsive repairs are normally restricted to the replacement of fixtures and fittings on a like-for-like basis
 - b) offering choice when improvements or major repair programmes are undertaken
- 8. provide a service that aims to complete repairs with the least visits as possible, by:**
- a) always attempting to effect a repair in one visit
 - b) agreeing the time of both the pre-inspection and the work required at the time that the repair is reported, when a pre-inspection is necessary
 - c) agreeing (where possible) an alternative appointment before the tradesperson leaves the property, when additional work is identified that means the appointment cannot be kept or the work cannot be completed
- 9. provide a service that keeps you informed of delays, by:**
- arranging an alternative appointment as soon as we are aware of the situation when a repair requires parts or materials that must be ordered or the tradesperson is unexpectedly absent, and the appointment needs to be rearranged
- 10. provide a redecorating service, by:**
- a) always attempting to ensure that any damage is kept to an absolute minimum
 - b) where minor internal redecorating is required after carrying out repairs, as part of your responsibility to decorate the home:
 - providing a decoration voucher of sufficient value to match the redecoration in line with Powys County Council policy limits
 - providing advice on where the decoration voucher can be used

- c) ensuring that the property is returned to the same condition as before the repair, where you are unable to redecorate
- d) Where there are external repairs we will:
 - I. make good as required areas of paint or coloured plaster; to ensure a suitable / acceptable decorative finish, or
 - II. agree the inclusion of the work within the next painting cycle

11. provide a service regarding adaptations for disabled people, by:

- a) maintaining any existing adaptation or fixed equipment providing that it is still required to meet the needs of the disabled household member for whom it was provided
- b) removing semi-portable equipment where it is no longer required but structural alterations will remain and will be maintained as part of the property
- c) removing that adaptation, where a repair is required to a minor or semi-portable adaptation that is no longer required by a household member
- d) ensuring that all electrical adaptation equipment is serviced as per manufacturers' recommendations
- e) providing new adaptations to meet the needs of elderly or disabled persons will only in accordance with Powys County Councils Disabled Adaptation Policy

12. provide a service responding to crime, by:

when following illegal entry into a dwelling owned or managed by us we will:

- I. carry out emergency repairs to make safe if reported
- II. carry out all repairs as a result of the illegal entry that are our or your responsibility provided a crime number from the police is supplied
- III. not carry out repairs where illegal entry into a property results in damage etc. where the illegal entry was a direct result of the tenant's criminal activities, except to maintain the integrity of the property and protect the Council's asset
- IV. discuss the matter with the police and take appropriate action where persistent unlawful access damage occurs
- V. remove seriously offensive graffiti on its property within 24 hours

13. respond to damage by you to a property, by:

- a) charging you for the cost of the remedial work for any abuse or damage caused to the property by you, your family members, pets or visitors to the property
- b) considering the circumstances in deciding the level of charge appropriate in line with our Recharge Policy, in the case of accidental damage

14. ensure an effective service for planned improvements, maintenance and major repairs services, by:

- a) repairing the existing fixture or fitting or replacing it with similar where a responsive repair is carried out, however we may carry out an improvement as part of the repair where we consider it prudent to do so

- b) recognising the economic benefits to its tenants of carrying out some (particularly larger scale) repairs on a planned maintenance basis rather than carrying out responsive repairs
- c) balancing this benefit with the inconvenience that delays in organising planned maintenance work may cause you and other tenants and the more general view of tenants that improvements should be carried out to all properties within a street at the same time
- d) looking to include a responsive repair in a larger planned or major repair programme when:
 - I. multiple properties require the same type of repair
 - II. the value or volume of the work suggests a planned approach should achieve better value for money than a series of responsive repairs
 - III. the repair involves work chargeable to leasehold properties and consultation within the meaning of Section 20 of the Landlord and Tenant Act 1985 is required
 - IV. The work is planned to take place within the next 12 months and the necessary funding is available
- e) undertaking regular maintenance of properties, including statutory gas safety and electrical checks and external painting as part of a rolling programme of work and notifying you in advance
- f) making an appointment where work requires access to your property
- g) giving you choice, where it is possible, replacing kitchens and bathrooms where ever possible as part of a programme of works. This work will be subject to consultation with you about layout and choice of units, work tops etc
- h) undertaking, where possible, any disabled adaptations required by the household to the kitchen or bathroom as part of that programme of work with the exception of grab rails

15. ensure an efficient pre work inspections service, by:

- a) only carrying pre work inspections where:
 - I. The tenant is unable to fully explain the problem;
 - II. the repair might be the tenant's responsibility;
 - III. surveying measurements, schedules, specifications etc. are required prior to ordering the work;
 - IV. the emergency repair requested is structural
 - V. investigations to identify the problem are required;
 - VI. a previous repair has not solved the problem;
 - VII. the tenant has a history of wrongly reporting repairs (where nuisance calls are made or where there is a history of tenants abusing the property)
 - VIII. the tenant wishes to consider upgrade or improvement (see above)
 - IX. The value of the work is likely to exceed the specified amount.
- b) carrying out pre inspections by appointment which will be agreed at the time that the repair is reported, except for emergencies

16. ensure an efficient post work inspections service, by:

- a) carrying out quality control checks of repairs at random. These quality control checks will be for different repair types, property types
- b) carrying out post inspections when you are dissatisfied

- c) carrying out post inspections at an appointed time agreed with the tenant

17. ensure tenants are satisfied and improving the service, by:

- a) continually monitoring tenant satisfaction with repairs by way of tenant satisfaction call backs to ensure the high standard expected by our tenants is delivered
- b) regularly contacting a sample of tenants to ascertain satisfaction of completed works
- c) arranging an appointment for a visit by an inspector to identify and rectify any residual problems and inform the tenant and their representative of any actions taken in response to their expressed dissatisfaction, when a response is returned showing any dissatisfaction
- d) offering you to express dissatisfaction by any “normal” method of communication including, but not limited to, any of the methods via which repairs can be reported
- e) offering you the right to complain as covered by the Powys County Council’s Corporate Complaints Policy
- f) evaluating 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
- g) including equality impact assessments in the reviews to ensure that all of our policies encourage and support our determination to promote equality and eliminate unlawful discrimination
- h) ensuring that opportunities are provided for tenants and leaseholders to engage in the process of reviewing and monitoring this policy
- i) ensuring systems will be in place to monitor progress against agreed targets.

To keep you informed about how well we are doing we will publish the following performance measures each year:

1. number and type of responsive repairs
2. number and type of improvements
3. number and type of planned maintenance
4. % of tenants satisfied with our responsive repairs service
5. % of tenants satisfied with our planned maintenance service
6. % of tenants satisfied with our improvements service
7. % of repairs completed at the first visit.

The performance will be discussed with the Tenant Liaison Forum.