REACTIVE REPAIRS POLICY

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REACTIVE REPAIRS POLICY

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REACTIVE REPAIRS POLICY

PURPOSE OF POLICY

This policy is intended to ensure that GCH meet our legal obligations to repair and maintain our properties; and to protect the health, safety and well-being of customers and visitors to our properties.

It is designed:

- To allow customers to easily report reactive repairs at any time, night or day, throughout the year.
- To ensure we appropriately diagnose the problem and advise the customer of possible solutions if it is a customer responsibility or
- To arrange for GCH's own workforce or a GCH appointed contractor to carry out an emergency repair within 24 hours; and any non-emergency repair (5 Working Day Urgent, 28 Working Day Routine, 56 Working Day Major Works) reactive repair at a mutually convenient appointed time, wherever possible, if it is a landlord responsibility and:
- To do so wherever possible, right first time, to a quality and level of satisfaction acceptable to GCH and our customers.

DEFINITIONS

Reactive Repair (sometimes referred to as responsive repairs or day to day repairs) - is where an unexpected repair arises in a property or in a communal area that we own, lease or manage which we are obliged by law, our legal agreements or service promises to respond to and rectify.

Property - The term 'Property' normally means the home occupied by our customers plus any gardens, garages, brick sheds, stores, outbuilding, fences, paths or walls let within its boundary provided by GCH.

It does not include any alterations or improvements inside the home, any structures erected in the garden (e.g. timber sheds, greenhouses) or any walls, fences, paths etc., which have been provided by our customer - unless we have accepted legal responsibility for them.

Communal Areas – are defined as any land or buildings, which are owned by GCH and are open to our customers and their visitors to use generally e.g. grassed areas, corridors and staircases in blocks of flats.

Customers – include our customers, leaseholders, shared-owners and any commercial customers, leaseholders, shared-owners and owners of property who purchase services from us.

WHO DOES THE POLICY APPLY TO?

This policy applies to GCH staff, appointed repairs contractors, and Customers.

UNDERSTANDING AND RESPONDING TO CUSTOMERS

We will treat everyone fairly but recognise that certain customers may face discrimination or may be disadvantaged in other ways. These groups are identified in equality legislation and include people who are disabled or from different religions or faiths.

We will make sure that these customers are treated in ways that meet their needs and are not excluded inappropriately from any services or activities provided by GCH. We will promote inclusion and challenge discrimination.

POLICY STATEMENT

We will provide a 24/7 365 days per year repair and maintenance service that includes a continuous out-of-hours service to deal with emergency repairs.

We will ensure that:

- all directly employed staff have the appropriate trade or professional qualification or working towards and are provided with appropriate on-going training to ensure that all works are carried out to a high standard.
- where external contractors are used, they will be from an approved select list that meets our required quality standards. The contracts will be administered in a professional manner, and we will also ensure that contractors' staff are trained to a similar high standard as our own staff.

We will ensure that our property, including communal areas, is kept in a condition that exceeds statutory minimum standards.

We will ensure that we review our budgets, programmes and policies to ensure that we achieve the right balance between:

- Customer Satisfaction
- Value for Money; and
- Continuous Improvement of Service

HEALTH AND SAFETY

GCH is committed to achieving the highest reasonably practicable standards of health, safety and welfare for all our employees, customers, our contractors and the public in so far as our activities may affect them.

We will ensure that all reasonably practicable means will be applied towards the objective of mitigating accidents, incidents, and hazards in or arising from our activities, and create and maintain safe and healthy conditions of work and residential housing.

Everybody within Property Care has a responsibility to comply with the detailed requirements of the Risk Assessment and to ensure that the requirements of the Health and Safety Policy are always satisfied.

LEGAL AND REGULATORY EXPECTATIONS

Our responsibilities differ for different customers.

Customer

Our main responsibilities to them are set out in the following legislation and tenancy agreements.

Landlord & Tenant Act 1985 Section 11

In summary this places a responsibility on GCH to repair the structure and exterior of a customer's home; and to repair and keep in proper working order installations supplying water, gas, electricity, sanitation; and space/water heating

Defective Premises Act 1972 Section 4

In summary this places a responsibility on GCH to ensure that we take care to ensure that our customer is reasonably safe from personal injury or from damage to their property which could be caused if we do not carry out repairs for which we are responsible and which we could reasonably be expected to know about.

Tenancy Agreements

GCH's repairing responsibilities are set out in our tenancy agreements. A simpler but longer explanation is given in the Repairs Handbook. A simple summary of landlord and Customer responsibilities is given in **Appendix A.**

SERVICE STANDARDS

Customer Responsibilities

Our customer's repairing responsibilities are set out in our tenancy agreements. A simpler but longer explanation is given in the Repairs Handbook. A simple summary of landlord and Customer responsibilities is given in Appendix A.

These make it clear that we have a shared responsibility for repairing and maintaining our properties, their homes.

Consequently, from time-to-time GCH may sell, for a nominal £1 fee, (often referred to as gifting) specific items provided in their home for which Customers will need to take full repairing responsibility. For example:

- Timber Sheds
- Floor coverings
- Built in White Goods
- Paving

These will be specifically identified for the Customer at the tenancy sign up.

Leaseholders

A Leaseholder owns a Lease within the Freehold of the Structure of the building; they are responsible for maintaining and repairing within the boundary of their property. This includes all its fixtures and fittings solely serving the property including electric, gas, water and sewerage installations at their own expense. Improvements and repairs within the property may require the Leaseholder to make the Leasehold officer aware if the works may affect the communal or Freehold of the building. It is important a Leaseholder checks their lease prior to works and the specific covenants.

GCH owns the Freehold, structure and commons parts 'Block' and is therefore responsible for the repairs, maintenance and improvements and cleaning of the Freehold and communal areas. This is all rechargeable by way of service charges proportionately across the residents of the 'Block'. For any major proposed works a full section 20 process is followed and notices served to the residents prior to commencement. Emergency repair work may differ in process.

Windows, frame and glass are dependent on the individual leases and contact should be made to the Leasehold officer prior to determine responsibility.

As per the lease agreement the Freeholder GCH has the right to make contact and gain access to a leasehold property in the event of urgent and extreme repairs affecting other residents/ the

Freehold and where a breach of the lease has occurred. GCH will always make initial contact for the issues to be resolved by the Leaseholder within a timescale and at the Leaseholders expense. If the issues still occur GCH will give notice and will attend the property to identify and repair the issues, this is fully rechargeable, and the Leaseholder would be responsible for the visit and works carried out

Shared Owners

A Shared Owner is essentially a Leaseholder owning a Lease within the Freehold which is owned by GCH. A shared owner is responsible for the works related to the interior and exterior of the property including the solely serving fixtures and fittings. The Shared Owner should review their Lease agreement in first instance, and where applicable seek permissions from the Leasehold Officer.

The New Shared ownership properties do have a defects period where GCH would be responsible for repairs and maintenance dependant on time period and Lease.

Any large alterations/ repairs to the property interior or exterior would require permission granted by the Leasehold Officer at GCH, The lease agreement must first be reviewed and requests sent to Leaseholders@gch.co.uk.

A Shared Owner must maintain their property in line with the Lease agreement.

ACCESS TO REPAIRS SERVICES

We will ensure that customers can easily access the 24/7 repairs service via our Customer Service Team and through a range of communication channels e.g. website, email, phone, and letter.

EMERGENCY REPAIRS

Emergency repairs are defined as:

- Incidents that could seriously damage your health or the property e.g. risk of electrocution, gas explosion or severe flooding.
- Complete Electrical Failure - Where this is an isolated incident and not power failure to the surrounding area and does not involve lack of credit on
- Total Failure of Central Heating and/or Hot Water failure with no Alternative E.G Electric Shower
- Lift Breakdown (In sheltered housing schemes, or where a person is trapped, and we are called to assist the fire brigade

- Security of property in cases such as safeguarding children or adults, sheltered or supported housing main door entry systems or where police have requested attendance due to other exceptional circumstances.
- All toilets in a property not working (unless resident is disabled and unable to reach the working toilet)

We aim to attend and complete the emergency repair within 24 hours, wherever possible.

Completing an emergency repair will often mean making safe rather than completing a full repair e.g. boarding up a window and then returning to complete a non-emergency window replacement at a later appointed date. If the repair is the responsibility of the customer, they will be recharged for the work.

In addition to the emergency works defined above we recognise the individual needs of our residents or that exceptional circumstances sometimes arise.

For vulnerable and disabled customers or customers with a household with a child under 3, we will always provide an emergency repair service for the following issues:

- Security – Where the property is insecure, and it is unreasonable to expect the resident to maintain their security until the next working day e.g. an elderly customer; or police have requested attendance; or there are other safeguarding adult or children's issues.

In addition, we will support our staff if they exercise their discretion in unusual circumstances where the intention is to protect person or property from serious harm.

NON-EMERGENCY APPOINTED REPAIRS

We will ensure that all non-emergency jobs are appointed and that customers are advised of the job number, the appointment details, and who will be attending to do the repair e.g. our own workforce or a supporting or specialised contractor.

We will keep residents updated on the progress of their repairs including any changes to an agreed appointment.

Our normal working hours are Monday - Friday 8am – 5pm.

We will offer the customer an appointment "slot". These are broadly defined as:

- Morning, 8am -12 noon
- Afternoon 12 noon - 5pm
- Avoid school-run 10am – 2pm

We will aim to complete all works Right First Time.

When a job is raised the appointment will be prioritised recognising the following (in no order):

- health and safety of the customer or members of the public
- vulnerability of the customer
- efficient use of our resources
- urgency of the work
- availability of the customer.

We will aim to complete all responsive repairs within 28 working days unless there is a reasonable reason for an extension, such as:

- Roofing repairs during extreme weather.
- Difficult to obtain nonstandard stock items or components.
- Where a customer has requested a revised appointment beyond the original target date which is more convenient for them.

INSPECTIONS

In most cases we will arrange for an engineer to attend, diagnose and fix any identified repair problems.

However, in some circumstances it may be more appropriate for one of our surveyors or Repair and Void Inspector to inspect and specify the remedial works that are required. Examples include:

- Structural issues
- Condensation problems/Damp & Mould Issues
- Boundary and Fencing Issues
- Complex diagnosis
- New build defect/latent defect diagnosis

We will still aim to complete the inspection and any follow-on non-emergency repair within 28 working days.

QUALITY AUDITS

Once a repair has been fully completed, Customer with updated contact details will receive the option to complete a customer satisfaction rating.

In addition, we will undertake a robust, risk based, series of audit visits of completed repairs. Audits will be completed on repairs carried out by our own engineers and on our approved external contractors, to ensure that we are providing:

- Value For Money
- Good Quality Repairs; and
- Customer Satisfaction.

The feedback we obtain will be used to help our own staff and contractors deliver continuous improvement.

All internal repair staff and formal repair meetings with external contractors will include Quality Audit results as a standard Agenda item.

CONSULTATION

The Customer Scrutiny or any such equivalent group in place at the time will be consulted on any proposed significant changes to this policy.

REVIEW

This policy will normally be reviewed annually to ensure that it remains fit for purpose.

REACTIVE REPAIRS POLICY

APPEALS APPENDIX: GCH and Customer repairing obligations.

Issue	Detail	Responsible	
		Customer	GCH
Reporting Repairs			
Reporting Repairs	To report to GCH promptly any repair or defect for which GCH are responsible in your home or the common parts.	✓	
Access to property or to allow access to adjoining property			
Access	Give access to GCH or its contractors, subject to reasonable notice, to inspect the condition of your home or to carry out repairs or other works to your home or adjoining property.	✓	
External Repairs			
Drains, gutters, external pipes	Repair and maintain drains, gutters and external pipes, where Customer or anyone in their household or visitors have not caused the failure.		✓
	Preventing drains from getting blocked by cleaning them regularly	✓	
Gullys	Keeping gully grids clear of leaves and rubbish	✓	
Roof	Repair and maintain the roof.		✓
Chimneys, chimney stacks and chimney flues (but not sweeping)	Repair and maintain chimneys, chimney stacks and chimney flues		✓
Sweeping chimneys	Sweeping chimneys if it is used for an open fire (burning wood or coal)	✓	
Outside walls	Repair and maintain outside walls including external rendering where present.		✓
External decoration	To keep the exterior of your home and any common parts in a reasonable state of decoration.	✓	
Outside doors (but not glazing)	Repair and maintain outside doors.		✓

		Responsible	
Issue	**Detail**	**Customer**	**GCH**
Outside doors - keys or locks (including garage if provided)	Replacing keys or locks when keys are lost or broken, or Customer locks themselves out	✓	
	Cutting extra keys	✓	
Outside doors - bells, knobs, handles, latches, chains and any additional locks	Fitting doorbells, knobs, handles, latches, chains and any additional locks (allowed only with GCH's permission)	✓	
Windows - frames and fittings (but not glazing)	Repair and maintain windowsills, window catches, sash cords and window frames including necessary external painting and decorating.		✓
Windows – double glazing	Repair and maintain double glazing unit which has failed, where Customer or anyone in their household or visitors have not caused the failure.		✓
Windows - single glazing	Repair and maintain single glazing	✓	
Windows - glazing damaged by a third party.	Glazing where Customer or someone in their household or visitors have caused the damage.	✓	
	Glazing damaged by someone other than the Customer, someone in their household or visitors, providing there is a crime number.		✓
External pathways, steps or other means of access	Repair and maintain the main external pathways, steps or other means of access to the front and back doors.		✓
Integral garages, utility rooms and stores	Repair and maintain integral garages, utility rooms and stores (but not replace, lost keys or provide extra keys)		✓
Walls	Repair and maintain boundary or retaining walls provided by GCH.		✓

		Responsible	
Issue	**Detail**	**Customer**	**GCH**
Boundary fences	Repair and maintain boundary fences provided by GCH.		✓
External shed, store, greenhouse, fencing or other structure etc.	To maintain in a good state of repair and decoration the exterior of any shed, store, greenhouse, fencing, wall, path or other structure provided by the Customer and replace where necessary. (Allowed only with GCH's Permission)	✓	
Clothesline and posts	Replacing clothes lines and posts (unless in a communal area)	✓	
Individual aerials or satellite dishes	Not to erect any aerials or satellite dishes without our prior consent in writing as well as any necessary planning permission, and in any event to ensure that any aerial or satellite dish is discrete and does not cause a nuisance to neighbours or any damage to your home.	✓	
	To pay for any cost of fixing, maintaining, or removal of such aerials or satellite dishes.	✓	
Communal Areas			
General common parts	To ensure that such common parts are fit for use by you and other occupiers of and visitors to your home.		✓
Communal entrance doors	To keep in reasonable repair communal entrance doors.		✓
Communal stairways	To keep in reasonable repair communal stairways (including ceilings, walls floors and handrails)		✓
Communal passageways	To keep in reasonable repair communal passageways (including ceilings, walls and floors)		✓
Communal rubbish chutes	To keep in reasonable repair communal rubbish chutes.		✓

		Responsible	
Issue	**Detail**	**Customer**	**GCH**
Communal electric lighting	To keep in reasonable repair communal electric lighting.		✓
Communal fire safety systems	To keep in reasonable repair communal fire safety systems.		✓
Communal CCTV systems	To keep in reasonable repair communal CCTV systems.		✓
Communal security systems	To keep in reasonable repair the common parts of your home such as (where relevant) the communal security system.		✓
Communal TV aerials	To keep in reasonable repair communal TV aerial systems.		✓
Communal heating (e.g. in sheltered schemes)	To keep in reasonable repair and proper working order any installation provided by us for space heating including gas, electric, solid fuel etc. space heating systems and any radiators.		✓
Communal halls	To keep in reasonable repair communal halls (including ceilings, walls and floors)		✓
Communal cookers (e.g. in sheltered schemes)	To keep in reasonable repair and proper working order communal cookers		✓
Communal fridges (e.g. in sheltered schemes)	To keep in reasonable repair and proper working order communal fridges		✓
Communal dishwashers (e.g. in sheltered schemes)	To keep in reasonable repair and proper working order communal dishwashers		✓
Communal kettles and other electrical appliances	To keep in reasonable repair and proper working order communal kettles and other electrical appliances		✓
Internal Property Repairs			

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		Responsible	
Issue	**Detail**	**Customer**	**GCH**
Internal ceilings	Repair and maintain ceilings (excluding decorating, sanding and filling hairline cracks).		✓
Internal walls & plasterwork	Repair & maintain internal walls and plasterwork (excluding decorating, sanding and filling hairline cracks).		✓
Internal doors, door frames and door hinges	Repair and maintain internal doors, door frames and door hinges (excluding decorating and filling hairline cracks).		✓
Adjusting internal doors	Adjusting internal doors e.g. to accommodate fitted carpets or laminate flooring	✓	
Internal door furniture, locks, and latches	Repair, maintain and replace internal door furniture, locks and latches.	✓	
Internal skirting boards	Repair and maintain internal skirting boards (excluding decorating and filling hairline cracks).		✓
Internal decoration	To keep the interior of your home in a reasonable state of decoration, repair and cleanliness, including repairing minor plastering defects and hairline cracks.	✓	
Internal floors	Repair and maintain internal floors (but does not include Customer provided covering e.g. laminate flooring, fitted carpets, vinyl etc.)		✓
	Repairing any floor covering, vinyl tiles, sheeting, carpets or laminate installed by the Customer	✓	
Coat hooks	Maintain and replace coat hooks.	✓	
Space heating (sometimes known as central heating)	To keep in reasonable repair and proper working order any installation provided by us for space heating including gas, electric, solid fuel etc. space heating systems and any radiators provided by GCH.		✓

		Responsible	
Issue	**Detail**	**Customer**	**GCH**
	Keeping your home heated and ventilated to prevent condensation and to prevent pipes from bursting during cold weather.	✓	
Frost damage	To take reasonable precautions to prevent frost damage. *Examples of such precautions include, but are not limited to the following:* • *reporting to us if any part of your home is not properly insulated or stop taps are not working.* • *keeping your home adequately heated.* • *taking advantage of any insulation works that your home may be entitled to.* • *leaving background heating on when going away from your home during a cold spell or turning the stop tap off and draining down the water system.*	✓	
Gas supply	To keep in reasonable repair and proper working order any installation for the supply of gas within the property including gas pipes running from the gas meter to the gas appliances, including gas central heating boilers.		✓
	If necessary, turning off the mains gas supply and opening windows.	✓	
Gas appliances (Customer provided e.g. gas cooker, gas fire)	Getting your own appliances repaired and serviced by qualified gas safe engineers.	✓	
Water heating	To keep in reasonable repair and proper working order any installation provided by us for water heating including water heaters and central heating installations.		✓
Water supply	To keep in reasonable repair and proper working order any installation for the supply of water within the property including water pipes running from the water meter to and including basins,		✓

Issue	Detail	Responsible	
		Customer	GCH
	sinks, baths, showers, toilets and flushing systems.		
	Turning off water supply at the stop taps if a water pipe has burst and then turning on all remaining taps to allow the water to flow out.	✓	
	Fitting pipework for washing machines, dishwashers and showers (if not already provided by GCH)	✓	
Washing machines (Customer provided)	Clearing blockages or repairing leaks from a washing machine	✓	
Dishwashers (Customer provided)	Clearing blockages or repairing leaks from a dishwasher.	✓	
Kitchen cupboards	To keep in reasonable repair and proper working order kitchen cupboards		✓
	Replacing any knobs or handles on kitchen cupboards	✓	
Rubbish disposal	To keep in reasonable repair and proper working order any installation provided by us for rubbish disposal including internal rubbish chutes, external rubbish stores and areas.		✓
Baths	Repairing and maintaining baths		✓
	Trying to clear blocked baths	✓	
Showers	Repairing and maintaining GCH showers – Not including Shower head or hoses		✓
	Descaling & Flushing showerheads	✓	
Wash hand basins	Repairing and maintaining wash hand basins		✓
	Trying to clear blocked wash hand basins	✓	

		Responsible	
Issue	**Detail**	**Customer**	**GCH**
Plugs and chains	Repair, maintain and replace plugs and chains to wash hand basins, sinks and baths.	✓	
Toilets & Cisterns	Repairing and maintaining toilets and cisterns		✓
	Trying to clear blocked toilets	✓	
Internal waste pipes	To keep in reasonable repair and proper working order any installation provided by us for internal drainage including toilet, basin and bath and shower wastewater pipes.		✓
	Cleaning all wastes and drains regularly to prevent blockages.	✓	
Electricity supply	To keep in reasonable repair and proper working order any installation for the supply of electricity within the property including electricity wires running from the electricity meter to the electricity switches and sockets		✓
	If necessary, turning off the mains electricity supply	✓	
Electric switches and sockets	Repair and maintain electric switches and sockets (provided by GCH)		✓
Electric fuses	Provide and replace electrical fuses.	✓	
Electric trip switches	Resetting trip switches.	✓	
Electric light bulbs	Provide and replace electric light bulbs, fluorescent tubes and starters.	✓	
Electric plugs	Replacing electric plugs	✓	
Smoke Alarms	To regularly test and clean smoke alarms and when necessary, replace batteries.	✓	
Carbon monoxide detector	To regularly test and clean any carbon monoxide detectors and when necessary, replace batteries.	✓	

		Responsible	
Issue	**Detail**	**Customer**	**GCH**
Curtain poles	Provide, maintain and replace curtain poles.	✓	
Damage			
Damage	To make good any damage to your home or our fixtures and fittings or to the common parts caused by the Customer or any member of the Customer's household or any visitor to the Customer's home and to pay any costs reasonably incurred by GCH in carrying out such works in default.	✓	
Insurance			
Insurance	Customer are advised to insure the contents of your home, your possessions and any items for which you are responsible under the tenancy agreement, such as internal redecoration following fire, flood etc. and accidental damage to the property which you are responsible for rectifying.	✓	