



Repairs and Maintenance	GEN025
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1. Introduction

- 1.1 The Association seeks to carry out repairs and routine maintenance in an efficient, professional way without causing residents distress or worry, and at the same time complying with targets for the time taken for completion of repairs. Fairness and inclusion are taken into account upon every maintenance request.
- 1.2 Repairs and maintenance fall into the three categories below.

2. Routine maintenance

- 2.1 Routine maintenance is carried out on a regular basis, to ensure that our properties are maintained in the best condition for the benefit of our residents, and by routinely maintaining our properties we would hope to avoid costly bills in the future. Items that fall into this category include decorating, gardening, fence repairs, cleaning, window cleaning, updating notice boards and good housekeeping etc. Work that is carried out is often identified during health and safety inspections and regular visits to the schemes.

3. Planned maintenance

- 3.1 Planned maintenance (often called as projects) covers jobs that have been recognised as necessary in the future but are not of an urgent nature and can be included in budgets for completion later. This type of maintenance often incorporates major works such as: replacement kitchens and bathrooms, new boilers, roof works etc. Larger building works would normally fall into this category.

4. Responsive maintenance

- 4.1 Maintenance issues of a responsive nature are reported in various ways:
 - Residents are encouraged to fill in a fault report form and drop this through the office letterbox, or call into the office to report that something is wrong.
 - The office telephone line is staffed between the hours of 9.00am to 4.30pm when problems are phoned in by the residents.
 - Though the office email - office@tdha.co.uk.
 - Residents are called by the Scheme Managers on weekday mornings. During these calls, faults or problems with the property can be reported.
- 4.2 Outside office hours residents use the pull cord system that goes through to the Appello Careline call centre, if they have a problem. If this is maintenance related, then Appello Careline would contact one of the Estates and Maintenance staff team on call.
- 4.3 All faults reported are recorded on the housing management database and categorised as routine, urgent, or emergency. The Estates Manager then arranges for the repair to be carried out either in-house or using one of the Association's approved contractors.

Target Response times (Further detail on each category is provided in section 4 below.)

- Emergency - within 24 hours
- Urgent - within 5 working days
- Routine - within 20 working days.

- 4.4 Compliance with these targets is measured and reported quarterly to the Estate Management Committee.

5. Classification of repairs and target completion times

Most day-to-day responsive repairs will be classified as shown below:

- a) **An emergency repair** is where there is danger to the occupant's health, or a risk to their safety, or of serious damage to the home, or a risk of serious damage to, or loss of, the occupant's property, including loss by theft. It could also include a situation where immediate action will prevent deterioration to the property.

Examples burst pipes/tanks, total electrical failure, collapsed walls, severe roof leaks, broken windows, external door locks, blocked drains, gas leaks, no water supply, ceiling on verge of collapse, central heating system not working (depends on time of year and/or whether any other form of heating is available), etc. There may also be times when the circumstances of the tenant may require emergency action, e.g. health problem.

Target Response Time 24 hours. Complete or make safe on same day.

- b) **An urgent repair** is where the occupant's comfort or convenience is seriously affected, or the disrepair will cause the occupant to incur expense. It may also cause some deterioration to the property.

Examples falling plaster, damp, central heating system not working (depends on time of year and/or whether any other form of heating is available), defective locks, plumbing leak, e.g. into the flat below, leaking WC, etc.

Target Response Time 5 working days.

- c) **A routine repair** is where the repair does not fall into one of the above categories and it can wait a short while before being done.

Examples Broken internal door catch, broken kitchen unit, blocked gutter, overflow discharging, ill-fitting doors/windows, replastering, carpentry, defective socket outlet, loose wash-hand basin, dripping tap etc.

Target Response Time within 20 working days

- d) **Non-urgent repairs** are where the repair can wait until it can be carried out as part of a planned programme, e.g. fencing, renewing window frames etc.

6. Equality, Diversity and inclusion

- 6.1 While all residents are impacted by maintenance issues, people with protected characteristics such as disabilities are likely to feel the impact to a greater extent. TDHA employees ask questions to understand the individuals circumstances when assessing the priority of the maintenance issue.