

	QP31	Response Repairs	Version No.	Date of last version
	Department: Property & Maintenance		2	July 20

Our Policy

Our aim is to respond to a request for repairs as quickly as is reasonably possible, providing good communication through the process and delivering a ‘right first time’ repair. In pursuing this aim, we will:

- Offer a ‘responsive repairs’ service and make it as easy as possible for you to report the need for a repair by email, phone, communication system or via local or visiting staff.
- Provide an out-of-hours emergency-only repairs service
- Respond to requests for repair, in accordance with our Schedule of Response Repairs. The Property Maintenance Team places types of repair into three classifications (see Schedule overleaf), which helps determine their priority for response.
 - 24 hours, if emergency
 - 7 working days, if urgent
 - 21 working days, if non-urgent

It is not possible to provide a definitive list of all repairs falling into each of category but those listed in the Schedule provide guidance that will cover many cases. We will:

- Inform you of the preferred contractor for your repair and how long works should take.
- Send you a Tenant Satisfaction Questionnaire or contact you by telephone so you can tell us what you think about the responsiveness and quality of the repair service provided.
- Report Satisfaction levels and performance to our Audit & Compliance sub-committee and will also provide information in our annual report.
- Inform you about any responsibility for rechargeable repairs at the time any such work is identified and provide cost details before work is undertaken


Additionally, we aim to:

- Contact you as soon as possible after hearing that you need a repair to your home to seek a convenient day and time when the repair can be undertaken
- Agree access times for assessment and repairs to suit you, although if an emergency repair and/or there is impact upon neighbouring properties or the structure of the building, we may need to work without consultation in some settings
- Make sure repairs are completed “right first time”

If you have experienced our responsive repair service, please do respond via the Tenant Satisfaction Questionnaire as this helps us to understand how we are achieving against our aims and to monitor the performance of our contractors.

Schedule of Response Repair Classification

Classification	Timescale	Example Types of Repair
<p>Emergency</p> <p>A repair is defined as 'emergency' where there is a:</p> <ul style="list-style-type: none"> ○ danger to tenants' health or risk to safety ○ risk of serious damage to the building ○ risk of serious damage to the tenants' property ○ risk of loss of property, including loss by theft <p>Our response will aim to remove immediate danger to people, prevent serious damage to the property, make the property secure or restore essential services e.g., water, electricity.</p>	<p>Will attend as soon as possible within 24 hrs, depending on the severity of the problem.</p> <p>Appointments not always possible for these repairs as we/the contractor aim to attend as soon as possible. We do expect that when Emergency repairs are reported, you will stay in the property, if it is safe to do so, to allow access.</p> <p>We will, however, always endeavour to make you aware that the issue is in hand and that we/the contractor will be with you as soon as possible.</p>	<ul style="list-style-type: none"> • Total loss of electric power • Unsafe power or lighting socket or electrical fitting • Total loss of water supply, burst pipe or flood • Blocked/overflowing or leaking foul drain or toilet pan (where there is no other working WC in the house) • Tap which cannot be turned off or on • Total/partial loss of gas supply or blocked flue • Total or partial loss of space or water heating (between 1 Nov. and 30 Apr.) • Insecure external window/door/lock • Fire or serious structural damage • Community alarm/call system failed
<p>Urgent</p> <p>A repair is classified as urgent when the:</p> <ul style="list-style-type: none"> ○ tenants' comfort or convenience is seriously affected ○ disrepair will cause the occupant to incur expense or damage to the property <p>Our response will aim to remedy the inconvenience and prevent more damage to the property.</p>	<p>Will be attended to within 7 working days of reporting the repair.</p> <p>We/our contractor will always attempt to call ahead to make a mutually convenient appointment to attend.</p>	<ul style="list-style-type: none"> • Partial loss of electric power (e.g. light, socket etc) • Partial loss of water supply or minor plumbing leaks or faults, including blocked sinks, basins etc. • Toilet not flushing (where there is no other working WC in the house) • Total or partial loss of space or water heating (between 1 May and 31 October) • Loose/detached/damaged stair treads, banister or hand rail • Entry phone handset failure

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<p>Non-Urgent</p> <p>A repair is defined as non-urgent where it;</p> <ul style="list-style-type: none"> ○ does not fit above categories ○ there is no inconvenience or danger to anyone ○ can wait a short time before response ○ can be batched with other repairs ○ is not part of our annual maintenance programme 	<p>Will be attended to within 28 working days of reporting the repair depending on the level of work required.</p> <p>We/our contractor will always attempt to call ahead to make a mutually convenient appointment to attend.</p>	<ul style="list-style-type: none"> ● A faulty extractor fan ● Dripping tap ● Dripping overflow ● Leaking rainwater pipe ● Blocked gutters ● A faulty shared TV aerial ● Internal/external door adjustment ● Repairs to kitchen units ● Repairs to damaged plasterwork
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