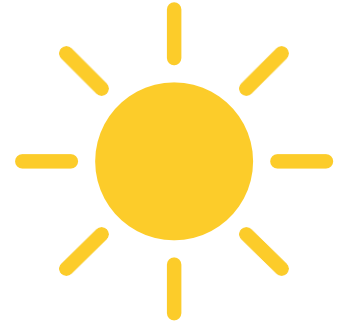


Plus Dane Housing



# Repairs & Maintenance Policy

July 2024  
NEI-POL-18-05



## Summary

*This policy sets out Plus Dane's approach to repairs & maintenance (R&M) as part of our approach to delivering quality homes. The policy details how we will respond to in home failures and how our maintenance programme will be delivered to complement long term investment and reduce the propensity for responsive repairs.*

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## 1. Policy Statement

Plus Dane is committed to delivering a high-quality and effective repairs service and to providing homes that are well maintained and safe for customers to live in. This policy sets out Plus Dane's approach to repairs & maintenance (R&M) as part of our approach to delivering quality homes. Whilst an Asset Management Strategy exists to detail investment principles, we recognise that an approach to repairs and maintenance is required to detail how we will respond to in home failures and how our maintenance programme will be delivered to complement long term investment and reduce the propensity for responsive repairs.

Our repairs service will predominantly be delivered by our in-house repairs team, but the use of contractors will also be used to support specialist works and / or increased demands for works.

Plus Dane will deliver a repairs service that complies with regulatory and statutory obligations to ensure the health, safety and security of customers and their homes. The Regulator of Social Housing (RSH) provides the Regulatory Framework for Social Housing in England and the Social Housing (Regulation) Act 2023, which includes the Safety and Quality Standard in which registered providers must deliver an effective, efficient and timely repairs and maintenance service. We have a duty to repair homes under the Landlord and Tenant Act 1988, HOMES (fitness for human habitation) Act 2018 and the Housing Health and Safety Rating System guidance (HHSRS).

Whilst the policy sets out how R&M decisions are taken; it must be noted that it never supersedes the requirements of the tenancy agreement and / or lease. The tenancy agreement and lease set out the relationship between landlord and customer and will also determine the customers duty under their tenancy agreement to undertake certain repairs, where in doubt these individual documents should be reviewed to provide absolute clarity over responsibility and details customer's responsibilities.

The policy is supported by a suite of detailed procedures and processes which guide colleagues and ensure the customer journey is positive when using this service.

Excluded from this policy is our approach to chargeable repairs, landlord compliance, Asset Management, Empty Homes and Aids and Adaptations will have their own policies and/or procedures.

## 2. Policy Aims

The aims of the policy are to:

- Ensure a customer focused, effective and efficient approach to repairs and maintenance is taken.
- Ensure compliance with all legal, regulatory duties and guidance.
- Ensure that an appropriate balance between responsive and planned maintenance is maintained.
- Reduce the instances of disrepair by being responsive to first time reports of issues.

- Clearly define the repair responsibilities of Plus Dane Customers based on the tenure type including Tenants, Shared Owners and Leaseholders.
- Set and monitor key performance indicators to demonstrate continuous improvement.
- Have a robust approach to managing, implementing and budgeting for all aspects of repairs and maintenance.

### 3. Links to Corporate Plan

Plus Dane's strategic intent is focused on delivering quality homes and great services through the following corporate objectives:

- **Vibrant communities**

A safe and secure home in a vibrant community.

- **Colleague experience**

The policy enhances colleague experience by providing clear guidelines, efficient processes, and ensures we have the right skills to deliver our repairs and maintenance service and empowering colleagues to deliver great services.

- **Customer experience**

Create with current and future customers an experience that is efficient and responsive, allows choice, and is tailored to individuals and their circumstances.

- **Sustainable Organisation**

Through our operations and activities risks may be managed in line with, above or below our risk appetite. Overall, our risk appetite is cautious, and we place the utmost importance on maintaining statutory compliance, making sure we do everything reasonably practicable to ensure customers are safe in their homes, comply with our legal duties and obligations and hold third parties to account where they have a legal responsibility.

### 4. Reporting a responsive repair

Plus Dane will make it as easy as possible for customers to report responsive repairs and check on progress by:

- Telephone 0800 169 2988 and free for mobiles on 0300 123 4560 this is a 24-hour 365 day a year telephone answering service
- Email [customer@plusdane.co.uk](mailto:customer@plusdane.co.uk)
- Visit or write to any of Plus Dane offices
- On-line at <http://www.plusdane.co.uk/report-a-repair/>
- Plus Dane customer portal

To ensure the correct repair is scheduled, customers will be asked to confirm the exact nature and extent of the repair, including:

- Any associated repairs required or previously reported.
- Access arrangements.

- Customer contact details and communication preference for the repair.
- Any vulnerability-related or other special arrangements required to facilitate the repair.

When reporting repairs, we will aim to

- Raise the repairs and prioritise on reporting.
- Offer an appropriate appointment for undertaking the works, at the first point of contact for those not being carried out by a contractor.
- If the repair is not appointed explain next steps.
- Acknowledgement by text or email to the customer of the repair appointment (providing an up-to-date current contact telephone number is held) identifying the job number.
- Where possible, for customers to receive a call, text, or email prior to any appointment to confirm access arrangements, from the relevant repair team or contractor

## 5. Our Repair Priorities and Response Times

Plus Dane will give all responsive repairs a priority based on urgency, risk and statutory responsibility. We will always consider a customer’s circumstances and the information given to us at the time of reporting a repair when determining our priority.

Priority	Our Response	Definition
Emergency Repair	We aim to attend within four hours and make the home safe the same day.	<p>Emergencies are where there is an immediate risk or danger to customers health or safety, or serious risk of damage to the property.</p> <p>Examples include bare or live electrical wires or fittings, insecure property, major leaks which cannot be contained, no heating or hot water in winter months.</p> <p>Where possible we will try to complete the repair as part of the emergency response visit.</p> <p>If parts are required or any additional repairs are required, we will schedule follow up works, which will be prioritised based on the risk and the customer’s circumstances, with an aim to complete the follow-on works within our repair priority timescales.</p>
Emergency out of hours	<p>We aim to attend within four hours and make the home safe as part of the out of hours call.</p> <p>Plus Dane will attend Emergency repairs until 11pm at night, after 11pm Plus Dane will only attend life or property threatening</p>	<p>Plus Dane provides an out of hour’s service for emergency repairs that occur outside of normal office opening hours which are 8:30 to 16:30 Monday to Friday, and on public holidays. The purpose of the out of hours service is to make the repair safe and secure with any follow up repairs completed during normal working hours by appointment with the customer.</p> <p>Examples of life-threatening emergencies are:</p> <ul style="list-style-type: none"> <li>• Serious electrical faults</li> <li>• Loss of power</li> <li>• Insecure property</li> <li>• Major leaks which cannot be contained or leaking on electrics</li> </ul>

Priority	Our Response	Definition
	emergencies. The service resumes at 8.30am the following working day.	<ul style="list-style-type: none"> <li>Lifts not operational</li> <li>Loss of heating in winter months or if the customer has a medical condition that would be made worse by the lack of heating or hot water</li> <li>Alarms sounding on fire protection systems, emergency services (if they have not already been contacted) will be contacted by our Out of Hours contact centre provider as well as any specialist contractors if required.</li> </ul> <p>In circumstances where a customer has been found to have deliberately and falsely reported an out-of-hours' emergency repair, Plus Dane will charge for the cost of the call out.</p>
Routine repairs by appointment	Plus Dane will carry out a repair by appointment within 28 calendar days or outside of this timeframe if otherwise agreed or requested by the customer.	Routine repairs that do not pose an immediate danger or cause limited inconvenience, without serious discomfort. Examples include internal door repairs, loose tiles, window repairs, dripping tap, minor electrical repairs. Most repairs should be completed in one visit with the use of a van stock. Some may need parts or materials ordering that may need a subsequent appointment to complete.
Major repairs by appointment	Plus Dane will carry out a repair by appointment within 90 calendar days or outside of this timeframe if otherwise agreed or requested by the customer.	<p>Major works are repairs that require more planning or time to complete. In general, they are larger scale, more complex repairs that are required to remedy building defects or component failures that cannot wait for a planned investment programme. In general, they will be</p> <ul style="list-style-type: none"> <li>Works that require scaffolding, e.g. large repairs to soffits, fascia and roofs</li> <li>Repairs that require specialist materials with longer times for delivery / manufacture e.g. made to measure gates</li> <li>Component replacements, which cannot wait for an investment programme or where there is not a programme underway, e.g. UPVC Doors</li> <li>Complex repairs, e.g. extensive plastering, plumbing and electrical work following a leak</li> <li>Remedial work to correct structural defects, e.g. damp-proof courses</li> <li>Large groundworks, e.g. replacement of fencing and paving</li> </ul> <p>In general, these will be logged by repairs colleagues following an inspection or an operative visit.</p>
Routine maintenance	Undertaken on various cycles e.g. 12/24-month cycles dependent on the work type	These are non-urgent repairs or general maintenance activities undertaken on a planned basis to retain or improve components of a home to prevent potential deterioration. Examples include communal areas, works

Priority	Our Response	Definition
		to rainwater goods, external works to outbuildings and fencing or clearance of gutters.  Routine maintenance is an essential part of landlord compliance works and are delivered in line with relevant policies, for example gas servicing.

We aim to complete all repairs within timescales that are achievable, and timescales are closely monitored. However, there may be works where certain parts or specialist services are required and these repairs may take longer than usual as a result.

If we experience particularly high levels of customer demand for repairs which we are unable to complete due to budgetary constraints or due to volume, or if there is increased demand due to adverse weather, we will prioritise these accordingly. When this happens, we will update our telephone system and website to alert customers that our service is being affected. We will also include proactive messages through our social media sites to inform customers of any temporary arrangements that we need to enact; this will also include messages once normal service resumes.

## 5.1 Appointments

Customers will be offered appointments for all repairs other than emergency repairs and we will always try to offer an appointment at the first point of contact.

Contractors will contact customers directly advising customers that they are working on behalf on Plus Dane and to arrange an appointment.

Appointment slots will be offered as follows: (appointment slots represent arrival times)

- Mornings: 9am – 1pm
- Avoid school run: 10am – 2pm
- Afternoons: Midday – 5pm.
- All Day
- Early evening between 4:30pm – 6pm; which is limited to trade operatives working consolidated hours
- Saturday by appointment 9am to 1pm and late evening 5pm to 7 pm for customers who are unavailable during normal working hours

In addition to these appointments, if required we will seek to accommodate customer requests when received.

## 5.2 Pre-Inspections

It may sometimes be necessary to pre-inspect certain works to ensure Plus Dane has an accurate diagnosis. If this is the case, we will make an appointment for a Repairs Surveyor or Maintenance Team Leader to attend the home to assess the nature and scope of the work. Prior to them leaving the customer’s home they will confirm with the customer the nature of the work and where possible, when the work will be undertaken. If parts need to be ordered, a Plus Dane colleague will contact



the customer at a later date to confirm an appointment. Following the inspection, the repair will be diagnosed and planned within the appropriate timescales.

Examples include:

- Remedial work to cure damp problems.
- Structural defects that have the potential to cause harm or deteriorate rapidly.
- Circumstances where the scope of the repair is unknown.
- Flooding to external areas, which are causing access problems to the home.

### 6. Completing repairs

Plus Dane will ensure the contractor or the operative who attends to complete the repair are appropriately trained and skilled to carry out the repairs. The procurement process will ensure that competent contractors provide value for money, and they will have signed up to Plus Dane's policies and procedures.

We will work within the principles of partnering with repairs contractors to ensure value for money and timely completion of repairs.

Our aim is to ensure that all works are completed 'right first time,' however certain works will require multiple visits, and we aim to complete works in the minimum number of visits to minimise disruption to customers.

On attending a customer's home all operatives and contractors will:

- Aim to ring ahead and knock and wait for the customer to answer
- Show identification
- Always be polite and courteous.
- Take care to work safely and not to damage customers' possessions, or property by using dust sheets/covers and shoe covers as required.
- Clear and take away all rubbish resulting from the repair.
- Ensure services affected by the repair are working before leaving.
- Keep appointments made or make contact if they are going to be delayed or need to rearrange
- If the repair cannot be completed first time, explain this to the customer with next steps and where possible the next appointment date.

We will ask customers to

- Ensure the area where the repair is needed is clear of any personal items, furniture, or obstructions. This allows the repair team to work efficiently and safely.
- Make sure an adult is at home during the scheduled repair time to provide access. If they cannot be there, arrange for a trusted person to be present.
- Ensure pets or children are in a separate room or area to prevent any accidents or disruptions during the repair work.

- Refrain from smoking in the room where the repair is being carried out.

### 7. Post Inspections

Plus Dane Repairs Surveyors and Maintenance Team Leaders will carry out post inspections to 10% of Contractor's jobs that exceed a value of £100, these inspections will either be system produced or by selecting from a spreadsheet. A template form is provided to record the inspection.

Maintenance Team Leaders will complete a post inspection where there are concerns raised by customers regarding operative or contractor quality of work or property damage.

To ensure performance, quality, health and safety compliance and customer satisfaction are achieved, from time to time ad hoc audits may be carried out following completion of repairs.

Following an unsatisfactory inspection, the contractor or operative will be notified of any remedial works to correct defect and corrective actions, timescale for resolution.

Any ongoing issues will be raised in contract or 121 meetings and an improvement action plan developed with the contractor or the individual operative.

### 8. Defects

From when a new build home is handed over, it moves into a defects period, which usually lasts for 12 months but sometimes, depending on the development agreement, can last two years. All homes within the defect period will have an alert on them in Plus Dane's housing management system (CX) to identify that the home is in the defect period and the repairs responsibility does not sit with Plus Dane's inhouse team or contractors. Care will always be taken so that any new build guarantees are not compromised by Plus Dane completing works which are not our responsibility in the defect period. A defect can be reported in the same way as a responsive repair. The Customer Access advisor will be alerted if the home is in the defect period from the alert on CX and raise a repair for the developer with a repair priority based on the urgency of the repair and the customer's circumstances.

Where a health, safety or wellbeing issue presents with the developer not being responsive to works required, the Director of Homes and Director of Growth will agree a way forward to protect the home and more importantly the customer.

### 9. Garage repairs

Repairs to garages will only be undertaken if there is a significant risk of harm or there is demonstrable demand for the garages in the area. In some cases, customers may be offered an alternative garage which is in good condition if repairs to their current garage are deemed uneconomical. Agreements will be reviewed to ensure customers rights are maintained.

### 10. Damp & Mould (D&M)

Plus Dane takes the issue of D&M in our homes seriously and we understand the impact this can have on the health and wellbeing of our customers as well as undermining the integrity of the building. When a report of D&M is made, an information leaflet is sent immediately to the customer to provide advice, guidance and reassurance about what action we will take.

We operate a risk-based approach to D&M where each case is reviewed to determine the most appropriate course of action with an assessment of the severity and urgency required in each case, prioritising those where health concerns have been raised by a customer. We are also aware that some of the interventions may be on a trial and error basis, often we have to identify causes of the issue therefore multiple visits may be required. We will talk to customers at each visit to discuss our approach and what the customer can expect.

We aim to proactively manage D&M through prompt diagnosis and reasonable action to remedy the cause alongside advising and supporting our customers on how to minimise the presence of damp, mould and condensation in their home. We are committed to supporting and educating customers to minimise moisture in homes and find solutions which customers' needs and will not defer D&M to how customers live in their homes.

Works completed relating to reports of D&M will be subject to a call after six months, should the customer advise us that the issue remains an inspection will be arranged and necessary works scheduled. Where the work has been successful and where the customer has no health concerns the case will be closed. If the customer is reporting issues at the six month call a visual inspection will take place to assess the appropriateness and success of such works in treating the problems reported. Where deemed necessary, the case will remain open, and a visual inspection will take place 12 months after the case was started.

We have a dedicated D&M procedure and processes detailing roles and responsibilities of colleagues involved in responding to D&M. We also have a D&M dashboard which enables us to deliver a proactive approach to D&M, identifying homes with a propensity for such issues to allow works to be planned before customers report issues.

### 11. Communal repairs

Plus Dane is responsible for the inspection and maintenance of any common areas of buildings and will keep them in reasonable repair; this includes electrical lighting, shared entrances, halls, passageways, staircases, rubbish chutes or bin stores and lifts. The inspections are completed by the Neighbourhood Caretakers and the frequency is dependent on the type of fire safety equipment in the building. Inspections are recorded on CX so that Plus Dane can evidence effective management of communal spaces.

Any communal repairs reported, either through the inspections or by customers, will be managed in line with responsive repair times as detailed earlier in the policy but will not be subject to appointment unless access to individual homes is required to complete the repair.

### 12. Access for works

We will follow an 'access' procedure which details the approach to visiting our customers' homes for an appointment, this includes calling ahead.

Where access is not gained or if we are unable to access a home if an adult is not in attendance, a calling card will be left notifying that a repair and / or inspection has been attempted. The calling card will give details of the next available appointment and contact information on how to rearrange works should the appointment be inconvenient.

Plus Dane has a legal right of access to view the condition and state of repair of our homes under section 11(6) of the Landlord and Tenant Act 1985. For managed properties Plus Dane Housing has a right of access as a representative of the property owner. As a landlord, we are entitled to enter our homes at reasonable times of the day providing we give 24 hours written notice to the customer. The tenancy agreement and / or lease should also be relied on to provide clarity of access arrangements for each individual tenancy or lease.

Where no access occurs and the repair is related to potential health and safety issues, Fitness for Human Habitation, compliance works, works for major repairs or where specialist materials have been ordered, the repair will not be cancelled and will stay open to allow time to make contact to rebook the repair and to ensure a home does not fall into disrepair.

Plus Dane will use all legal remedies available to it should any customer refuse access to carry out essential maintenance and safety related repair works including seeking an injunction and possession.

In exceptional cases and where it is clearly identified that wider welfare risks exist to either the occupiers or others, Plus Dane will consider the use of forced entry to safeguard against the risk. The Executive Management Team will approve any such cases. A detailed access procedure supports colleagues to take proportionate and timely action to prevent further deterioration of our homes or increase risks to others.

Where there is an immediate concern about the safety of the customers, members of the public, or our homes, the police will be contacted and asked to attend the premises and use their powers to gain entry.

### 13. Customer Responsibilities

Tenanted customer's responsibilities for repairs are set out in their Tenancy Agreement. The following list of examples is not exhaustive:

- Keeping the home clean, in good condition and well decorated.
- Carrying out minor repairs.
- Maintaining and keeping gardens tidy and free from overgrown trees and rubbish.
- Allow access to Plus Dane colleagues and contractors to inspect or repair their home and the surrounding property.

In general, Plus Dane are responsible for maintaining the structure of the property and fixtures and fittings that we have supplied. Customers are responsible for any

fixtures and fittings that they have supplied themselves. Appendix 1, details further guidance of repair responsibilities for customers that are Tenants.

Failure to give access to carry out repairs or inspections, whether they are responsive or planned, is a breach of the tenancy agreement and may result in Plus Dane taking legal action to gain access.

Customers that are Leaseholder and Shared Owners of apartment blocks should report repairs relating to the communal area and building fabric of their blocks in the same way as other customers. Plus Dane will be responsible for all repairs which are detailed as the landlord's responsibility under the terms of the lease and will recover the costs of these via the service charge. Consultation will take place on all major works in line with Section 20 legislation and Plus Dane's Section 20 consultation procedure.

Customers that are Leaseholders and shared Owners of houses will be responsible for all the repairs to their home as per the terms of the lease. The exceptions to this are any damage caused by an insured peril or if the lease is the New Shared Ownership Model lease.

In 2021 a new model shared ownership lease was introduced, in which Plus Dane is responsible for qualifying repairs for 10 years from the date of the lease. In the case of shared owners who bought through Rent to Buy or Right to Shared Ownership the 10-year period starts at the date of construction. The qualifying repairs relate to installations for the supply of water, gas and electricity and for sanitation including basins, sinks, baths and sanitary wear, but not other fixtures, fittings and appliances. This is up to an annual value of £500, if the full £500 is not used in a financial year, the value will be carried over to the next year up to a maximum of £1000.

#### **14. Right to Buy, Right to Acquire and Right to Shared Ownership.**

Where customers have applied to purchase their home, repairs will be restricted to emergency repairs only whilst the application is being processed.

#### **15. Relocation of Customers**

From time-to-time tenanted customers may have to move out of their home on either a temporary or permanent basis to enable work to be undertaken. Plus Dane will arrange for the relocation and will keep customers informed on the progress of the works; this will be in line with the relocation policy.

#### **16. Disrepair**

This policy sets out our approach to effectively repairing and maintaining homes. We want to build trust amongst our customers that we are responsive to their concerns and complete appropriate works. This approach will help reduce disrepair cases however sometimes we know we may get things wrong, or customers choose a legal route within which to complete works.

A customer may make a disrepair claim if Plus Dane has failed to fix a repair that is our responsibility after we have been notified there is a problem. The Pre-Action Protocol should be used before taking court action for repair. Plus Dane has a procedure in place for dealing with disrepair claims, which attempts to achieve an early resolution and avoid litigation. Plus Dane's approach is to respond to works as

soon as is practically possible and will not withhold works during legal proceedings. Where works are required, Plus Dane will liaise closely with the customer and will follow the access procedure to ensure works are completed in a timely way.

### **17. Health and safety**

All works will be delivered in line with Plus Dane's health & safety requirements. We will ensure that repairs are managed in accordance with the following standards, policies, and procedures, detailed at the end of this policy, which detail Plus Dane's approach in specific detail. These must be read and delivered in line with this policy.

This includes, but is not limited to:

- The Asbestos Management Plan, which will include reviewing the asbestos register before works start and / or commissioning a survey if one is not held and ensuring contractors have access to asbestos information
- Deliver works in line with the Construction (Design and Management) Regulations 2015 where applicable
- Housing Health & Safety Ratings System (HHSRS) will be followed, and any category 1 failures will be actioned accordingly and report to the Assets Team for recoding in the Asset Management System (Keystone)

Plus Dane Maintenance Team Leaders will carry out work in progress inspections, these are to ensure contractors and operatives are working safely, utilising the correct materials and progressing jobs as per our procedures. Every operative will be visited at least once per month by their Team Leader or Manager.

### **18. Insurance**

Plus Dane will insure homes against fire and for public liability risks, but the customer has responsibility, in line with the tenancy agreement and or lease to insure their own contents.

Therefore, in the event of any major accident such as fire or flood Plus Dane will repair the building fabric, but it is the customer's responsibility to replace any home contents and for any consequential loss. We will advise customers that it is in their best interest to take out content insurance as part of the sign-up process.

### **19. Vulnerable customers**

We will use the following definition of vulnerability in relation to this policy. Customers who because of learning or physical disability, age, language or physical or mental illness are or may be unable to fully represent or take care of themselves or are unable to protect themselves from harm or exploitation by others will receive reasonable adjustments to the delivery of our service to ensure vulnerability is addressed.

We will ensure equality, fairness and respect for all our customers and will oppose and avoid all forms of unlawful discrimination related to the Equality Act 2010 protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, and ethnic

or national origin), religion or belief, sex and sexual orientation and to remove this where identified.

If customers are identified as vulnerable and the repair reported affects their health and wellbeing Plus Dane will provide a more appropriate response time based on the vulnerability, to quickly improve their health or comfort.

### **20. Adaptations**

A separate Adaptations Policy exists to detail Plus Dane's approach to both minor and major adaptations that a customer requires to live well in their home. Plus Dane offers a service in partnership with local authorities with the Adaptations Policy detailing how our policy decisions are made.

### **21. Rechargeable Repairs**

A separate Rechargeable Repairs Policy exists to make clear where tenanted customers will need to pay for repair or replacement if damage is caused to the home and its fixtures or fittings either deliberately or by their own neglect or the actions or neglect of others.

### **22. Net zero carbon**

Plus Dane is developing a Sustainability Strategy to respond to the climate change emergency and 2050 net zero challenges. This also respond to the requirement to move all homes to a net position of EPC rating C by 2030.

Whilst this will detail the strategic approach, the R&M policy must work hand in hand with the strategic direction of net zero in Plus Dane. Our approach is a fabric first one to make homes more comfortable and easier to keep warm and healthy, as well as protecting the building fabric and reducing the need for maintenance.

Through our investment programme and empty homes process we will target homes with a lower-than-average EPC rating particularly where one or two measures would increase the energy performance of a home. Those homes requiring large scale intervention will be dealt with through the Asset Management Strategy.

### **23. Home Improvements**

We recognise that customers living in their homes may want to make improvement that fall outside of the usual decorative appearance of living in a home. Customers should always check their agreement before carrying out such works as any large-scale alterations may require Plus Dane approval.

Where approval is required, any customer must complete a home improvement or an alterations request form confirming the extent of the works and demonstrate that a competent tradesperson will carry out works and all other necessary approvals e.g., planning permission or building regulations approval.

Plus Dane will survey within 10 working days and consider the appropriateness of any works. The surveyor will confirm approval within 10 working days or whether works are declined, this will be set out the reasons why works are refused. Amongst the reasons why works will be declined are if they compromise the fabric of the building or present a health & safety risk.

On completion of work safety certificates of gas and electrical work must be obtained.

Where Plus Dane identifies that works have been completed without approval, a surveyor will inspect and confirm if retrospective approval is to be granted. Where there has been a detrimental impact on the home or where additional works are required to respond to any health & safety concerns, Plus Dane will carry out works and will recharge the customer the cost of 'making good'.

### **24. Customer Feedback**

Where a customer is dissatisfied with the way we have delivered services under this policy, they can make a complaint through our Customer Complaints & Feedback Policy.

We also ask for proactive feedback about delivery of services through regular satisfaction surveys which help us identify where we can improve our repairs and maintenance service. Where issues are identified in survey results, we will follow up with customers to ensure works are completed effectively.

### **25. Record Keeping**

For all repairs reporting, contacts and inspections a record will be retained in the housing management system (CX). All repair orders for inspection and operatives visit will be held in the repairs management systems, which will include completion dates, access details, works completed and any order comments.

### **26. Monitoring and Reporting**

Plus Dane will consider the following when managing performance of our R&M service:

- Customer satisfaction
- Pre and post inspection programme
- Repair response times and volumes
- Explanations where targets have not been met; whether customers are happy with repairs being carried out; costs of repairs
- Value for money

Plus Dane will also measure performance in line with the Tenant Satisfaction Measures (TSM's).

This policy will be monitored, and performance published in line with the TSMs. Performance will be reported to the Executive Management Team monthly and to Board quarterly. Plus Dane Board oversees delivery of an effective and efficient repairs and maintenance service, delegating oversight of quality homes and services to the Purpose Committee.

### **27. Assurance**

The policy is the responsibility of the Director of Homes who will ensure the policy is reviewed every three years and or where circumstances change and trigger a review of the policy. The Director is also responsible for cascading the policy to contractors



and ensuring they operate in line with this policy as well as their health & safety responsibilities.

The policy is available to all colleagues on 'intro' however specific communication and training will be delivered to all front-line colleagues depending on their role with repairs and maintenance; roles and responsibilities are detailed in supporting policies.

The Director of Homes, in partnership with the Leadership Team, will ensure that appropriate arrangements are in place to:

- Receive repairs requests
- Log and prioritise repairs
- Procure, maintain and manage a list of qualified contractors
- Maintain and manage a list of qualified trades people within Plus Dane's inhouse team
- Commission works to contractors
- Carry out pre and post inspections
- Report on performance to the Executive Management Team, the Board and relevant Committees
- Recommend adoption of adverse weather plans if service delivery is to be compromised
- Manage works and contracts in line with Plus Dane's Financial Regulations

### **28. Equality Impact Assessment (EIA)**

An EIA has been completed to ensure that the service is inclusive, fair and recognise the diverse needs of our customers. Reasonable adjustments will be made to support more vulnerable customers and / or those that have additional needs which require addressing when accessing the R&M service.

### **29. Modern Slavery & Human Trafficking**

In relation to modern slavery, for a supplier to be successful and provide services to Plus Dane, they need to fulfil the standard criteria issued by Cabinet Office. This requires suppliers to identify if Section 54 of the Act applies to their organisation. If so, they are required to provide assurance that they are fully compliant with the annual reporting requirements set out in Section 54 of the Act. Failure of a supplier to demonstrate their compliance with the requirements of the Act will result in removal from the procurement process.

### **30. Links to other Plus Dane policies**

The R&M policy is not delivered in isolation and is delivered in line with the following policies and procedures:



















## Repair & Maintenance Policy






















# Plus Dane Housing





















- All compliance policies & procedures
- Health & Safety Policy
- CDM arrangements
- Rechargeable Repairs Policy
- Adaptations Policy
- Service Charge Policy
- Safeguarding Policy
- Asbestos Policy
- Neighbourhood & Communal Areas Policy
- Asset Management Strategy
- Sustainability Strategy
- Growth Strategy
- Customer Experience Strategy
- Anti-Social Behaviour Policy
- Customer Feedback Policy
- Procurement Policy
- Equality & Diversity Policy
- Performance Management Framework
- Financial Regulations
- Standing Orders
- Lettings Policy
- Empty Homes Policy
- Domestic Abuse Policy
- Relocation Policy
- Asset Management Policy
- Access Procedure
- Disrepair Procedure
- Damp & Mould Procedure
- Section 20 consultation Procedure






















## Appendix 1:

























### Repair Responsibilities for Tenanted Customers


















Category	Type of Repair	Plus Dane	Customer
Plumbing & Bathrooms	Water service pipes, taps and stopcocks, external tap if fitted by Plus Dane		
	Plug and chains for sinks and basins		
	Water storage tanks and water cylinders		
	Clear blockages in waste pipes and toilets, if customer has tried to unblock themselves first. If caused by a lack of care (cooking fat, hair, nappies) recharge will apply		
	Toilet flush or cistern		
	Toilet seats (will be fitted new as part of the empty homes process, we will also replace toilet seats for customers in sheltered & supported schemes and any elderly customers who are unable to do this themselves)		
	Water leaks		
	Water supply issues or water meter, refer to united utilities for water supply issues		
	Sinks, hand basins, baths, showers and shower trays supplied by Plus Dane		
	Fixture and fittings supplied by the customer such as mirrors, cabinets, towel rails		
	Bath panel if fitted by Plus Dane		
	Cold water supply, mini stop valve and trap for a washing machine		
	Requests for Plus Dane to install showers or change showers for baths will not be approved, if the request is due to a health reason, customers will be advised to contact their local authority for an OT assessment. If customers, are installing their own showers over baths they are also responsible for installing the shower screen or curtain.		
Heating & Gas	Central heating and hot water system, including programmable room thermostats and thermostatic radiator valves installed by Plus Dane		

Category	Type of Repair	Plus Dane	Customer
	Air source, heating, solar thermal and ground source heating that Plus Dane have installed		
	Customer's own smart thermostats, such as Hive are customers responsibility		
	Solid fuel appliances, are maintained by Plus Dane and serviced twice per year, including the chimney sweep		
	Communal heating systems, will be a service charge and the repair completed by the contactor		
	Radiators and storage heaters		
	Chimneys and flues, including an obligation by law to carry out an annual gas safety inspection of all gas appliances in customer's home and to make sure that all flue ways are clear and working		
	Gas appliances owned by Plus Dane		
	Gas fires belonging to Plus Dane. Note Plus Dane will repair only, when they are beyond repair, we will remove and make good or leave the fireplace in place as a feature but disconnected		
	Water leaks from heating system or boiler		
	Disconnection and reconnection of gas cookers, note, this MUST be done by a qualified gas safe registered engineer if customers are organising this themselves		
	Bleeding radiators		
	Repairs to customers own gas appliances such as cookers, fires, and smart thermostats,		
Electrical	Electrical wiring, consumer units, sockets and light fittings		
	Solar PV systems installed by Plus Dane		
	Customer's own domestic appliances, including installation and repair of washing machines, fridges etc.		
	Customer's own electrical fixture and fittings (lights, switches, fans, intruder alarms, external lights etc) Note customers need to request permission and works should be completed by a qualified electrician		

Category	Type of Repair	Plus Dane	Customer
	Changing light bulbs is customer's responsibility unless it is a closed sealed unit. Exception is vulnerable customers with a disability or mobility issues who are unable to change the bulb themselves		
	Plugs, fuses of customer's own appliances		
	Wired-in smoke and carbon monoxide detectors and battery-operated detectors, if customers can, they will be asked to change batteries on alarms.		
	Electrical storage heaters		
	Electric fires belonging to Plus Dane. Note repair only, when they are beyond repair, we will remove and make good or leave in place as a feature but disconnected		
	Immersion heaters		
	Disconnection and reconnection of electric cookers, note if customers are arranging this themselves it will need to be completed by a qualified electrician		
	Re-setting trip switches due to faulty appliances (unless for vulnerable customers, who are unable to do this)		
	Extractor fans		
	Doorbells if fitted by Plus Dane		
Joinery & Glazing	Staircase, banister and handrails		
	Floorboards, skirting and joists		
	Internal, ironmongery and threshold strips (may be recharge if customer damage)		
	Window frames and window sills, and replacing damaged sealed window units		
	Door and windows handles, and locks (except if due to lost keys, see below)		
	Draught proofing to windows & external doors		
	Kitchen drawers, sink units and cupboards (cupboards beyond repair will be replaced, for older kitchens we will not necessarily match to existing units, this will be the closest match.		

Category	Type of Repair	Plus Dane	Customer
	Loft Insulation		
	Cupboard door catches, handles and hinges		
	Broken glazing to doors and windows, will be subject to recharge unless crime reference number supplied		
	Replace lost or broken keys, the exception is when keys are broken in the lock		
	Curtain tracks and rails		
	Gaining access to a property due to lost keys, will be rechargeable unless this is a vulnerable customer, for example a customer with dementia.		
	Fire doors which open into a communal area, this will be subject to service charges or section 20 legislation for leaseholders or shared owners		
External Areas	Main drain and gully repairs within the curtilage of the home, if outside the boundary of the home or block this is united utilities responsibility		
	Any blockages cracked or collapsed drains that are not the responsibility of United Utilities. If it is in the boundary of the home or , Pus Dane is responsible.		
	Drains, gutters and external pipes		
	Fascia's, soffit and barge boards		
	Communal entry systems and intercom, this will be a service charge repair		
	Foundations, external walls and rendering		
	Canopies over doors and windows		
	Garages and outbuildings owned by us		
	Pathways and steps (where they are the main means of access to the home) including paths to any hardstanding washing lines, installed by Plus Dane. In general Plus Dane will provide paving to 1SQM around the perimeter of the property, we will make any trip hazards safe.		
	Chimneys and chimney stacks		

Category	Type of Repair	Plus Dane	Customer
	Roof structure and covering		
	Handrails, supplied by Plus Dane		
	Communal bin stores		
	External painting and maintenance, will be completed every 7 years as part of the cyclical programme		
	Pest proofing works (this is to seal entry holes and routes for pests. Customers must arrange their own pest control visits to manage any infestations)		
	Communal TV aerial and satellite connection		
	Customer's individual TV aerial or satellite connection		
Gardens	Pruning trees, shrubs cutting the lawn, trimming hedges and clearing leaves in customers gardens.		
	Grounds maintenance, including weeding, grass cutting, pruning trees and shrubs in communal / shared areas, this is payable by a service charge		
	Fly tipping from communal / shared areas, this is payable by a service charge		
	Removing rubbish from customer's gardens, customers are responsible for keeping any garden or yard that is part of their home clean and tidy, clear of rubbish and well maintained.		
	Customers own free standing structures including sheds, garages and greenhouse, we may gift these if structurally sound which would mean customer signs for ownership of this and the repairs and maintenance		
	Boundary and dividing fences and gates Plus Dane have installed.		
	Gates and fences installed by the customers are customer's responsibility, we will not repair or replace		
Walls, Ceiling & Floor coverings	Patios, note we will not replace full patio areas we will remove any trip hazards, and fill back with topsoil		
	Filling any hairline or minor cracks in plasterwork for walls and ceiling (less than width of a pound coin)		
	Plastering repairs to internal walls and ceilings		

Category	Type of Repair	Plus Dane	Customer
	Penetrative and rising damp		
	Tiling		
	Vinyl floor covering in kitchens and bathrooms		
	Carpets and laminate flooring included any gifted items when the customer first moves into their home. Customers are responsible for shaving doors following the fitting of their carpets or flooring		
	Internal painting and decorating		
Pests	Pest infestation in homes, Plus Dane is not responsible for treating infestations unless it is due to our failure to comply with our repairing obligations. Advise the customer to report to the local authority or a pest removal specialist		
	Pest infestations in communal areas or sheltered areas, this will be subject to service charges		
	Pest proofing works (this is to seal entry holes and routes for pests. Customers must arrange their own pest control visits to manage any infestations)		
Other	Loft insulation		
	Stair lifts and other adaptations fitted by Plus Dane as part the adaptation policy		
Communal Areas	Repairs to shared entrances, halls, passageways, staircases, rubbish chutes or bin stores		
	Plus Dane is responsible for grounds maintenance of shared external areas, including pruning trees, shrubs and hedges, litter picking, grass cutting and weeding. This is payable by a service charge		
	Communal lighting, emergency lighting and fire safety equipment, including communal doors and fire doors this is payable by a service charge		
	Passenger lifts, this is payable by a service charge		
	Painting and decoration of communal and external areas completed every 7 years as part of the cyclical maintenance programme, for leaseholders and shared owners section 20 legislation will apply	