

**INQUILAB HOUSING ASSOCIATION**

MAY 2021

**REPAIRS & MAINTENANCE POLICY**

**Paragraph Content Page Number**

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1. **INTRODUCTION**
   1. Inquilab Housing Association (Inquilab) is committed to providing the best services possible for our residents who occupy properties.
   2. Inquilab aims to deliver a continuously improving and responsive repairs and maintenance service, by making sure that day to day repairs are carried out quickly, on time, to a high standard that residents are satisfied with whilst maintaining value for money in the service at all times.
   3. Inquilab will make sure that all properties are repaired and maintained promoting a safe home environment for all its residents and residents. Repairs and maintenance continues to be a top priority for our residents. To ensure value for money, the policy establishes a balance of cost and service delivery excellence. The delivery strategy of Inquilab has been to use partnerships with trusted contractors to carry out our repairs and maintenance works.
2. **SCOPE OF THE POLICY**
   1. This policy applies to all Inquilab’s residents. If residents require clarification this can be obtained from the normal repairs reporting contact points.
3. **RESPONSIBILITY**
   1. When it comes to the repairs and maintenance of a property the following give a high level overview of Inquilab’s and the residents’ responsibilities.
   2. A more detailed table is shown in **Appendix** 1.

### Inquilab

* 1. Inquilab is responsible for the structure, services and common parts of property which it owns and manages including:
* drains, guters and outside pipes
* roof
* external walls, doors and windows (excluding glass)
* communal aerials
* the installations for supplying water, gas and electricity within a property
* the installations and appliances for heating the property and for hot water
* fixtures and fittings Inquilab has installed
* pathways and steps which provide main access to the front and back door of the property
* garages and outside store places provided by the association
* lifts and other communal amenities
* painting the outside woodwork and metal work of properties including shared areas
* Servicing of specialist equipment installed by the association
* Clearing away rubbish from repairs or improvements that have been carried out by the association

**Residents**

* 1. The terms of the Tenancy Agreement will outline the repair and maintenance obligations for a resident once they sign to accept the keys for the property. These may include but will not be limited to:
  2. Will take action to prevent pipes from freezing or bursting:
* Will keep the property in a reasonable condition.
* Will decorate the inside of their property.
* Will report a repair as soon as they notice that it is needed to avoid the situation getting worse.
* Will allow access to the property to carry out repairs, annual safety checks, services and any inspections necessary.
* Will carry out minor repairs and replace any fixtures and fittings that have been installed by them in the property. This will only apply for Assured Tenancies where permission for non-standard or enhanced features has been granted. This does not apply to StarterTenancies where permission is not granted for improvements within the first year of the tenancy.
* Will clear away rubbish from repairs or improvements that have been carried out by themselves.
  1. Will take action to prevent and control condensation.
  2. Residents are also responsible for minor repairs to their property which may include but will not be limited to:
* replacing electrical fuses and light bulbs;
* care and provision of electricity, gas and water meters;
* keeping the property and garden in good condition;
* internal decorations;
* replacing batteries in smoke alarms;
* draining of water supply when away from home (such as on holiday, in hospital) during the winter months, from October to April;
* maintaining a garage, driveway or shed which has been constructed by the current or previous residents;
* clearing outside gullies;
* replacing plugs and chains to wash hand basins sinks and baths;
* repair and replacement of internal door furniture, locks latches and coat hooks;
* replacement of any items damaged by the resident, member of their household or visitors;
* replacement of any lost keys;
* replacement of filters for cooker hoods;
* replacing clothes lines and posts (except in communal areas or part of an independent living scheme); and
* keep external air bricks and internal vents free of any obstruction in maintaining gas appliances;
* keep shared areas (including communal halls, staircases, landings, lifts, balconies, passageways and surrounding areas of any flats) in a tidy condition and not block them;
* only burn smokeless solid fuels if the home has solid fuel heating;
* take reasonable steps to prevent water pipes being damaged by frost; and
* report repairs such as blocked drains, water leaks, structural defects and problems with water, gas, electricity and fire appliances immediately to Inquilab

1. **POLICY**

**Aims & Objectives**

* 1. Inquilab will continually look to improve the repair and maintenance service within available resources, and continually consult with residents to seek their views on the quality of the service and the repairs carried out at their homes.
  2. The aim of this policy is:
* To ensure all residents live in a safe, secure and warm environment at all times.
* To manage the repairs and maintenance service to the homes of its residents
* To comply with all relevant government legislation requirements
* To provide guidance and information on the areas that affect the residents
  1. The objectives are:
  + To set a strategic, long term approach to maintaining decent, sustainable homes
  + To engage efficiently with residents about their homes
  + To effectively manage planned and capital programmes
  + To run an effective efficient responsive repairs service
  + To continuously monitor and improve performance
  + To give high levels of resident satisfaction in the service
  + To provide a value for money service

**Diversity and Inclusion**

* 1. Inquilab will make sure that the principles of equality, diversity and inclusion are integral in the business planning and delivery of the repair and maintenance service.
  2. Inquilab is committed to delivering a high standard repair and maintenance service which meets the diverse needs of local communities and will achieve this by treating people fairly and taking the nine protected characteristics of the Equality Act 2010 (age, disability, gender, gender re-assignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief and sexual orientation) into consideration in all aspects of the repair service including access to the service.

**Regulatory Requirements**

* 1. The Home Standard contained in Regulator of Social Housing’s consumer standard regulations lays out the requirements for organisations in terms of repair and maintenance. The regulations state the following.

*Quality of accommodation*

* 1. Registered providers shall:
  + ensure that residents’ homes meet the standard set out in Section 5 of the Government’s Decent Homes Guidance and continue to maintain their homes to at least this standard;
  + meet the standards of design and quality that applied when the home was built, and were required as a condition of publicly funded financial assistance, if these standards are higher than the Decent Homes Standard; and
  + in agreeing a local offer, ensure that it is set at a level not less than these standards and have regard for Section 6 of the Government’s Decent Homes Guidance.

*Repairs and maintenance*

* 1. Registered providers shall:
  + provide a cost effective repairs and maintenance service to homes and communal areas that responds to the needs of, and offers choice to, residents and has the objective of completing repairs and improvements ‘right first time’; and
  + Meet all applicable statutory requirements that provide for the health and safety of the occupants in their homes.
  1. The specific expectations in relation to repair and maintenance is that:
  + Registered providers shall ensure a prudent, planned approach to repairs and maintenance of homes and communal areas. This should demonstrate an appropriate balance of planned and responsive repairs, and value for money. The approach should include responsive and cyclical repairs, planned and capital work; work on empty properties and adaptations.
  + Registered providers shall co-operate with relevant organisations to provide an adaptations service that meets residents needs.

*Involvement and empowerment*

* + Registered providers shall ensure that residents are given a wide range of opportunities to influence and be involved.
  + The management of repair and maintenance services such as commissioning and undertaking a range of repair tasks as agreed with landlords, and the sharing or savings made.

**Service Delivery**

*Repairs and maintenance*

* 1. Residents are able to report a repair 24 hours a day, every day of the year via their resident portal. We aim to offer an appointment for the majority of repairs and repair inspections; and complete the repair right first time.
  2. How to report a repair
  3. A request for a repair can be taken
  + Via residents online portal
  + in writing to Inquilab’s offices
  + Alternative options will be agreed with those residents unable to use either of the options set out above
  + Emergency repairs can be reported by telephone
  1. When a request is received we will:
  + offer a convenient appointment date for the repair;
  + tell the resident approximately how long they will have to wait for the repairs to be completed;
  + complete repairs within 24 hours if it is an emergency; and
  + complete all non-emergency repair requests within an average of 20 working days.
  1. Information leaflets about the repairs service will be made online on our website and will form part of the Residents Handbook.

*Responsive repairs*

* 1. Appointments will be offered for the majority of repairs unless they are external to the property or to be carried out by a specialist contractor. Appointments will be offered for all repairs that require an inspection or a visit from an estimator.
  2. Responsive repair appointments will be routinetly available during working hours 8.00am – 4.00pm and residents are able to select the most convenient appointment time to suit their needs within this. On occasion, it may be possible to arrange appointments outside of these times, at the discretion of the contractor
  3. No appointments will be offered for emergency repairs. Emergency repairs are defined n Appendix 1. The aim is, within 24hrs, to make safe an emergency repair or complete the repair where possible. Any follow up work required will be appointed if appropriate to do so as set out above.
  4. External repairs that do not require the resident to be present will not be given an appointment unless requested by the resident. 24 hours’ notice will be given prior to commencement of the repair.
  5. Specialist contractors will make their own appointments with the resident within 3 days of the repair request. Residents will be informed of this when they report the repair.
  6. Gas servicing appointments will follow the gas safety policy.

*No access for responsive repairs*

Repair appointments will be confirmed with the resident by text message from our contractors. If this appointment becomes inconvenient, residents are able to contact our contractors directly to rearrange this to suit their changed circumstances

* 1. A text reminder will be issued 24hrs before the appointment date.
  2. If there is no access when the operative calls then a no access card will be left and the repair cancelled. Residents will be required to report the repair again.
  3. The repair will be cancelled when a pre-arranged appointment has been made. If access has not been gained, when an appointment has not been made, then the job will be held open for 7 days then cancelled if the resident does not make contact to re-organise.
  4. The association will not send any further reminders regarding a repair where the operative has not gained access.

*Communication*

* + We will communicate in a number of different ways that wherever possible meet the preferences of the resident.
  + We will inform residents when they have reported a repair stating the job number and the expected completion date or appointment date. This will be either via text message or email.
  + We will ensure the resident is kept up to date of any changes to the details provided above.
  + We will text or phone to say we are on our way to the repair
  + Sub-contractors will phone giving as much notice as possible.
  + When access has not been gained we will leave a calling card through the letterbox stating the date and time of visit and details of how to make alternative arrangements.
  + Where follow on works or materials are required we will arrange a convenient appointment before leaving the property if possible, where this is not possible we will contact the resident to re-arrange the works at a convenient time for them.
  + We will request feedback on the completed repair by telephone, this will take the form of a number of questions. A text survey and/or an independent telephone survey may also be conducted at a later date.
  + We will get the residents opinion on whether your repair was completed right first time via the questionnaires.
  + We will work with the resident scrutiny panel to consult on any changes to the repairs services.
  + We will provide feedback via the residents’ newsletter on performance.

**Consultation**

* 1. Inquilab will continually work with residents in a number of ways to continually improve the repairs service in a range of ways including, focus groups, service review groups and resident inspections, in line with published regulatory standards.
  2. Further information on how residents can become involved in shaping the way we deliver services is available in our Community Involvement Strategy.
  3. Surveys issued to resident for their feedback will include repairs questions to gain a further understanding of our residents’ requirements. This will be analysed to make sure that there is continuous improvement for the service area.

**Code of Conduct**

*Service promises - Inquilab staff or representatives*

* + will be polite, honest and helpful at all times.
  + will introduce themselves when calling the resident by phone and will show photo identification before entering a resident’s home.
  + will explain what work is going to be carried out and discuss with the resident how this might affect them.
  + will take care of all residents’ belongings whilst working in their property, protecting them from damage and dust for example.
  + will make sure that materials and tools do not cause danger to anyone in the residents’ home.
  + will make sure that when having to use residents’ electricity we ask first but wherever possible use portable battery tools. Where this is not possible the use of electricity must be kept to a minimum.
  + will keep mess and rubbish to a minimum, making sure it is all removed at the end of the working day or when the job has been completed.
  + will make sure that electricity, water and gas are connected at the end of each day wherever possible.
  + will limit the use of their mobile phones.
  + are not allowed to smoke or play radios whilst working in a resident’s home or garden.
  + are not allowed to use a resident’s phone or toilet without asking for permission first.
  + are not allowed to make or receive personal phone calls during their work.
  + are not allowed to be in a residented property with children under 18 without a responsible adult being present.
  + are not allowed to accept gifts from residents.
  + are not allowed to keep keys for residents’ homes.

*Resident access responsibilities/code of conduct*

* 1. The following need to be taken into consideration when access is required to Inquilab properties to complete a repair.
  + Residents must allow authorised staff of Inquilab or other agents/contractors of Inquilab into their home at all reasonable hours to inspect its condition, do any repairs needed, or improvements or to service appliances or to carry out work Inquilab consider necessary to make sure the property and surrounding properties do not put the resident or anyone else at risk.
  + Staff or contractors employed by Inquilab must have access to carry out gas servicing as and when required.
  + Where possible Inquilab will give at least 48 hours advance notice, and all staff of Inquilab or its agents will carry formal identification at all times.
  + Inquilab may need to gain access to homes to inspect, clean or repair a home or neighbouring dwellings, or any sewers, drains, pipes, wiring or cable serving a home or neighbouring dwellings.
  + Authorised staff of Inquilab may need to enter a property without notice in an emergency, using reasonable force if necessary, if Inquilab feel there is a risk of personal injury or damage to property or surrounding properties.
  + Residents must not cause or commit or allow anyone living with them or visitors to cause or commit any form of harassment or other anti-social behaviour. Harassment and anti-social behaviour is any act or omission which interferes with the peace and comfort of or which may cause nuisance annoyance injury or offence to any other residents, members of their household, visitors, neighbours, our employees, agents and contractors or any other member of the general public and includes (but is not limited to ):-
  + harassment on the grounds of age, gender, race, religion, culture, sexuality, disability or lifestyle;
  + violence or threats of violence to any person;
  + abusive or insulting words or behaviour;
  + offensive drunkenness;
  + damage or threat of damage to Premises
  + for dealing in, storing, selling or the illegal use of any controlled drugs;
  + any nuisance or annoyance caused by pets including barking and fouling;
  1. Where appropriate a resident may ask for a security code word to be used to gain access. If given this will be made available to the member of staff or representative to give added security to residents that feel especially vulnerable. Our Vulnerable Residents Policy gives additional information.
  2. Employers must protect their staff from second hand or passive smoking. Therefore residents will be expected to refrain from smoking for two hours prior to a member of our staff or contractors visiting their homes. Residents must not smoke during the period staff and contractors are in their home.

**Performance monitoring**

* 1. There are a number of monitors that take place in respect of repair and maintenance. Performance figures are presented to the Board and as well as being published in the newsletters and on our website. Targets for the team are as follows:
  + Repairs satisfaction
  + Number of appointments made and kept
  + Number of jobs completed when we said we would
  + Number of jobs completed right first time.
  + Average cost of a repair
  + Average cost per voids
  + Void turnaround times
  1. Where Inquilab has a contact telephone number IHA will will be sent to ask how satisfied they are with the repairs service, and if in their view the repair was completed first time. All feedback is evaluated and when a resident is less than satisfied a follow up phone call is made to establish the issue to rectify.
  2. The Resident Inspectors will also carry out some checks to make sure that the service standards for repairs are being kept.

**Health and Safety**

* 1. Inquilab is committed to providing a safe and healthy working environment at all times under the Health and Safety at Work Act. All Inquilab staff and our representatives (individually or collectively) must adhere to Health and Safety policy which is designed for the protection of themselves and other people who they may have contact with.
  2. In line with Inquilab’s Health and Safety Policy all managers have responsibility for the employees they manage to make sure that all Inquilab working practices are in line with appropriate health and safety legislation and good practice making sure that employees, residents, buildings and stakeholders are safe.
  3. It is the responsibility of the resident to ensure any health and safety issues with a property are reported as soon as possible.
  4. Within our properties we have a duty of care to ensure the property is a safe habitable place to live. Major responsibilities include:

*Housing Health & Safety Rating System (HHSRS)*

* 1. Under the decent homes standard it is the responsibility of the association to ensure all category 1 hazards found under the HHSRS are dealt with within 24 hours of being found. Detail of the HHSRS are outlined in the Decent Homes standard.

*Gas safety*

* 1. It is a legal requirement to ensure that all properties with a gas installation are checked on an annual basis. The gas safety policy outlines the requirements and procedures to ensure this is adhered to.
  2. The gas installation is also checked when a property becomes empty prior to the new resident taking the property

*Electrical installation*

* 1. It is a requirement for Inquilab to ensure the electrical installation within all properties is safe. Full electrical safety checks are carried out when a property becomes empty prior to the new resident taking the property. The electrical installation will also be visually checked for safety when an electrician visits the property. This includes planned maintenance works and repairs calls. The electrical installation will also be checked on a 5 year cycle when no other visits have taken place.

*Asbestos*

* 1. We will establish where asbestos containing materials (ACM) are within our properties, in line with our Asbestos policy and procedures. This information will be made available to our staff, contractors and residents where necessary.

*Legionella*

* 1. We will carry legionella risk assessments in line with our Legionella policy and procedures. Legionella risk will be managed through regular monitors where necessary.

*Smoke and carbon monoxide (CO) detectors*

* 1. Our aim is to fit hard wired smoke detectors to all properties. In homes with two or three stories then a detector will be fitted on each floor. These will be linked so all detectors are activated when one is set off.
  2. Smoke detectors have a battery back-up. These can either be a 9v battery that can be bought on the high street or a 10 year lithium battery that is embedded within the smoke detector. It is the responsibility of the resident to test the smoke detector on a regular basis and to report any issues. Replacement of 9v batteries is the responsibility of the resident. Embedded batteries will be replaced by the association.
  3. Some homes have carbon monoxide detectors. The association’s policy is not to install carbon dioxide detectors to all homes. Where installed it is the residents’ responsibility to test the detector on a regular basis, change the batteries and report any issues.

**Leaseholders**

* 1. Inquilab manages a number of leasehold properties. The specific repairing responsibility for these properties is contained in the lease agreement. In the main, Inquilab retains repairing responsibilities for the structure of the building, communal areas and any communal systems and installations within the property. The leaseholder is generally responsible for maintaining the interior of their property. However, it is important that the specific detail of each property is ascertained from the lease agreement.
  2. In addition to the repairing responsibility, the lease agreement will also confirm if the leaseholder is responsible for a proportion of the repairing costs incurred by Inquilab where we retain the repairing responsibility. These costs are recovered via a service charge, and presented to the leaseholder in the Annual Service Charge Statement.
  3. Before any repair or maintenance work is carried out to a leasehold property consideration should be given to the anticipated total cost of the work. If the cost to any leaseholder is expected to be £250 or more, then formal Section 20 Consultation is required before the work can be undertaken.
  4. Should clarification be required regarding any of these matters the Leasehold and Service Charge Team should be contacted.

**Complaints and compliments**

* 1. Inquilab aims to provide residents with the best possible service at all times and actively encourages feedback. Residents are frequently asked to provide us with their feedback through satisfaction surveys following a service they have received, through larger surveys such as STAR and through our complaints process.
  2. Inquilab will ensure that feedback is dealt with consistently and in a way that reflects our Equality Policy.
  3. An effective complaints service provides Inquilab with the opportunity to rectify any service failures. Feedback will be used for transparent accountability and continuous improvement of service delivery and policy development.

**Post Inspections**

* 1. To ensure that the Association and its residents receive a good quality repairs and maintenance service and to take appropriate checks on potential fraudulent activities Inquilab will undertake an appropriate regime of post inspections.
  2. Post Inspection Aims:
  + Confirms the work is completed
  + Checks the materials purchased against the materials used on the job
  + Checks the quality of the job to ensure standards are being met
  1. The program of post inspections will be between a 5% and 10% sample of all completed jobs generated to take into account the following:
  + Where the repair is of high cost defined as repairs with total costs of £500 or more
  + Where there is a variation of 25% more than the original estimated costs based on the schedule of rates codes.
  + Where the resident indicates that the repair has not been completed to a satisfactory standard
  + Where a resident has carried out improvement works.
  + Where there are concerns with the quality of work delivered by a contractor or operative
  1. Repairs that qualify for post inspections include all works that are physically complete in the following categories:
  + Responsive repairs
  + Insurance claims
  + Works undertaken following a disrepair claim
  1. Void repairs and planned maintenance works are subject to 100% post inspections.
  2. A repair will not qualify for inclusion in the post inspection program where works are not practicably visible or accessible e.g. drainage works.
  3. Repairs that are certified through specific codes and standards linked to legislative and compliance activities, such as gas works, electrical works, repairs and works to fire safety systems and lifts are not included under this policy but have separate auditing and inspection arrangements.

**Policy statements**

*Rechargeable Repairs*

* 1. repairs carried out that will be subject to an insurance claim Residents, their family members and any visitors to their home are responsible for any damage caused to the property, either deliberately or through neglect.
  2. Inquilab aims to make sure that all residents and leaseholders residents are aware of their obligations not to damage or neglect Inquilab property and that they are responsible for damage caused by their children, pets and visitors. This will be formally agreed when the Tenancy Agreement is signed.
  3. Damage that can be classed as rechargeable are for example, but not exclusively:
  + damage to sinks and toilets;
  + broken windows and doors;
  + floods from washing machines; and
  + lost keys.
  1. Where damage or neglect has occurred (for which the resident is responsible) then the resident can arrange for the damage to be repaired themselves, however, if this does not meet current health and safety, building regulation requirements or in the case of gas and electricity the current legislation, Inquilab will carry out further works and charge the resident the additional costs. In addition Inquilab will not be liable if a resident has installed a defective system, fixtures or fittings without permission.
  2. Inquilab may carry out and charge for repairs considered necessary for health and safety reasons or in situations of emergency, arising from the misuse of the property. This does not include repairs undertaken as a result of fair wear and tear.
  3. These charges will continually be reviewed in line with current operating costs for the service area and updated in the Rechargeable Repair Policy.

*Compensation, Goodwill and Sundry Payments Policy*

* 1. Further details can be found in the Compensation, Goodwill and Sundry Payments policy where Inquilab constantly strive to improve the services it provides and aim to resolve problems quickly and effectively to the residents satisfaction and within agreed timescales and to:
  + Apologise where service failure has been identified and where appropriate follow this up in writing;
  + Aim to resolve claims for compensation, goodwill or a sundry payment within the timescale of 8 weeks;
  + Learn from mistakes and change the way services are delivered as a result and provide feedback to individuals / other residents via the website and regular publications;
  + Endeavour to keep the running costs of the compensation scheme to a minimum and ensure value for money for Inquilab residents;
  + Comply with any recommendations to award compensation from the Housing Ombudsman.

*Improvements by residents*

* 1. Inquilab recognise that residents will want to make alterations and improvements to their homes. Where requests are reasonable they will not be refused. However written permission must be obtained if residents wish to carry out any improvements, including.
  + Decorate any part of the outside of their home.
  + Make any structural changes or additions to the property.
  + Erect a shed, garage or any other external construction.
  + Remove, add or alter any part of a fence or garden wall.
  + Add to or change or replace any fixtures and fittings provided by Inquilab.
  + Put up a satellite dish, television, radio or amateur radio aerial
  + Fit tiles to walls or floors.
  + Alter the electrical, gas, heating or water installations including having a water meter installed.
  + Install laminate or Vinyl flooring
  1. Inquilab will not unreasonably refuse permission for such improvements or changes, but may impose conditions. If required, planning permission, building regulations approval or any other permission must be obtained before starting the work.

*Gardens*

* 1. The maintenance of gardens within dwellings is the responsibility of the resident. Where communal facilities are offered then grounds maintenance will be carried out via the association and charged to the resident via a service charge.

*Fencing*

* 1. The boundary fencing policy provides clarity on when Inquilab will replace fencing of its housing stock. Inquilab is regularly requested to undertake fencing work to its properties and within its communities. The policy defines the Association’s approach to undertaking fencing work.

*Gutter cleaning*

* 1. Gutter cleaning will only take place in communal schemes on request. Gutters to individual households will not be cleaned unless it is causing significant damage to the property structure.

*uPVC frame and window cleaning*

* 1. The cleaning of uPVC window frames and glass within windows is not the responsibility of the Association. Where cleaning is required within a communal area, this may be maintained via a service charge to the residents within that block.

*Pest Control*

* 1. It is not the responsibility of the association to deal with any issues with pest control unless there is a risk of damage to the property. The resident will be directed to the local authority in the first instance to deal with any issues. Pest control within communal areas will be managed by the association in conjunction with the local authority.

*Adaptations*

* 1. Inquilab is committed to meeting the needs of its residents for independence, privacy and dignity. We aim to help people continue to live independently and comfortably in their homes for as long as possible, with the minimum intrusion or intervention.
  2. A budget is allocated for carrying out adaptation works each year and, in addition, grant applications will be made for Disabled Facilities Grants from the Local Authority wherever possible. This ensures that the maximum possible number of adaptations can be carried out. We will ensure our processes are cost effective and represent value for money.
  3. The Aids and Adaptations Policy provides the basis to produce and implement procedures for providing aids and adaptations. There are many differences in the way each subsidiary handles aids and adaptations, however this policy provides a statement on the Association’s stance on the provision of aids & adaptations.

*Right to Acquire Applications*

* 1. Once an application under the Right to Acquire Scheme is received by Inquilab then there becomes a legal responsibility for the Association to carry out emergency repairs only. This will make sure that the property remains wind and water tight and is fit for human habitation. Examples of repairs that might be carried out are as follows:
  + serious water penetration;
  + no power;
  + no heating;
  + no bathing facilities; and
  + not being able to use a toilet when there is only one in the property.

*Vinyl or Laminate Flooring*

* 1. All reasonable care is taking with resident’s floor coverings when undertaking a repair. However some floor coverings, in particular vinyl and laminate flooring are susceptible to damage if they have to be removed to undertake a repair. In these instances the Inquilab will not be liable for the cost of replacement unless our actions have been negligent. Floor covering that has been supplied by the Inquilab as part of the Improvement Program will only be provided once and when ready for replacement this will be the responsibility of the resident.

*Gifted items*

* 1. Any items that gifted to the resident, usually at the start of a tenancy will require the resident to sign an agreement that explains future maintenance and replacement of the items is their responsibility.

*Locks and key replacement*

* 1. The security of residents is a basic requirement for the association to provide. All doors will be to the secure by design standard with 5 lever locks to main external doors and window locks to all windows. The resident will be provided with a set of keys to all relevant locks within the property. The association does not hold keys for any occupied dwellings of buildings
  2. If a lock is faulty then the association will affect a repair where necessary. Where keys are lost or mislaid by the resident then it is the responsibility of the resident to replace the locks or gain access to the property. The association does not provide a locksmith service out of hours.

1. **CONSULTATION**
   1. This policy has been presented to the Inquilab Repairs Forum and The Forum for consultation with residents prior to Board approval.
2. **REVIEW**
   1. This policy will be reviewed at least every 3 years.
3. **EQUALITY IMPACT ASSESSMENT**
   1. An Equality Impact Assessment has been undertaken for this policy providing a positive impact as the policy has been drated to reflect the needs of vulnerable residents which is why some groups are affected differently.

# Appendix 1

# Emergency repairs

* If there is a Gas (smell or leak) the resident must call the Gas Emergency line immediately and turn the handle at the meter to the flat (horizontal) position. This will be advised by Progress Staff if contact is made.
* If there is a problem with Electricity the resident is advised to turn the mains switch on the consumer unit to the off position.
* If there is a problem with Water, turn the main stop tap to the right (clockwise) or turn off the Sure stop. If the resident has no water then they call United Utilities.

Emergency repairs that are the responsibility of Inquilab will be attended to within twenty four hours of the problem being reported unless there are factors that are outside of the organisation’s control, for example in the event of severe weather conditions that are causing hazardous driving conditions, or where the number of emergencies impact on capacity and resources to deliver services. In such circumstances, residents will be kept informed of any delays

Emergency Repairs are those repairs that:

* remove immediate danger to the occupants of a property or an outside space;
* restore essential services such as heat and power;
* avoid major damage to a property such as a serious flood;
* make the property secure following a break in by changing locks or boarding a broken window; and
* remove any possible health and safety risk.

**Appendix 2**

**Inquilab - Repairing obligations**

Please see definition of vulnerability which is highlighted below

### Vulnerable residents

Inquilab’s aim is to offer a flexible and resident focused repairs service to its vulnerable residents. A more flexible repairs service will be offered to ensure that repair responsibilities which would normally fall to the resident, are varied for the following groups: older people who are unable to carry out the repair due to the nature of their vulnerability and those who suffer from a disability which prevents them from carrying out the repairs themselves.

By way of an example Inquilab may arrange for staff to:

* Relight pilot lights on boilers and gas fires
* Bleed Radiators
* Replace plugs to sinks, baths and basins.
* Change electric fuses or reset trip switches

For all our vulnerable residents we will communicate using the method preferred by them; eg minicom, interpreter, large print letter etc.

As part of Inquilab service standards we will ensure that the needs and wishes of our vulnerable elderly and disabled residents are respected and matters relating to their safety and security taken into account.

We will ensure that our repairs and other staff for example:

* Make appointments (either am or pm)
* Carry identity badges at all times
* Be aware that older people or those who have mobility issues may take a little longer to come to the door. We will wait at the door for 3 minutes to allow these residents time to answer.
* Speak loudly and clearly over the intercom or phone
* Keep the workspace tidy and clear of obstructions
* Ensure that a tenancy is made secure immediately if external doors and windows have been damaged through a domestic violence incident.

The table below gives guidance on the responsibilities of the resident and Inquilab in relation to repairs. Guidance is also given on the change in service due to responsibility.

|  |  |  |  |
| --- | --- | --- | --- |
| **Repair Request** | **Inquilab**  **Responsible** | **Resident Responsible (service charge dependent)** | **Inquilab**  **Responsible for Vulnerable Residents** |
| **External Property Repairs** | | | |
| **Communal Areas** | | | |
| Dustbins and the removal of household rubbish |  | ✓ |  |
| Shared areas such as lifts, stairs rubbish chutes and communal TV aerials | ✓ |  | ✓ |
| **Repair Request** | **Inquilab**  **Responsible** | **Resident Responsible (service charge dependent)** | **Inquilab**  **Responsible for Vulnerable Residents** |
| Replacement or extra key fobs for communal door entry systems |  | ✓ |  |
| Door entry systems for shared areas | ✓ |  | ✓ |
| Driveways and shared driveways not always provided by Inquilab | ✓1\* | ✓1\* | ✓1\* |
| **Roof** | | | |
| Chimney and stacks | ✓ |  | ✓ |
| Roof structure and coverings | ✓ |  | ✓ |
| Guttering, rainwater pipes and clips | ✓ |  | ✓ |
| Fascias, soffits and barge boards | ✓ |  | ✓ |
| **Walls and Canopies** | | | |
| External walls and rendering | ✓ |  | ✓ |
| Foundations | ✓ |  | ✓ |
| Concrete canopies over doors or windows | ✓ |  | ✓ |
| Foundations | ✓ |  | ✓ |
| Rendering to property | ✓ |  | ✓ |
| **Windows and Doors** | | | |
| Window frames, external cills if damage is fair wear and tear | ✓ |  | ✓ |
| Glazing where caused by criminal damage and reported to the Police |  | ✓ 2\* |  |
| Repairing of faulty window or door locks | ✓ 3\* |  | ✓ |
| Window ironmongery | ✓ |  | ✓ |
| Security chains and spy holes | ✓ | ✓if fitted by resident | ✓ |
| External doors, frames, other boards and threshold strips | ✓ |  | ✓ |
| **Repair Request** | **Inquilab**  **Responsible** | **Resident Responsible (service charge dependent)** | **Inquilab**  **Responsible for Vulnerable Residents** |
| External doors if the damaged was caused by fair wear and tear | ✓ |  | ✓ |
| External door locks and ironmongery if damage is fair wear and tear | ✓ |  | ✓ |
| Provision of additional door or window locks | ✓ |  | ✓refer to team |
| New or replacement keys |  | ✓ |  |
| Locked out of a property |  | ✓ |  |
| **Pipes and Drains** | | | |
| Soil and vent pipes and clips |  |  |  |
| Clearing blocked gulley grids |  |  |  |
| Blocked gulley |  |  |  |
| Blocked drains – if affecting one property only |  |  |  |
| Blocked drains – affecting more than one property |  |  |  |
| Inspection chambers |  |  |  |
| **Gardens and Boundaries** | | | |
| Work carried out to gardens |  |  |  |
| Garden walls if built by Inquilab |  |  |  |
| Front fencing and gates |  |  |  |
| Dividing fencing and gates |  |  |  |
| Paths steps and other means Of access provided by Inquilab |  |  |  |
| Washing lines and posts (except in communal areas or part of an independent living scheme) |  |  |  |
| Replacement or repairs to sheds provided by Inquilab on new build sites |  |  |  |
| **Repair Request** | **Inquilab**  **Responsible** | **Resident Responsible (service charge dependent)** | **Inquilab**  **Responsible for Vulnerable Residents** |
| Replacement water butts provided by Inquilab on new build sites |  |  |  |
| **Garages and Outbuildings** | | | |
| Garages or outbuildings if provided by Inquilab | ✓ |  | ✓ |
| Locked out of a garage |  |  |  |
| Providing additional keys to garages |  |  |  |
|  | | | |
| **Internal Property Repairs** | | | |
| **Windows** | | | |
| Internal timber, uPVC or tile window sill (unless affected by rot or woodworm) |  |  |  |
| Skirting boards, picture rails, battens (unless affected by rot or woodworm) |  |  |  |
| **Doors** | | | |
| Internal doors, ironmongery and threshold strips |  |  | If repairs found to be fair wear and tear |
| **Walls** | | | |
| Structural walls inside a property |  |  |  |
| Major plaster repairs |  |  |  |
| Minor repairs to plasterwork for example small holes and cracks |  |  |  |
| Wall tiles to match existing as closely as possible where damage due to fair wear and tear |  |  |  |

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| --- | --- | --- | --- |
| **Repair Request** | **Inquilab**  **Responsible** | **Resident Responsible** | **Inquilab**  **Responsible for Vulnerable Residents** |
| **Floors** | | | |
| Concrete floors (not including floor tiles) |  |  |  |
| Vinyl fitted by Inquilab |  |  | Disabled wet rooms only |
| Floor boards and joists but not including laminate flooring |  |  |  |
| **Fireplaces** | | | |
| Fireplace and surround if fitted by Inquilab | * Unless gifted |  |  |
| **Staircase** | | | |
| Staircase, banister and handrails |  |  |  |
| **Bathroom** | | | |
| Bath panels (unless damaged by Inquilab whilst carrying out repairs) replacement may not match existing suite |  |  |  |
| Slatted shelving to airing cupboard |  |  |  |
| Internal pipe work boxing unless damaged by Inquilab whilst carrying out repairs |  |  |  |
| **Kitchen** | | | |
| Kitchen Cupboards, drawers, door catches, hinges and handles where damage in not fair wear and tear |  |  |  |
| Worktops where damage is not fair wear and tear. Replacement will not necessarily match existing |  |  |  |

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| --- | --- | --- | --- |
| **Repair Request** | **Inquilab**  **Responsible** | **Resident Responsible** | **INQUILAB**  **Responsible for Vulnerable Residents** |
| **Electrical Items** | | | |
| Electrical wiring sockets and light fittings where fitted by Inquilab |  |  |  |
| Hard-wired smoke alarms |  |  |  |
| Plugs |  |  |  |
| Electrical consumer units (fuse box) |  |  |  |
| Electric storage heaters – if installed by Inquilab |  |  |  |
| Electric fires – if installed by Inquilab |  |  |  |
| Immersion heaters – if installed by Inquilab |  |  |  |
| Cookers – if installed by Inquilab |  |  |  |
| Extractor fans – if installed by Inquilab |  |  |  |
| Electric shower unit if fitted by Inquilab |  |  |  |
| **Plumbing** | | | |
| Water service pipes (from boundary to stop tap/SureStop) overflow pipes and water tanks |  |  |  |
| Blocked toilet, sinks, bath and hand basin waste pipes where the resident has previously tried to clear the blockage |  |  |  |
| Taps, stop taps SureStops and wheel valves |  |  |  |
| Sink units and wash hand basins where damage is not fair wear and tear |  |  |  |
| Toilet flushing mechanism |  |  |  |
| Toilet seats – Inquilab will supply one on start of tenancy only |  |  |  |

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| --- | --- | --- | --- |
| **Repair Request** | **Inquilab**  **Responsible** | **Resident Responsible** | **Inquilab**  **Responsible for Vulnerable Residents** |
| Bath or shower trays where supplied by Inquilab |  |  |  |
| Sink and bath plugs and chains |  |  |  |
| Bath seals and two rows of splash back tiles |  |  |  |
| Kitchen sink seals and two rows of splash back tiles |  |  |  |
| Boxing in of new or existing pipe work if damaged caused by Inquilab |  |  |  |
| **Gas** | | | |
| Gas pipe work inside the property |  |  |  |
| Supply of gas and gas meters |  |  |  |
| Annual gas servicing of appliances |  |  |  |
| Gas fires – if supplied by Inquilab |  |  |  |
| Bleeding radiators (unless resident has a combination boiler or pressurised system installed) |  |  |  |
| Radiants for gas fires – if supplied by Inquilab | * 5\* |  |  |
| Gas water heaters |  |  |  |
| Radiator valves, time clocks and thermostats |  |  |  |
| Gas boilers |  |  |  |
| **Other Heating Sources** | | | |
| Air Source Heat Pumps | * 6\* |  |  |
| Heat Exchange Units |  |  |  |
| Solar Panels | * 7\* |  |  |
| Photovoltaic Panels | * 8\* |  |  |
| **Repair Request** | **Inquilab**  **Responsible** | **Resident Responsible** | **Inquilab**  **Responsible for Vulnerable Residents** |
| **Adaptations** | | | |
| Adaptations – fitted to a property by Inquilab |  |  |  |
| Cookers – if installed by Inquilab in an adapted kitchen |  |  |  |
| Shower tray or seat if fitted by Inquilab |  |  |  |
| Adapted toilet seats if fitted by Inquilab |  |  |  |
| **Home Security** | | | |
| Additional window and door locks |  |  | * Team |
| **Home Energy Efficiency** | | | |
| Hot water cylinder jackets (first provided by Inquilab) |  |  |  |
| Low energy light bulbs |  |  |  |
| Loft insulation |  |  |  |
| **Pest Control** | | | |
| Insects – internal |  |  |  |
| Insects - external |  |  |  |
| Mice – internal |  |  |  |
| Mice – external |  |  |  |
| Rats – internal and external to property |  |  |  |
| Spiders |  |  |  |
| Bees and Wasps |  |  |  |
| Ants internal to property |  |  |  |

### Notes

1\* Driveways that are charged as part of the weekly rent will be maintained by Inquilab. Where permission has been granted for a driveway and this has been approved by Inquilab any repairing obligation on change of tenancy will fall to Inquilab. However where a driveway has been installed without permission Inquilab reserve the right to remove and recharge for making good the area or will recharge an appropriate amount for repairs carried out to shared driveways where remedial works have been unavoidable because of health and safety concerns.

2\* If following inspection it is found that the glass has been broken from inside of the property then the appropriate recharge will be raised. If it is found that the glass has been broken from the outside of the property then a recharge will not be raised unless it becomes apparent that the damage was caused by the resident, visitors or family of the resident.

3\* If following inspection of the lock foul play is suspected then following discussions with the resident a recharge will be raised.

4\* This is as defined in the Boundary Policy.

5\* Gas radiants will only be replaced if required by the regulations in force at the time. They will not be replaced for cosmetic reasons such as discolouration.

6\* When a new resident accepts a tenancy with a air Source Heat pump arrangements need to be made for a Manager to visit the resident to provide awareness on how to set and operate the system so that the resident can benefit from it working to maximum efficiency.

7\* Photovolatic Panels work by converting direct sunlight into electric giving residents free electricity during the day. The panels require very little maintenance. They are self-cleaning but do benefit from an annual clean to ensure that they are working at optimum efficiency.

Once fitted on a property the manufacturers details should be left with the inverter as this includes shut down procedures should they ever be required. An electrician can check that the inverter is working correctly by doing a visual check.

8\* Solar Panels work by converting direct sunlight into heat giving residents free energy to heat hot water during the day. The panels require annual anti-freeze checks, this will be carried out by the association.

**Resident Repairing Responsibilities**

### Baths, basins, drains and waste

* Initially trying to clear blocked baths, sinks and basins. Resident will be recharged if following the repair being carried out its cause has been found to be caused by the resident.
* Replacing plugs and chains to baths, basins and sinks.
* Repairing any items that have been fitted by the resident previously.
* Keeping gully grids clear of leaves and rubbish.
* Clearing blockages in washing machines or dishwashers. If the resident is fitting this as a new appliance they are responsible for this work. Inquilab could however do the work and recharge the resident
* Any other repairs which investigations establish are not attributable to fair wear and tear.

### Doors and locks

* Replacing Keys or locks when keys have been lost or resident has locked themselves out.
* Fitting and repairing any additional locks and latches.
* Replacing glass in any internal or external door.
* Adjusting door when a new carpet fitted.
* Any other repairs which investigations establish are not attributable to fair wear and tear.

### Electrics

* Resetting trip switches and if necessary turning off the mains supply.
* Replacing light bulbs, fluorescent tubes and starters.
* Replacing electrical plugs and plug fuses for residents own appliances.
* Testing and cleaning of smoke detectors and replacing batteries.
* Any other repairs which investigations establish are not attributable to fair wear and tear.

### Floors and stairs

* Repairing and replacing any floor coverings, vinyl tiles sheeting, carpets or laminates that the resident has fitted. Floor covering that have been supplied by Inquilab as part of the Improvement Programme will only be provided once and so when ready for replacement this will be the responsibility of the resident.
* Any other repairs which investigations establish are not attributable to fair wear and tear.

### Garden and garages

* Repairing any fencing, patios, steps, sheds or other garden features, garages or driveways not originally provided by Inquilab.
* Maintaining garden paths other than those giving main access to the front and back door of the property.
* Replacing keys or locks to garage or shed doors when the keys have been lost.
* Renewing broken clothes lines and posts.
* Any other repairs which investigations establish are not attributable to fair wear and tear.

### Gutters

* Keeping gully grids clear from leaves and rubbish.
* Any other repairs which investigations establish are not attributable to fair wear and tear.

### Heating

* Checking that heating controls (room thermostat, timer or programmer) are set correctly.
* Keeping the home properly heated and ventilated to prevent condensation or the build-up of carbon monoxide.
* Keeping the home properly heated to prevent pipes from bursting particularly during cold weather, or whilst residents are away from the property for a period of time.
* Any other repairs which investigations establish are not attributable to fair wear and tear.

### Kitchen fittings

* Installation of washing machines, dishwashers or tumble driers including waste, supply pipes and vents if not already provided by Inquilab.
* Repairing any extra units that have been installed in the property by the resident
* Any other repairs which investigations establish are not attributable to fair wear and tear.

### Pipes and taps

* Taking steps to prevent pipes from bursting during cold weather, particularly if the resident is to be away from the property for any length of time.
* Turning off the water supply at the stop tap or sure stop if a water pipe has burst, and then turning all the taps on to allow all remaining water to flow out.
* Any other repairs which investigations establish are not attributable to fair wear and tear.

### Roofs and chimneys

* Putting up and securing TV aerials (except communal aerials). Residents need permission to put up a satellite dish.
* Any other repairs which investigations establish are not attributable to fair wear and tear.

### Toilets

* Cleaning toilet pans.
* Attempting to clear blocked toilets. If on repair it is found that the blockage is caused by the resident, then the resident will be recharged.
* Any other repairs which investigations establish are not attributable to fair wear and tear.

### Walls and Ceilings

* Decorating walls and ceilings inside the home.
* Filling minor cracks and holes in walls and ceilings.
* Keeping air vents clear and cleaning extractor fan vents.
* Any other repairs which investigations establish are not attributable to fair wear and tear.

### Windows

* Replacing broken or cracked glass where it is found that the glass has been broken from inside the property.
* Fitting additional security locks to windows.
* Keeping window trickle vents clear.
* Any other repairs which investigations establish are not attributable to fair wear and tear.

|  |  |
| --- | --- |
| **Policy owner / Date of Review:** | Director of Customers & Communities  April 2021 |
| **Changes to document** |  |
| **Approved By / Date of Approval:** | Customer Committee 20 April 2021 |
| **Effective Date** | May 2021 |
| **Date of next review:** | April 2022 |