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Responsive Repairs Policy

Approved by the Corporate trustee in: February 2024

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Circulation status of the policy: This policy is intended for release to MTBC residents and is available on public pages of the Boone's Homes website.

1. Policy statement

1.1 This policy sets out how MTBC will meet its legal and regulatory duties as a landlord in respect of repairing and maintaining its housing stock.

1.2 The policy also provides the broad parameters to deliver an excellent repairs and maintenance service that enables people to live in well maintained, warm and safe homes.

2 . Objectives of the Policy

2.1 The objectives of this policy are to comply with the relevant statutory and regulatory obligations, and to enable an efficient and effective repairs service that maintains MTBC properties. To achieve this, we will:

- Be clear about the repair and maintenance responsibilities for MTBC, One Housing and MTBC residents
- Enable repairs to be reported in a number of ways.
- Organise repair priorities that balances operational needs and resident's requirements; aiming to deliver a right first-time approach that achieves good value for money.
- Deliver a consistent and equitable service to our residents.
- Make best use of performance information to continually improve the service.

- Ensure that the health and safety of all concerned are at the forefront of what we do.

3. Scope

3.1 This policy applies to all MTBC properties at Christopher Boones Court.

3.2 The Repairs Policy will be publicised widely and included in:

- Resident Handbook
- Boone's Home's website
- Training and policy briefings for staff

4. Legislative and Regulatory Context

4.1 As a registered provider of social housing, we adhere to the required standards set out by the Regulator of Social Housing (RSH) in the Consumer standards.

4.1.1 One of these standards is the Homes Standard.

4.1.2 We will ensure that the repairs and maintenance service meet the standards set out in the Home Standard which states we must:

- Provide a cost- effective repairs and maintenance service to homes and communal areas that response to the needs of, and offers choices to, residents, and have the objective of completing repairs and improvements right first time.
- Meet all applicable statutory requirements that provide for the health and safety of occupants in their homes.

4.2 We have a number of related policies and procedures which are supported and are supported by the delivery of the Repairs and Maintenance service. These include:

- Health and Safety Policy
- Complaints Policy
- Independent Living Policy

4.3 We will comply with the significant range of legislation and regulation which supports the delivery of repairs and maintenance and the standards that govern the way in which we operate.

5. Responsibilities

5.1 It is the responsibility of the Board to ensure the implementation of this policy and that this is monitored effectively.

5.2 Operational responsibility for this policy is held by the Policy and Operations Officer (Almshouses).

5.3 The Policy and Operations Officer (Almshouses) will report to the Board annually on key performance areas related to repairs.

5.4 Key performance areas that will be monitored include:

- Works completed on time
- Works overdue
- Number of 'Right First Time' repairs
- Average repair and void time
- Appointments kept
- Budgetary and expenditure control

6. Definitions

6.1 Decent – The Decent Homes Standard from the Ministry of Housing, Communities and Local Government provides the minimum standard of housing conditions that all our housing must meet. The standard focuses on the condition of external structural components such as roofs, chimneys, windows, and doors, and internal fixtures such as kitchens, bathrooms, and central heating systems, ensuring all of these components are kept 'decent'

6.2 Improvement works – is the term used for works carried out on the property where a key component is replaced i.e. a new kitchen, bathroom, roof etc

6.3 Lettable Standard – is the standard that a property will meet before a new resident moves into a property.

6.4 Right First Time – is the term used for responsive repairs that have been completed on the first visit to undertake a repair.

7. Repair Categories

7.1 We will diagnose and order repairs under three categories;

7.1.1 Emergency repairs- those where there is an immediate or potential danger to a person or a serious risk of damage to a property.

7.1.2 Appointable repairs- are those where the nature of the repair does not cause or have the potential to cause immediate danger to a person or serious damage to a property. For reasons of economy and efficiency, these repairs are grouped together in programmes of work.

7.1.3 Major repairs- In a small number of cases following the initial appointed or emergency repair appointment we may identify that more extensive remedial work is needed to resolve a property related issue.

8. Emergency Repairs

8.1 Emergency repairs are carried out when there is potential danger to health or risk to the safety of the occupants.

8.2 In the case of emergency repairs, which are the responsibility of MTBC, the contractor will be contacted as soon as the Policy and Operations Officer (Almshouses) is notified of the issue. MTBC will endeavor to ensure that the contractor visits site within 24 hours.

8.3 Most emergency repairs are the responsibility of One Housing Group.

8.4 The following are examples of emergency repairs which are the responsibility of MTBC to get fixed:

- Blocked W.C.
- Faults to bathroom or kitchen lighting

8.5 If a resident is unsure whether it is One Housing Group or MTBC who are responsible for fixing an emergency repair, please speak to the Policy and Operations Officer (Almshouses) who will be able to advise you.

9. Appointed Repairs

9.1 Appointed repairs are carried out when situations do not pose a health hazard but cause an inconvenience, discomfort, or nuisance to residents.

9.2 Appointed repairs may be reported by the resident or identified by the Policy and Operations Officer (Almshouses).

9.3 The following are examples of responsive repairs which will be completed by appointment (this is not an exhaustive list)

- Dripping tap
- Washing machine not working
- Any appliance which leaks only when used
- Renewal of W.C. pan where there is only one in the property
- General wear and tear to kitchen units
- Partial or individual faults to plugs/ outlets

10. Major repairs

10.1 In a small number of cases following the initial routine or emergency repair appointment, contractors may identify that more extensive remedial work is needed to resolve a property related issue.

10.2 This may include replacing rather than repairing some major components or carrying out significant remedial works potentially including structural works. In these instances a responsive repair becomes a major repair.

10.3 Major repairs such as those including structural works, are the responsibility of One Housing Group.

10.4 If the major repair is the responsibility of MTBC, we would arrange an appointment with the resident to do an inspection, determine the full scope of works and update the resident on the estimated timescales and next steps.

11. Repairs responsibility

11.1 One Housing Group

11.1.1 One Housing Group are responsible for the built fabric of the dwellings, and for all issues arising up to the front door of each MTBC dwelling and for the heating and hot water supply in the dwelling.

11.1.2 Residents should use the One Housing Group 'Customer Contact Centre' helpline to report a repair that is needed, in relation to any of the following:

- Blocked drains
- Problems with heating or hot water supply to your dwelling

- Problems with your front door
- Problems to do with the built fabric of your dwelling, eg a broken window

11.1.3 The One Housing Group Customer Contact Centre number is 0300 800 1630. It is open Monday-Friday 9am to 5:30pm and Saturday 10am to 1pm.

11.1.4 For any emergencies which are the responsibility of One Housing out of office hours, residents should call 00 879 2220.

11.2 MTBC responsibility:

11.2.1 MTBC are responsible for repairing any issues inside of your dwelling, which are not listed above as One Housing's responsibility.

11.2.2 For example MTBC will repair or replace any broken white goods. However, we reserve the right to recharge the cost of the repair to the resident, if we think that breakage is due to incorrect use or unreasonable degree of use.

11.3 Residents' responsibilities:

11.3.1 Residents are responsible for treating their property with respect and care avoiding willful damage and neglect (allowing a property to go into disrepair)

11.3.2 Keeping the inside of their home clean and decorated to a reasonable standard

11.3.3 Reporting repairs quickly to prevent on-going damage to their home

11.3.4 Ensuring that their home is left in good condition when they move out

11.3.5 Arranging for the treatment of any pest infestations (such as rats, mice, wasps, lice, silverfish, cockroaches etc) within individual dwellings

12. Access to MTBC's Repair Service

12.1 Our aim is to provide residents with easy access to our services through a number of different channels to report repairs,

12.2 Repairs that are the responsibility of MTBC can be reported:

- by email at almshouses@merchant-taylors.co.uk
- by telephone to the Policy and Operations Officer (Almshouses) on 0204 511 6301
- in person to the Policy and Operations Officer (Almshouses)

13. Access for repairs

13.1 It is the responsibility of the resident to provide access to contractors to carry out repairs and for Surveyors to carry out inspections which have been ordered.

13.2 If a repair is the responsibility of MTBC, The Policy and Operations Officer (Almshouses) will confirm with the resident the appointment for the repair either verbally or in writing.

13.3 If the repair is an emergency repair, or if insufficient time is available to advise the resident in writing, the Policy and Operations Officer (Almshouses) will verbally advise the resident only.

13.4 If the Policy and Operations Officer (Almshouses) has confirmed with the resident an appointment time for a repair but the resident is not at home to give access, the Policy and Operations Officer (Almshouses) will give the contractor access to the flat if the Policy and Operations Officer is on site.

14. Right First Time Repairs

14.1 MTBC will deliver a right first-time approach to repairs and maintenance

14.2 To achieve right first time, MTBC contractors will attend the property and complete the repair in one visit.

14.3 When a contractor leaves the property to collect material items, the job will be recorded as right first time if they return the same day to complete the jobs.

14.4 All other repairs that must be re-attended on a different day will not be classed as right first time and will be recorded in the management system as 'follow on work required'.

14.5 MTBC will measure this approach and seek to continually improve the number of jobs completed on the first visit.

15. Repairs to void properties

15.1 MTBC aims to provide good quality homes where people want to live and that our homes are fit and decent for people to live in.

15.2 When a property becomes vacant, we will assess what work needs to be done, carry out all of the work, clean the property and ensure it is in a good condition ready for the next customer.

16. Adaptions

16.1 MTBC reserves the right to buy minor fittings or carrying out minor adaptions, tat have been requested through Occupational Therapists and Lewisham Council's policies and criteria, and where it is in the best interest of the Charity.

16.2 Residents can request an assessment by Lewisham Council Adult Care Access Team by phone on [020 8314 7777](tel:02083147777).

17. Rechargeable repairs

17.1 We reserve the right to recharge residents for repairs if the repair is needed because of breakage due to incorrect use or unreasonable degree of use.

17.2 An example is if a resident does not use their shower for a significant amount of time. If the shower controls seize up due to this, a resident may be recharged for the cost of the contractor fixing the shower controls.

18. Service Standards

18.1 MTBC staff will treat residents and their homes with respect at all times.

18.2 MTBC will only use professional operatives who take pride in their work and are suitably qualified and competent to complete the work they have been asked to do.

18.3 Staff will try to offer a mutually acceptable appointment at the first point of contact.

18.4 We will always try to fully complete the repair on the first visit and be clear about what will happen next if a second visit is required. We will keep the resident fully informed of progress.

19. Insurance

19.1 It is residents' own responsibility to insure their home's contents.

19.2 When moving into a property at CBC, residents are advised to take out appropriate insurance cover for personal belongings.

20. Value for Money

20.1 MTBC aims to reduce the number and average cost of responsive repairs to ensure value for money. This is done by:

- Where appropriate, recharging customers where they cause damage or neglect to their property.
- Effective license enforcement to ensure residents fulfil their obligation in relation to their property.
- Reviewing how we run our systems and services.
- For routine repairs, we will usually try to group together a number of repairs actions onto the same date so that the contractor can deal with a number of flats on the same day.

21. Service Failure

21.1 Any dissatisfaction with the repairs and maintenance service will be dealt with via MTBC's Complaints Policy.

22. Equality and Diversity

22.1 We recognize that residents of all races, ages, religions, gender, sexual orientation and disability should be treated equally and fairly.

22.2 Response times will be shortened in some cases, to take account of residents who are vulnerable or have specific needs.

22.3 We will inform our contractors of our standards and requirements regarding equality and diversity