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| Repairs and Maintenance  Policy |  |
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Useful Definitions:

**The Councils** – Refers to the South Oxfordshire District Council and Vale of White Horse District Council.

**Landlord** – This will be the named Landlord on the Tenancy Agreement and will be either South Oxfordshire District Council **OR** Vale of White Horse District Council

**The Service Provider –** This means the appointed sub-contractor for the Councils who will implement the terms of the Policy. As of 30 October 2023, this will be Soha Housing.

**Tenant/s –** Person/s who occupy the property which is owned or leased by the Landlord.

Repairs and Maintenance Policy

**Policy Statement**

1. The Policy applies to all properties where The Councils have an obligation to provide a Repairs and Maintenance service. It covers the Councils’ approach to responsive repairs, planned and cyclical maintenance.
2. The Service Provider will provide a day-to-day responsive repair service and deliver a proactive planned maintenance programme in order to effectively maintain The Councils stock and provide The Councils residents with decent homes to live in.
3. The Service Provider will keep in good repair the structure and exterior of The Councils dwellings and common areas together with the components that make up each property. The Service Provider will ensure installations for the supply of water, gas, electricity; sanitation and heating are in good working order and service communal equipment supplied by The Service Provider in accordance with current legislation and/or best practice.
4. All contractors will be expected to carry out Basic Disclosure Barring Service (DBS) checks on all operatives who work in The Councils properties and gardens in accordance with The Councils’ and the Service Providers Disclosure and Barring Service Policy.

**Aim of the Policy**

1. The Councils aim to have an excellent, customer-focused repairs and maintenance service which offers value for money and fulfils our statutory obligations.
2. The Service Provider and the Councils aim to be proactive in maintaining our stock in advance of problems developing and will therefore ensure the balance of expenditure is weighted towards Planned rather than Reactive Maintenance.
3. The Service Provider and The Councils aim to provide equal access to the service and will not discriminate on grounds of race, colour, ethnic or national origins, religion, sexual orientation, disability, gender, age or any other matter which may cause a person to be treated with injustice.

**Day to Day Repairs (Responsive Maintenance)**

1. The Service Provider will provide a variety of ways for tenants to report repairs, including by in writing, in person, by email, via their website. They will also provide appropriate interpretation and translation services.
2. A seamless out of hour’s service will be available for emergency repairs.
3. Information on The Councils’ repair responsibilities will be given to all tenants in the tenancy agreement. Where a repair is reported that is a tenant’s responsibility, or if damage has been caused by a tenant or member of the household, The Service Provider will recharge for the cost of this repair in accordance with their recharge price list and Rechargeable Repairs Policy.
4. The Service Provider will prioritise repair orders according to the urgency and nature of the work. Guidelines for staff will set out how they may change the priority if the tenant or a member of the household is disabled, elderly or vulnerable.
5. Tenants will be offered convenient appointments times when they report a repair.

**Planned Maintenance**

1. Detailed maintenance programmes will be produced and will be available for all staff via The Service Providers Housing Management system.
2. The Councils will undertake a 5-year rolling programme of stock condition surveys to ensure we are investing in our properties within appropriate timescales. Surveys will focus on our older transfer stock (pre-2000) and properties with the longest timespan since the last survey.
3. The Service Provider will build effective and enduring partnerships with high performing contractors, suppliers and consultants. VfM will be assessed through the use of benchmarking clubs such as Housemark or similar.
4. The Councils properties will be measured against the Decent Homes Standard.
5. The Councils will improve the thermal efficiency of our stock in accordance with Government targets. This will help improve the affordable warmth and energy efficiency of the stock, whilst helping to reduce fuel poverty.
6. The Councils will aim to consult with tenants to agree on mutually convenient starting dates for planned maintenance works and, where possible, The Councils will provide choice to tenants on planned projects (for example, choices between comparable products during kitchen or bathroom refurbishments).

**Cyclical Maintenance**

1. The Service Provider will undertake the cyclical testing and maintenance of components, including gas heating systems, electrical circuits, lifts etc. in accordance with current legislation, Health & Safety guidelines and other appropriate industry standards.

**Aids and Adaptations**

1. The Councils will, in accordance with its Aids and Adaptations policy, provide an adaptations service that meets tenants’ needs.

**Monitoring/Responsibility**

1. The Service Provider will monitor Planned, Cyclical and Responsive Maintenance performance, customer satisfaction and expenditure against other organisations to check high quality, tenant satisfaction and key performance indicator targets are being met.
2. Planned and responsive performance and expenditure will be reported monthly by The Service Provider to The Councils as part of the KPI targets.
3. The Service Provider will tender Repair and Maintenance contracts strictly in accordance with Financial Regulations and Procurement Policy. Robust contractor selection procedures will be followed when choosing new contractors and The Councils will seek legal advice as required to resolve procurement issues or queries.
4. Context:

Housing Act 1988

<https://www.legislation.gov.uk/ukpga/1988/50/contents>

Construction Act 2011 Construction (Design and Management)

<https://architecturaltechnology.com/static/uploaded/b6e74d9b-cff8-45ba-99820757b46b3b91.pdf>

Health and Safety Legislation Regulations 2015

<https://www.hse.gov.uk/pubns/books/l153.htm>

Control of Asbestos Regulations 2012

<https://www.hse.gov.uk/asbestos/regulations.htm>