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RESPONSIVE REPAIRS POLICY

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Essential Reading for:	Tenants
Information for:	All Staff

Document Consultation and Review Process

Groups/Individuals who have overseen the development of this Policy:	Director of Housing Services Asset Manager Repairs Team Leader
Groups/Individuals Consulted:	Tenants

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15 December 2020	1	By EW, MR, JG	
15 February 2022	2	By EW and MR following Trustee feedback (DE): clarity on legal obligations and s.20 requirements, and the role of the PQ&E Committee	Board - 22 March 2022

For the Use of the Corporate Governance Team only:

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1. POLICY STATEMENT

- 1.1 The Board of Brunelcare wants customers to be proud of their homes and happy with the services offered. The responsive repairs service is key to ensuring our customers are safe, comfortable and warm in their homes.
- 1.2 Brunelcare is committed to ensuring a responsive repairs service is in place that complies with good practice and provides a responsive, high quality service for tenants which ensures that:
 - 1.2.1 All tenants are able to be involved and consulted in the development of the service and its operational procedures.
 - 1.2.2 Through supervision, monitoring and feedback from tenants the service is continuously improved.
 - 1.2.3 Communication with tenants is always appropriate, easily understood and easily accessible.
 - 1.2.4 Those involved in the repairs service are appropriately trained and supported to deliver the service objectives.
- 1.3 This policy sets out the repairing obligations of Brunelcare and of the rights and obligations of tenants of Brunelcare properties. It outlines the procedure for reporting repairs and how repairs are prioritised.

Signed:



Deborah Evans
Goldsworthy
Chair
Officer



Oona
Chief Executive

2. AIM OF THE POLICY AND RELATED LEGISLATION

- 2.1 The overall aim of this policy is to contribute to the efficient and effective repair and maintenance of Brunelcare's housing stock, ensuring that homes are maintained to the Decent Homes Standard.
- 2.2 This policy sets out the approach that will be taken to implement the repairs service standards included in Appendix A, below. These service standards include details of repairs response times and tenants' repairing responsibilities. The service standards also make reference to the obligations and contributions that both Brunelcare and tenants have to delivering an effective repairs service.
- 2.3 This Policy aims to:
- 2.3.1 Ensure that homes are maintained to a high standard.
 - 2.3.2 Ensure that an efficient, prompt and cost effective responsive repairs service is provided that offers convenience and choice for tenants.
 - 2.3.3 Support the achievement of high standards in customer care and a high level of customer satisfaction.
 - 2.3.4 Ensure compliance with all relevant legislative and regulatory requirements such as meeting the Charity's contractual obligations.
 - 2.3.5 Ensure the effective management of planned investment works.
 - 2.3.6 Ensure a repairs service is provided that delivers value for money and efficiency.
 - 2.3.7 Ensure customers are aware of their responsibilities for minor repairs and contractual obligations.
 - 2.3.8 Ensure partnership working with tenants to continuously drive service improvements.
 - 2.3.9 Provide a framework to monitor the performance of the responsive repairs service.
 - 2.3.10 Ensure a service is provided which reflects Brunelcare's commitment to equality of access to the repairs service for all tenants and to take account in particular of the needs of vulnerable groups.

Key Legislation:

Brunelcare has obligations to keep its homes in good repair under the:

- [Landlord and tenant Act 1985](#)
- [Housing Act 2004](#)
- [Secure tenants of Local Housing Authorities \(Right-to-Repair\) Regulations 1994.](#)

Brunelcare and its Contractors must also comply with the requirements of Health and Safety, Asbestos, Fire Safety and associated regulations and legislation. Brunelcare will ensure that its Contractors and staff have suitable training to ensure compliance.

3. SCOPE OF POLICY

- 3.1 This policy applies to minor or unplanned repairs carried out at a single property at the request of an individual customer (see the definition of *responsive repair* below).
- 3.2 The elements detailed below are not within the scope of this policy:
- 3.2.1 *Aids and adaptations*: carrying out minor aids and major alterations to enhance the customer's quality of life and assist mobility and usability around the home.
 - 3.2.2 *Neighbourhood management work*: relating to environmental improvement around Brunelcare sites such as fly-tipping removal, graffiti removal and vermin removal.
 - 3.2.3 *Damage or neglect caused by a tenant, a member of the household or a visitor, including pets*: the expectation will be that the tenant will be responsible and rectify the damages and any cost incurred will be recovered.

4. DEFINITIONS

- 4.1 A *repair* is work that is carried out to put right damage, defects or significant deterioration. Under this policy, *responsive repairs* are those carried out at a single property at the request of an individual customer. These repairs can also be called reactive repairs or day to day repairs.

5. KEY PRINCIPLES AND REQUIREMENTS

Reporting and Accessing the Repairs Service

- 5.1 Tenants will be offered a choice of reporting methods for all repairs including:
- By telephone: 0800 072 6308 (free phone). An out-of-hours telephone call centre service provides cover for emergency repairs when the office is closed.
 - By visiting one of Brunelcare's site offices.
 - Using the lifeline pull cord (where available).
 - The tenant area on the Brunelcare website: www.brunelcare.org.uk
 - Via email: repairsandmaintenance@brunelcare.org.uk

Appointments

- 5.2 For all repairs other than emergency and urgent repairs, an appointment that meets the needs of the tenant will be agreed. The tenant will be offered a suitable convenient appointment during Brunelcare's office hours: *Monday to Friday from 8:30 am – 4:30 pm (this will either be an AM or PM timeslot).*
- 5.3 The aim will be to agree a convenient appointment with the tenant at the time of the repairs call for non emergency repairs.
- 5.4 To improve the chances that appointments will be kept, at least 24 hours notice will be given if an appointment needs to be changed and it is requested that tenants do the same. Where Brunelcare has permission to enter, tenants will still be informed as to when we are attending but the property will be accessed independently. tenants will be kept regularly informed by telephone or text if the progress of the work is delayed.
- 5.5 It is understood that there may be occasions when a tenant may miss an appointment due to unforeseen circumstances or it may simply be an oversight. In this instance Brunelcare will rearrange for the repair to be carried out; however, if subsequent appointments are missed, the cost of the call out may be recharged back to the tenant.

Emergency Out of Hours Repairs

- 5.6 Brunelcare operates an emergency out of hours repairs service 24 hours a day. Emergency repairs are required when there is a risk to life, a real threat of serious injury or damage to property.
- 5.7 Where a call is received which does not meet the criteria for an out of hours emergency visit, tenants will be advised that they will be contacted on the next working day in order that a daytime repair can be logged and an appointment agreed. Where a tenant fails to allow access following a report of an emergency repair, the cost of the emergency call out may be recharged back to the tenant.

Prioritising Repairs

- 5.8 Brunelcare sets expected guidelines, as below, to help prioritise the repairs service. However this may be varied if the tenant would prefer a longer time frame and to take into account vulnerability to the consequences of the faulty component.

Emergency (4 hours)

- 5.9 When Brunelcare attends an emergency repair, the situation will be made safe within 4 hours and a further appointment arranged for any additional work that is needed. Wherever possible this will be within 24 hours.
- 5.10 Emergency out of hours repairs are defined as:
- 5.10.1 Any fault that could lead to the death or injury of occupants, staff, visitors or the public.
- 5.10.2 Faults likely to cause extensive damage to a building and its contents.
- 5.10.3 Faults that are likely to lead to a contravention of Health and Safety regulations and could result in a danger to life and limb.
- 5.11 Examples of problems requiring an emergency repair include:
- total loss of water;
 - flooding;
 - a major leak which is uncontrollable;
 - a major fault with electricity supply;
 - unsafe electricity fittings;
 - breaches of security to outside doors and windows;
 - gas leaks (Call National Gas Emergency Service on 0800111999);
 - blocked main drains, soil pipe or sole WC;
 - heating or hot water loss during the period 31 October - 1 May;
 - failure of a lift; and
 - failure of warden alarm/call system.

Urgent (1 - 3 days)

- 5.12 Urgent repairs are repairs where the situation is causing discomfort, inconvenience or nuisance to the occupants or a third party and are likely to lead to further deterioration to the property if the problem persists.
- 5.13 Examples of urgent repairs are as follows:
- a follow up from an emergency repair;
 - a minor leak of water which is containable;
 - failure of a light within a communal staircase; and
 - loss of heating or hot water outside of the priority period.

Routine (to be completed within three to 14 days)

5.14 Routine repairs are for defects that can be deferred without causing serious discomfort, nuisance or inconvenience to the occupants or third parties or long term deterioration of the building.

5.15 The suggested activity list for routine repairs is as follows:

- general joinery repairs;
- repairs to doors, floors and windows;
- repairs to external walls, fences and paths;
- repairs to kitchen fittings;
- repairs to plasterwork;
- dripping/leaking taps or shower units;
- other minor plumbing repairs;
- repairs to tiling;
- easing doors and windows; and
- other minor 'day-to-day' repairs/replacement.

Planned (up to three months)

5.16 This priority will be applied for planned investment works and adaptations relating to a Disabled Facilities Grant (DFG).

“Right First Time”

5.17 Brunelcare will aim to get all repairs “*right first time*” by an emphasis on accurate diagnosis of the repair through training of repairs staff and identifying key components that need to be stocked in Contractors’ vans.

5.18 There may be instances where only a temporary repair is possible in the first instance. This could be due to circumstances out of Brunelcare’s control, such as a shortage of specific parts, working through a pandemic, or extreme weather conditions making it difficult to complete a full repair in the given timescale. Contact will be maintained with the tenant until the situation has been resolved and the full and final repair is complete.

Pre Inspection of repairs

5.19 There will be instances where there is a need for a repair to be inspected in order to diagnose the full nature of the work required, this may be due to;

- condensation and damp;
- structural defects; or
- unapproved alterations.

5.20 Inspection requests will be attended within 5 working days. Following the inspection the inspecting officer will raise the appropriate repair order from

the repair priorities above and agree a suitable appointment date with the tenant.

- 5.21 The in-house surveying team will attend the inspection to diagnose and identify a solution and action the remedial work in order to resolve. The surveyors may instruct the in-house repairs team or external contractors to carry out the work.

Cyclical Maintenance

- 5.22 Cyclical repairs are required to maintain equipment and services for health and safety purposes. This includes:

- lift servicing;
- water hygiene and Legionella testing;
- Thermostatic Mixer Valve servicing/testing;
- gas safety servicing;
- fire detection and extinguisher servicing;
- kitchen equipment servicing;
- laundry equipment servicing;
- ventilation and air quality; and
- testing of fixed electrical installations.

- 5.23 Cyclical repairs are organised and scheduled within the property compliance team.

Planned Investment Works

- 5.24 Planned investment work includes external cyclical decoration, sheltered housing modernisation, cavity wall insulation and major component replacements such as kitchens, bathrooms, windows, roofs and external doors.

- 5.25 Brunelcare aims to maintain all its properties and the housing land around them to a good condition through programmes of planned works which are drawn together from data collected through a Stock Condition Survey.

- 5.26 Major components are assigned a lifespan in line with Decent Home guidance, examples of this are;

- Kitchens = 20 years
- Bathrooms = 30 years
- Windows = 30 years
- Doors = 30 years
- Roofs = 60 years

- 5.27 There are items where a 'just in time' delivery approach is applied; this includes boilers. Boilers will be replaced once they are beyond reasonable economic repair.

- 5.28 This type of work is most likely to be completed by external contractors appointed through the most appropriate procurement process.

Handyperson Service at Extra Care and Care sites

- 5.29 Brunelcare has a team of handy people who work across Extra Care sites. This service is designed to assist tenants with DIY tasks and minor repairs and they will also contribute to the general upkeep and maintenance of the internal and external communal spaces.
- 5.30 Requests for this service are managed through the individual site teams in Extra Care.

Rechargeable Repairs Service Across All Sheltered Schemes

- 5.31 Brunelcare is able to offer tenants on Sheltered Schemes a repairs service for minor and DIY repairs for a fee. Details of this provision can be found within the Rechargeable Repairs and Chargeable Improvements Policy.

Contractors Compliance

- 5.32 Brunelcare frequently appoints an approved contractor to complete elements of reactive (major and minor), void, cyclical and planned improvement works.
- 5.33 All repairs staff and contractors will be issued with the Brunelcare '*Code of Conduct*', which sets out the behaviour required by anyone carrying out work in a tenant's home. Contractors must show their ID and leave homes safe, clean and tidy.
- 5.34 Brunelcare will promote training in Equalities and Diversity issues for all repair staff during the contract on boarding process.

Post Inspection of Repairs - Good Quality Repairs

- 5.35 A proportion of repairs will be reviewed on a risk based approach to check the quality of the work and value for money.
- 5.36 The post inspection confirms that the work is complete and has been completed to the standard identified in the specification.
- 5.37 These inspections will focus on repairs where issues are more likely to arise, such as high value work and jobs involving more than one trade.
- 5.38 Post inspections will be completed on;

5.38.1 10% of reactive repairs.

5.38.2 All major repairs.

5.38.3 All planned investment work.

5.38.4 All void properties.

- 5.39 A post inspection will also be completed in instances where the customer or tenant indicates that the repair has not been completed to a satisfactory standard and where a tenant has completed their own improvement works.

Health and Safety Repairs

- 5.40 Brunelcare has clear procedures in place for dealing with gas, legionella and fire safety. Service contracts are in place to ensure fire detecting equipment and lifts work effectively and are regularly serviced with the Health and Safety Policy setting out how the Charity meets its statutory requirements as a landlord.

- 5.41 It is the responsibility of the tenant to ensure any health and safety issues with a property are reported as soon as possible. Brunelcare has a duty of care to ensure the property is a safe habitable place to live. In summary, these responsibilities include:

5.41.1 *The Housing Health and Safety Rating System (HHSRS)*, introduced under the Housing Act 2004. Brunelcare will endeavour to identify hazards classified under the HHSRS at every opportunity and undertake formal assessments of hazards when these are referred or reported to us. Under the Decent Homes Standard it is the responsibility of Brunelcare to ensure all category 1 hazards are dealt with within 24 hours of being found.

5.41.2 *Gas safety:* 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.

5.41.3 *Electrical installation:* It is a requirement to ensure the electrical installation within all properties is safe and tested on a five yearly basis. Full electrical safety checks are carried out when a property becomes empty prior to the new tenant taking the property.

5.41.4 *Asbestos:* Brunelcare will establish where asbestos containing materials (ACM) are within properties, in line with the Asbestos Policy and related procedures. This information is held on an electronic asbestos management system, managed by Tersus Consultancy and will be made available to staff, contractors and tenants where necessary.

5.41.5 *Legionella:* Legionella risk will be managed through regular monitoring where necessary.

5.41.6 *Smoke and carbon monoxide (CO) detectors*: Brunelcare aims to fit hard wired smoke detectors to all properties, with these smoke detectors having a battery back-up. Where homes have a battery operated detector, the tenant is required to test the unit regularly and replace the batteries when required. 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. All homes with a gas boiler will have carbon monoxide detectors.

Right to Repair

- 5.42 It is Brunelcare's policy to adopt the key points set out under the '*Right to Repair*', which sets out obligations on landlords to carry out '*qualifying repairs*' of less than £250 within set timescales. The details of this are set out in the Secure tenants of Local Housing Authorities (Right-to-Repair) Regulations 1994.
- 5.43 If the repair is not carried out within the set time limits, the tenant has the right to ask for an alternative contractor to do the work. If a second contractor does not complete the work within the second prescribed period, compensation may be payable.
- 5.44 The compensation is fixed by the legislation at an initial sum of £10, plus £2 for every day thereafter that the repair is not completed, up to a limit of £50.

Permission for Alterations and Improvement Works

- 5.45 Tenants should get written permission before making alterations to their home. Permission must be granted before any work begins so that any plans can be approved and to ensure tenants have sought all relevant permissions including Planning and Building Regulations approval etc.
- 5.46 Consent will not be unreasonably withheld following a request to carry out improvement or alterations. Alterations will be inspected during the course of the work and/or after completion. If consent is not provided, tenants will become responsible for any subsequent repairs, maintenance or replacement of the improvement/alteration.
- 5.47 Any gas related work must be undertaken by a Gas Safe registered contractor and electrical works must be carried out by an NICEIC (or equivalent) registered contractor.
- 5.48 Original certificate(s) must be provided upon completion of any improvement work. Furthermore, Brunelcare's surveying team will carry out a post inspection of the work to ensure it has been completed to a satisfactory standard.

5.49 There are certain circumstances when permission will be refused. These include, but are not limited to:

5.49.1 When the tenant is in breach of their tenancy.

5.49.2 When an alteration would make the building unsafe.

Tenant Responsibility for Repairs, Repair Recharges and Criminal Damage

5.50 It will be publicised to tenants through the Repairs Service Standards (see Appendix A) specific actions that they must do to help achieve an effective repairs service (for example the repair or replacement of any items in the property damaged due to neglect, carelessness, unapproved alteration or deliberate action on the part of the them or anyone else living at the property or visiting the property, other than fair wear or tear).

5.51 Tenants will be informed if they are responsible for the repair at the time they report the repair. They may carry out any repairs themselves, with Brunelcare's agreement. In exceptional circumstances, for example for vulnerable tenants or for Health and Safety reasons, this repair will be carried out on behalf of the tenant and the tenant re-charged. This is called a 'rechargeable repair'.

5.52 If Brunelcare agrees to carry out the repair on the tenants' behalf, they will be told how much the work will cost before the work is carried out and the tenant specifically asked to acknowledge that they are responsible for the repair. tenants will need to pay this amount in full before the repair can be carried out, unless the repair has to be performed due to health and safety. In this case the tenants can pay after the repair has been completed, and if necessary in instalments. Through the recharge process, costs will be collected from the tenants and a choice offered of methods to repay the money.

5.53 Tenants will only be able to transfer to another tenancy or mutually exchange with another tenant on condition that the property and garden are in a good state of repair and no money is owed to Brunelcare, including for any rechargeable repairs.

5.54 Following illegal entry or damage to a Brunelcare property, Brunelcare will carry out the necessary repairs. tenants must report the incident to the police and ask for a crime reference number. Most damage to tenants' belongings caused by a break-in should be covered by normal household insurance and therefore tenants will be strongly advised to ensure their house contents are insured against theft and damage.

- 5.55 Wilful neglect and deliberate action also includes failing to report an obvious problem which leads to more extensive damage occurring. An example of this could be a failure to report a leaking pipe, which results in electrical failure or a ceiling collapsing due to persistent water damage.
- 5.56 Where damage is caused by police forced entry and no arrest is made, the recovery of the cost of repairs will be sought.
- 5.57 Tenants are responsible for ensuring their home is pest free. Brunelcare will take responsibility for eradication of pests in communal spaces and also carry out proofing work recommended by a recognised pest controller to the fabric of the building to prevent pests from re-entering.

Insurance

- 5.58 It is the tenants' and leaseholders' responsibility to insure their home and its contents. tenants are responsible for any loss or damage to their home due to theft, flooding, fire, or accidental damage. Tenants and leaseholders may also be responsible for damage caused to other properties as a result of flooding or fire. Tenants will be routinely advised to take out appropriate insurance cover for personal belongings.

Contractors; New Build and Defects Liability

- 5.59 For the first year of any new building, most repairs or defects are covered by a defects liability period and a material warranty with the building contractor or developer. This will last for 12 months from completion of the works. Should a problem arise within the defects liability period then the contractor is expected to attend in line with the repair priority timescales set out in this policy.

Leaseholders and Shared Owners Repairs

- 5.60 Brunelcare manages a number of leasehold properties, including Shared Ownership. The specific repairing responsibility for each of these properties is contained in the lease agreement. In the main, Brunelcare will retain repairing responsibilities for the structure of the building, communal areas and any communal systems and installations within the property which will be reclaimed via the annual service charges. The leaseholder is generally responsible for maintaining the interior of their property. However, it is important that the specific detail of each property is gained from the Lease Agreement.
- 5.61 If the cost to any leaseholder is expected to be £250 or more, then formal Section 20 Consultation must be carried out before any repair or maintenance work is carried out, in line with the Landlord and Tenant Act 1985.

6. ROLES AND RESPONSIBILITIES

The Board of Brunelcare (Employer and Landlord)

- 6.1 The Board has overall accountability for the activities of the organisation, which includes responsive repairs. The Board will ensure that it receives appropriate assurance that the requirements set out in this policy are being met.
- 6.2 The Board discharges its responsibilities for responsive repairs through the Chief Executive Officer. It will report back to tenants and residents or their family representatives on how Brunelcare manages and assures the quality and safety of its responsive repairs service.

Chief Executive

- 6.3 The Chief Executive officer has overall accountability for the provision of an efficient and effective responsive repairs service.
- 6.4 The Chief Executive Officer discharges the day to day operational responsibility for responsive repairs through the Director of Housing Services.

Director of Housing Services

- 6.5 The Director of Housing Services is responsible for the operational delivery of this Policy and the associated procedures.
- 6.6 The Director of Housing Services will put clear mechanisms in place:
- to monitor and measure compliance with the policy, setting a performance framework that includes key Performance Indicators (KPIs);
 - provide regular performance reports to the Performance, Quality and Experience Committee (which reports to the Board); and
 - ensure performance against key performance indicators is regularly reported to Brunelcare's customers.

Asset Manager

- 6.7 The Asset Manager will oversee the response repairs process and team, ensuring its efficient and effective operation.
- 6.8 The Asset Manager will report to the Director of Housing Services on the performance of the response repairs service.

Repairs Team

- 6.9 The repairs team will deliver the Response Repairs Service in line with this Policy and work to ensure adherence to the KPIs set for the service.

Tenants

6.10 tenant responsibilities regarding responsive repairs, especially around the need to report when repairs are required, are outlined in Section 5, above.

7. EQUALITY DIVERSITY AND DATA PROTECTION

Equality and Diversity

- 7.1 Brunelcare seeks to embed an environment where all tenants are treated as individuals, fairly and in a consistent way. We work within the spirit and the practice of the Equality Act 2010 by promoting a culture of respect and dignity and actively challenging discrimination, should it ever arise. This Policy will be applied in a way that is consistent with these principles.

Data Protection

- 7.2 Brunelcare is committed to ensuring protection of all personal information that we hold, and to provide and protect all such data.
- 7.3 Brunelcare is dedicated to safeguarding the personal information under our control and in maintaining a system that meets our obligations under the General Data Protection Regulation (GDPR). Our Practice is set out in our Data Protection Policy.

8. IMPLEMENTATION AND TRAINING

- 8.1 The Director of Housing Services has delegated the day-to-day responsibility for the implementation of this policy and for its regular review to the Asset Manager.
- 8.2 Operational delivery of the policy is the responsibility of the Repairs Team Leader, Repairs Coordinator, Surveyors and Operatives.
- 8.3 Each team member will be appropriately appointed to their position and trained to deliver this policy effectively.
- 8.4. It is expected that housing and property colleagues familiarise themselves with the details of this policy and their responsibilities in line with this. Managers should ensure that all members of their team are aware of their obligations under this policy.

9. MONITORING AND REVIEW

Monitoring

- 9.1 The Director of Housing Services is responsible for putting mechanisms in place to monitor and ensure compliance with this policy.
- 9.2 Compliance with this policy will be monitored by continually monitoring systems and procedures, with a clear and publicised system for dealing with complaints about how repairs are delivered and the standard of the work carried out.
- 9.3 The Director of Housing Services will compile, analyse and act on key performance information, which will be presented to the Senior Leadership Team and the Performance, Quality and Experience Committee quarterly. Such information will also be shared with our tenants through newsletters and our website. Such information will focus on:
- Repairs satisfaction.
 - Number of jobs completed within set time-frames.
 - Number of jobs completed 'right first time'.

Improving the Service

- 9.4 Feedback from tenants on the quality of the service received is important to help in the continuous improvement of this service with Brunelcare committed to working in partnership with customers to achieve improvements in service delivery and performance.
- 9.5 This feedback will be sought as soon as possible after the repair is completed and performance results will be published on Brunelcare's website, in newsletters and in Brunelcare's annual report. tenants will be contacted to give them the opportunity to give further feedback if they say that they are unhappy with the service.
- 9.6 Brunelcare wants to make sure tenants are satisfied with Brunelcare's work the first time, every time. But mistakes do sometimes happen and therefore tenants are encouraged to give feedback on the service provided. Brunelcare is equally committed to resolving complaints and problems as providing the best possible service first time round.
- 9.7 To provide feedback, tenants are encouraged to call Brunelcare on 0117 9144200 or to visit Brunelcare's website (www.brunelcare.org.uk) and fill out the form on General Feedback.

Review

- 9.8 This policy will be reviewed every three years by the Director of Housing Services or following any major statutory or regulatory changes, significant changes in procedures or practices, or if the author deems it to be required.

Right to repair schedule

Repair Type	Response Time (Working days)
Total loss of electric power	1
Partial loss of electric power	3
Unsafe power or lighting socket, or electrical fitting	1
Total loss of water supply	1
Partial loss of water supply	3
Total or partial loss of gas supply	1
Blocked flue to open fire or boiler	1
Total or partial loss of space heating between 31st Oct - 1st May	1
Total loss of space heating between 30th April - 1st Nov	3
Blocked or leaking foul drain, soil stack or pan (if only pan WC in dwelling)	1
Toilet flushing (where it is the only facility)	1
Blocked sink, bath or basin	3
Tap which cannot be turned	3
Leaking from water or heating pipe, tank or cistern	1
Leaking roof	7
Insecure external window, door or lock	1
Loose or detached bannister or handrail	3
Rotten timber flooring or stair tread	3
Door entryphone not working	7
Mechanical extractor fan in kitchen or bathroom not working	7