

Repairs Policy & Procedure

POLICY TITLE: Responsive Repairs Policy & Procedure		POLICY AREA: Property Services
POLICY REFERENCE: RPP001	VERSION: 1	AUTHORISATION: Property Director
LEAD/ROLE MANAGER: Property Maintenance Manager		OTHERS INVOLVED IN IMPLEMENTING: Property Administrator and Landlord Compliance Manager/Property administrator team leader/ Contracts Manager/ Property Surveyor Team Leader
POLICY AIMS: • Ensure compliance with all Statutory, Regulatory and contractual requirements • Deliver an efficient and effective repairs service that represents value for money • Ensure customers live in safe, well maintained homes • Meets our service standards to achieve high levels of customer satisfaction whilst ensuring customers are aware of their responsibilities.		
ASSOCIATED DOCUMENTS: This policy must be read in conjunction with the following documents		
DOCUMENT:		DOCUMENT LOCATION:
Voids Policy & Procedure		Intranet Property Services
Major Works Procedure		Intranet Property Services
Gas Servicing Policy & Procedure		Intranet H&S and Property Services
Asbestos Policy & Risk Management Plan		Intranet H&S and Property Services
Latent Defect Procedure		Intranet Development
Business Strategy		Intranet Governance
Standing Orders		Intranet Governance
Hastoe Decant Policy		Intranet
Complaints Policy & Procedure		Intranet
Compensation Policy & Procedure		Intranet
Fire Safety Policy and Procedure		Intranet
Aids & Adaptations Policy & Procedure		Intranet
Damp and Mould Policy and Procedure		Intranet
Contractor Code of Conduct		Intranet

1 Introduction

- 1.1 This policy sets out Hastoe's approach to delivering an efficient, effective, value for money repairs service that ensures our homes are safe, comfortable and free from hazards.
- 1.2 The key legislation and/or regulations relevant to this Policy are:

Landlord and Tenant Act 1985
Defective Premises Act 1972
Decent Homes Standard 2006
Homes Standard 2012
Housing Act 2004
Homes (Fitness for Human Habitation) Act 2018
Environmental Protection Act 1990
Building Act 1984
Building Regulations 2010
Social Housing Regulation Act 2023
Hazards in Social Housing Regulations 2025
Building Safety Act 2022

2 Policy

- 2.1 This policy is concerned with day to day repairs and maintenance. It excludes planned maintenance works i.e. the replacement of building components and redecoration works and void works.
- 2.2 We will ensure our homes and services comply the Regulator of Social Housing's Homes Standard and the Decent Homes Standard including ensuring appropriate action is taken to identify and address High and Medium hazards in accordance with the Housing Health & Safety Rating System (Housing Act 2004).
- 2.3 Hastoe will ensure Hazards are managed in line with the prescribed time frames under the Hazards in Social Housing Regulations 2025. This includes appropriate investigation, communication with residents, and relevant remedial works are undertaken that fall within Hastoe's responsibility. We will also ensure we are compliant with all other relevant legislation concerning the management of fire safety, asbestos, and all relevant Health & Safety Regulations.
- 2.4 Hastoe will complete repairs that fall within our legal responsibility and will clearly communicate to residents which repair responsibilities lie with Hastoe and which are the responsibility of the resident.
- 2.5 Responsive repairs contract documentation will clearly set out Hastoe's service requirements. These will include, but are not limited to, key performance indicators, contractual obligations, requirements for contractors to maintain accurate and timely records within ActiveH, applicable contractual performance measures, and the repair priorities and target timescales set out below:

Emergency Repairs (P1) – 24 Hours
Awaabs Law (AL5) – 5 Working Days
Urgent Repairs (P2) 12 Days*
Routine Repairs (P3) 30 Working Days
Routine Repairs (P4) 90 Days *

*Calendar days

- 2.6 All responsive repair contractors are expected to provide an out of hours service for emergency repairs and this is to be included within contract documentation.
- 2.7 When assessing, prioritising and responding to repairs, Hastoe will take account of all relevant information available regarding the resident's individual circumstances and any factors that may increase the risk of harm. Repair priorities will be escalated where necessary to ensure that identified risks are appropriately managed.

3. Repairs Procedure

- 3.1 Repairs may be reported by customers via the portal or telephone, repairs may also be identified by staff when at a property or in discussion with a customer.
- Customers will be able to raise repair orders directly from the portal using the scripting system, where scripting does not support a specific request, this will be passed to the Property Service Repairs team to raise.
 - Where Surveyors identify works required when at a property or in discussion with a customer they are to raise a works order on ActiveH, or ActiveH Mobile or via the Property Service Repairs team
 - Where Surveyors identify emergency works required when at a property or in discussion with a customer they are to raise a works order on ActiveH, or ActiveH Mobile or via the Property Service Repairs team on a P1 – 24 Hour Priority.
 - If any other members of staff identify an emergency hazard then they are to contact the Property Service Repairs team to log a repair with a priority P1 to be made safe within 24 hours
 - Where other members of staff identify general and routine repairs required this is to be tasked to the repairs team, these are to be raised via the Property Service Repairs team using Keyfax scripting where possible.
 - If a contractor identifies any hazard whilst on site then they must contact the Property Service Repairs team to raise a repair or seek authorisation to proceed with works where it is above self authorization level. Where it is above the Property Service Repairs team authorisation the Maintenance Surveyor or Property Maintenance Manager should be contacted as an escalation point for authorisation to proceed with work.
 - If the contractor cannot address the Hazard whilst on site, then they must contact the Property Service Repairs team on the day of identification so the team can triage the repair and raise on Active H with the appropriate priority.
- 3.2 Repairs for vulnerable tenants including but not limited to those where a member of the household is disabled or elderly should be increased in priority by authorization of a Manager. Households experiencing domestic abuse or anti-social behavior should be provided with extra locks or security lights in order to safeguard them.
- 3.3 Smoke and Carbon Monoxide Alarms

The Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022 came into force from 1st October 2022. From that date all relevant landlords must ensure that at least one smoke alarm is

equipped on each storey of their homes where there is a room used as living accommodation and a carbon monoxide alarm is equipped in any room used as living accommodation which contains a fixed combustion appliance (excluding gas cookers). Both smoke alarms and carbon monoxide alarms must be repaired or replaced once informed and found that they are faulty.

Any Smoke and Carbon Monoxide Alarms that require repairing or replacing and are identified at the time of a period electrical test must be completed on the day that the test is undertaken.

- 3.4 Responsive repair contracts are to be tendered against the NHF Schedule of Rates and SOR rates are to be used when raising repair orders. Where works fall outside the scope of these rates quotes may be accepted with management approval and in accordance with the requirements of Standing Orders.
- 3.5 Upon raising a works order a text message is to be sent to the customer automatically confirming the order number and contractor. Details of the works order will also be posted on the customer portal. The contractor will contact the customer to book an appointment within the contractual timeframe.
- 3.6 Where an inspection has been undertaken under Awaabs Law, a written summary must be provided to the resident by the Landlord Compliance team within 3 working Days. The damp and mould P&P should be referred to for full details.
- 3.7 Where a decant is identified under Hazards in Social Housing Regulations (Awaabs Law) this will be managed by the Property Service Admin team and in line with Hastoe's Decant Policy and Procedure.
- 3.8 Property Services Administrators are to follow up open repair orders ensuring these are addressed within the order priority timescale and that the customer is kept up to date.
- 3.9 Upon completion of responsive repair work order a satisfaction survey is to be sent to the customer via a text message. Post inspections are to be undertaken in line with Standing Orders. Negative satisfaction survey returns, and failed post inspections are to be followed up and recalls raised where necessary.
- 3.10 All contractor applications for payment are to be processed strictly in line with Contract Documentation and reviewed/authorized in line with Standing Orders.

4.0 Variations Inc. Time Extensions

- 4.1 Contractors are to enter all variations within 48 hours into the contractor portal of ActiveH including photographic evidence of the works undertaken. The Property Service Repairs team and Maintenance Surveyors are to review variations above the contractors self-authorized variation limit within 48 hours of these being entered. Where the correct evidence is not provided of the Variation, this will not be authorised, and the variation will be removed.
- 4.2 In certain circumstances works orders will require a time extension including the below. Where a time extension is agreed this is to be clearly communicated to the customer by the existing repairs team
 - Specialist parts required
 - Customer requests appointment outside of target date.
 - No contact can be made with the resident
 - Planning or Legal permission
 - Complex Structural Repairs
 - Weather impact for example when erecting scaffolding

5.0 Deleted/Cancelled Works orders

- 5.1 From time-to-time contractors and/or residents may request for works orders to be cancelled. Acceptable reasons include;
- Failure to gain access, in line with contract if the repair is not deemed to be a HHSRS
 - Work is no longer required and evidence can be provided to confirm this by either the resident, contractor or through a site visit.
- 5.2 Where a contractor wishes to cancel an order they must contact Hastoe via the ActiveH contractor portal and diary of the individual works order Requests are to be reviewed and actioned by Property Administrators. Efforts should be made to contact the resident to confirm works are no longer required.

6.0 Order Completions

- 6.1 Contractors are to upload completion details including photos of works orders on the ActiveH contractor portal in line with their contractual requirements but no later than 5 days following completion of the works.
- 6.2 Property Services Managers are expected to conduct periodic audits on completed works orders to look for trends of over claims.

7.0 Communication with Customers, Post Inspections & Satisfaction Surveys

- 7.1 Upon raising of a works orders an SMS will be sent to customers outlining the repair priority and contact details for the contractor who will be undertaking works required. Details of the works order will also be visible on the Hastoe Customer Portal. Communication is in addition to that associated with planned programme and H&S servicing/inspections.
- 7.2 Until such time as the responsive repair is complete Hastoe's Property Services Team are to keep the customer informed of progress and any delays to the completion of works. Hastoe have a dedicated Existing Repairs Phone Line for customers to speak to us relating to any open repair order.
- 7.2 Post inspections are to be generated in line with Standing Orders and completed within 28 days. Three attempts on three separate days must be made to contact the customer before a post inspection is cancelled.
- 7.3 Satisfaction surveys are to be sent upon completion of all responsive repair orders. Property Services Administrators are to follow up all negative satisfaction results on a weekly basis, contacting the customer to discuss this.
- 7.4 Orders are to be inspected where the customer confirms the works have not been satisfactorily completed unless a P1 or P2 then the recall should be raised. Failed post inspections are also to be discussed at monthly contractor meetings and the order recalled.
- 7.5 Hastoe will consult with customers on responsive repair priorities as part of wider engagement on our service standards. We will take all reasonable steps to assist tenants wishing to implement tenant led activities to influence and scrutinise strategies, policies and services.

8.0 Payment Process;

Property Contract assistant and Manager are to run the valuation workflow on a weekly basis and ensure that invoices are matched to valuations prior to the next weekly payment run.

9.0 Roles and Responsibilities

Person Responsible	Defined Responsibilities	Management Checks
Property Director	- Overall responsibility for ensuring policy is implemented and adhered to. - Compliance with Statutory and Legislative requirements	
Property Maintenance Manager	- Responsible for service delivery in region - Ensuring the following are completed on time; Authorisation of works orders, Authorisation of valuations & invoices - Reviewing works orders above Repairs Officer limits prior to authorising. - Monthly reporting on contractor performance and attendance to monthly contractor meetings - Ensuring properties with HHSRS hazards are prioritised and hazards removed quickly. - Raising any HHSRS concerns mentioned by the tenant or contractor - Oversee decants carried out by Property Service	- Duplicate orders - High repair properties - HHSRS Hazards
Maintenance Surveyor	- Undertaking inspections - Raising works orders - Completing post inspections - Managing contractor work in progress to ensure works are completed in line with this document. - Reviewing and authorising works orders and variations - Review reports submitted by the contractor and any consultant and raising works as required	

	• Raising any HHSRS concerns mentioned by the tenant or contractor • Raise any decant requirements	
Property Admin & Compliance Manager	• Managing Property Admin Team and Customer Repairs Advisors to deliver an effective and efficient service to Hastoe's customers and contractors. • Raising any HHSRS concerns mentioned by the tenant or contractor • Managing Landlord Compliance Team to deliver an effective and efficient service to Hastoe's customers and contractors • Respond to Complaints relating to the failure of repair services	• Review of service requests to ensure these have been resolved or escalated within 48 hours. • Report on post inspections to ensure these are managed in line with Standing Orders • Review negative satisfaction surveys • Review of No Access Cases • Review Call Reporting
Property Admin Team leader	• Managing Property Admin Team and Customer Repairs Advisors to deliver an effective and efficient service to Hastoe's customers and contractors • Raising any HHSRS concerns mentioned by the tenant or contractor • Managing of Customer Repairs Advisors to deliver calls in line with target wait time and call quality • Managing completion of Existing Repairs Admin tasks box • Ensure weekly completion of negative satisfaction surveys • Oversee Decants Process to ensure clear communication with Tenants	• Review Cat 2 HHSRS - Extreme cold • Review Follow on works raised • Call reporting to manage waiting times, idol times, report on volumes and Call quality • Task Reporting to manage response times. • Report on duplicate new repair orders
Property Services Administers	• Managing contractor inboxes & tasks • Responding to customer enquiries • Following up overdue and falling due works orders to ensure works are completed • Loading variations as identified by contractors onto ActiveH for authorisation. • Raising follow on works as identified by contractors	

	• Extending works order deadlines and/or deleting where contractor provides sufficient evidence • Meeting contractors on an adhoc basis to review their Work in Progress and overdue orders • Raising and receipting consultant invoices • Managing all communication into contractors inboxes • Following up negative satisfaction surveys with customers and raising recalls where customers report works incomplete, below acceptable standard. • Raise new repair orders as required • Send customer communication as required. • Submit warranty claims where required. • Raising orders for out of hours attendance on a daily basis. • Organising Decants where instructed and keeping the resident informed • Raising any HHSRS concerns mentioned by the tenant or contractor • Set up HHSRS cases via Active H • Taking incoming calls from customers relating to open repair orders and where possible resolving queries there and then. • Whilst talking to customer identify any incomplete repairs, enquiries, post inspections and damp and mould reports and resolving/escalating these there and then. • Raising Service Failures • Update resident where an extension of time has been requested and granted • Managing tasks via portal enquiries from customers relating to existing repairs	
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Call Centre	• Raising any HHSRS concerns mentioned by the tenant or contractor	
Contract Assistant	• Compiling valuations for review and authorisation • Minuting contractor meetings • Compiling statistical information for contractor meetings • Raising any HHSRS concerns mentioned by the tenant or contractor	
Maintenance Assistant	• Maintain oversight of all HHSRS cases • Set up HHSRS cases via Active H	
Landlord compliance	• Ensure Damp and Mould cases are closely monitored and maintain ownership over these cases.. • Within 3 working days of investigation being carried out, ensure residents are updated with the findings • Ensure works identified during Servicing inspections are raised promptly	
Contracts manager	• Fulfil Contract Administrator role for responsive contracts on behalf of Hastoe • Monthly reporting on contractor performance and lead at monthly contractor meetings • Lead on procurement of new contractors • Monitor contractor performance and compliance with contractual requirements including variations. • Issue any deeds of variations to contracts • Lead on the auditing of contractors and managing process to recoup money owed. •	• Contractor variations • Review of contractor valuations to ensure contractual requirements are met. • Miss use of SORs including overclaim

