

Broadway Living RP Repairs Policy

1. Policy Scope

- 1.1 To set out Broadway Living RP's approach to maintaining and keeping in repair their housing stock and for dealing with reports of item(s) being in need of repair where a resident reports a repair or maintenance issue.

2. Policy Objectives

- 2.1 To set out the principles for delivering the repairs and property compliance services.
- 2.2 To ensure that Broadway Living RP meets its legal, regulatory and contractual obligations in relation to maintenance, repair and health and safety.

3. Background

- 3.1 Broadway Living RP is required to keep its housing stock in repair and fit for human habitation. There are a number of statutory provisions that deal with issues of repair in residential properties including the Defective Premises Act 1972, the Environmental Protection Act 1990 and the Landlord and Tenant Act 1985.
- 3.2 In particular, the repair obligations owed under Section 11 of the Landlord and Tenant Act 1985 will apply plus additional contractual obligations owed by Broadway Living RP to keep properties in repair are set out in individual tenancy agreements and leases.
- 3.3 We will comply with our obligations under the Regulatory Reform (Fire Safety) Order 2005 where applicable and the Health & Safety at Work Etc. Act 1964 where applicable. Broadway Living RP will also meet the standards required by the new Building Safety Regulator when they come into effect.
- 3.4 The Regulator of Social Housing (ROSH) also requires that registered providers fulfil the following criteria:
- *Ensure that tenants' homes meet the standard set out in section five 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*
 - *Provide a cost-effective repairs and maintenance service to homes and communal areas that responds to the needs of, and offers choices to, tenants, and has the objective of completing repairs and improvements right first time*

- *Meet all applicable statutory requirements that provide for the health and safety of the occupants in their homes.*
- *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.*
- *Co-operate with relevant organisations to provide an adaptations service that meets tenants' needs.*

4. Repairs prevention

- 4.1 We will be pro-active in preventing repairs or health and safety issues from arising through the proper maintenance of mechanical and electrical equipment, completing safety checks and carrying out planned and cyclical repairs programmes.
- 4.2 Checking, recording, completing remedial action and reporting on health and safety compliance will be a cornerstone of this work covering:
- Gas safety checks
 - Electrical testing
 - Fire safety
 - Lifts
 - Asbestos register
 - Water testing
- 4.3 We will have regular maintenance contracts in place for M&E (mechanical and electrical) equipment which will reduce the need for re-active repairs.
- 4.4 From year 15 onwards we will have stock condition surveys completed every 5 years and a planned repairs programme that replaces components either when they have come to the end of their life cycle or when replacement is required. The planned repairs programme will also ensure that all homes meet the Decent Homes Standard and/or the standard to which the home was built. We will also carry out cyclical repairs on the externals of buildings and communal areas every five years.

5. Responsive repairs

- 5.1 Defects in newly built homes (or up to 10 years in the case of latent defects) will be the responsibility of the developer. Where defects identify issues with specific components or installation, this will be fed back into the design brief and contracts for future developments.

5.2 Repairs reported to Broadway Living or its agents will be dealt with in a timely manner and at the convenience of the resident. Repairs should be aimed to be completed within an average of 10 days. We will closely monitor the performance of the repairs service as one that drives overall satisfaction the most. Key attention will be paid to:

- First time fix – repairs completed on the day of the visit
- Satisfaction with the repairs service
- End to end times

5.3 Where the repair is the responsibility of the resident, we will make this known to them. If it is urgent, we may complete the repair and re-charge the resident.

5.4 The repairs service will be easy for residents to access, take account of individual circumstances and needs and offer a digital platform for the resident to keep up to date with progress. Where repairs are not completed on the day of the visit, any follow on works will be input the same day, the resident informed and the job will be kept open until completed.

6. Service Failure

6.1 Where things do not go well, we will aim to rectify the situation as soon as possible to the satisfaction of the resident. For more complicated works requiring different trades or contractors, we will co-ordinate the response and ensure it is timely and joined up for the end user – the resident.

6.2 The complaints policy is available and residents can use this to raise concerns if they are dis-satisfied with any part of the repairs service.

7. Review

7.1 This Policy will be reviewed as necessary and formally on a three yearly basis.

Check	Date completed	By whom
Risk map	24/3/21	John Baldwin
Regulatory compliance	21/4/21	Devonshires
Equalities Impact Assessment	24/3/21	John Baldwin

Date policy approved: May 2021

Date policy due to be reviewed: May 2024