



RESPONSIVE REPAIRS POLICY

1.0 Aim

- 1.1 The purpose of this policy is to ensure that the Together Housing Group provides all customers/residents/tenants with a prompt, efficient, flexible and value for money 24 hour responsive repairs and maintenance service that is clearly understood and implemented.
- 1.2 The implementation of this policy will ensure that responsive repairs are completed in accordance with Registered Social Landlord Guidance, 'Right to Repair' (Citizens' Charter scheme 1994), Landlord and Tenant Act 1985, the Together Housing Group Service Standards and individual tenancy agreements.

2.0 Policy statement

The Together Housing Group will:

- 2.1 Ensure that all customers/residents/tenants can easily report a repair in a variety of ways
- 2.2 Ensure that a consistent and flexible service is delivered across the Together Housing Group
- 2.3 Provide an emergency repairs service outside of normal office hours.
- 2.4 Utilise customer profiling data to highlight specific customer/residents/tenants needs enabling, where possible, to adapt service delivery to meet those needs.
- 2.5 Clearly define customers/residents/tenants and Landlord repairs responsibilities.
- 2.6 Accurately appoint a repair utilising knowledge, experience and training of front line staff and the appropriate use of all associated technology.
- 2.7 With the exception of emergencies we will provide customers/residents/tenants with an appointment at first point of contact at a mutually convenient time.

- 2.8 Ensure Technicians are supported, trained and competent to complete repair works in a responsive and customer focussed way.
- 2.9 Wherever practicable, to utilise the multi skills of the internal workforce.
- 2.10 Maximise productivity by completing responsive repairs within a single visit, Right First Time.
- 2.11 Ensure all external Contractors working on behalf the Together Housing Group deliver responsive repairs in line with legislation, company policies, procedures and service standards.
- 2.12 Prior to undertaking any repairs, to consider any property related risks (i.e. the presence of ASBESTOS, Caution List) and where applicable, to undertake a risk assessment.

3.0 Performance Monitoring/Reporting and Customer Involvement

The TOGETHER Housing Group will:

- 3.1 Measure its performance monthly by independent external and internal customer satisfaction surveys, key performance indicators and quarterly benchmarking with housing associations and peers.
- 3.2 Monitor, measure and produce monthly reports to Group Head of Service regarding overall targets and performance results, identifying areas for improvement.
- 3.3 Use various mechanisms to measure customer satisfaction including satisfaction surveys and STAR (satisfaction of tenants and residents) feeding back to customers/residents/tenants on a regular and consistent basis.
- 3.4 Recognise and value residents' views, comments and feedback to review and continually improve service delivery.
- 3.5 Consult and involve customers/residents/tenants, giving them the opportunity to influence key decisions affecting service delivery.
- 3.5 Regularly review all aspects of the repair service to ensure we are delivering an efficient and Value for Money service.
- 3.6 Review best practice and comparisons with other organisations to ensure we deliver the most cost effective repair service and publish the outcomes.

4.0 Associated documents

- 4.1 Other Policies/procedures/standards applying to this Policy include:
 - Tenant Responsible Repairs Policy
 - Equality & Diversity Policy

- Positive Difference Analysis
- Safeguarding Adults Policy
- Customer Services Strategy
- Value for Money Strategy
- Complaints/Comments/Compliments Policy
- Company Service Standards (to be developed for the Group)
- Resident Involvement Strategy
- Tenancy Agreement

5.0 Equalities

The Together Housing Group will:

- 5.1 Where appropriate provide support to customers/residents/tenants with particular difficulties or vulnerabilities (language, visual, learning etc.).
- 5.2 By implementing this policy and procedures will ensure compliance with the Single Equality Bill (2010)
- 5.3 Through implementation of this policy, no person or group of people will be directly or indirectly discriminated against because of their race, ethnic origin, disability, nationality, gender, sexual orientation, age, class, appearance, religion, responsibility for dependants, unrelated criminal activities, or any other matter which causes a person to be treated with injustice.
- 5.4 Have carried out a Positive Difference Analysis (PDA) on this policy. Any actions identified have been incorporated into the action plan.

6.0 Policy Review

- 6.1 This policy (and where appropriate, the associated strategy and/or procedures) will be reviewed every three years – or more frequently if required

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