



# Repairs Policy

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## 1. Introduction

- 1.1. EPIC is committed to delivering a modern effective repairs service, maintaining our properties to a standard which adds value to the homes and their surroundings, whilst providing homes that are comfortable, maintained, and safe for our customers to live in.
- 1.2. This Repairs Policy should be read in conjunction with EPIC's Asset Management Strategy, which sets the overall vision for our asset management and specific policies for key asset management topics.

## 2. Statement of Intent

- 2.1. EPIC intends to:
  - Ensure all our customers live in a safe, secure, and comfortable environment.
  - Provide an efficient service that ensures our properties are maintained.
  - Ensure procurement processes maximise quality, longevity, and value for money.
  - Provide an efficient, prompt cost-effective repairs service, that meets performance response times.
  - Monitor the performance of the response repairs service to seek continuous improvement.
  - Support the delivery of EPIC's Corporate Plan.
  - Comply with all relevant, statutory, and regulatory obligations.

## 3. Scope

- 3.1. This policy covers the responsive repairs and maintenance service to all properties and communal areas owned and/or managed by EPIC.
- 3.2. The policy sets out the repairing obligations of EPIC and of the rights and obligations of its customers.
- 3.3. The policy outlines the priority process for all repairs.
- 3.4. It is essential that this policy is followed in conjunction with all associated policies and procedures, as the majority of repairs will overlap with one or more processes.

## 4. Responsibilities

- 4.1. **The Board**
  - Review reports and/or performance indicators to assure themselves that the measures detailed in the AMS are met.
  - Ensure legal requirements are met.

#### 4.2. The Chief Executive

- Ensure that resources are made available to allow for the appropriate management of this repairs policy.
- Accountable for the proper implementation of this policy.
- Ensure that their responsibilities as the duty holder under the policy is managed to ensure full compliance.

#### 4.3. The Executive Management Team

- Ensure that operational activities are compliant.
- Ensure that statutory duties are discharged and meet monthly to review progress and review operational risk to the policy.
- Approve changes to the Repair Policy.
- Approve changes to the Repair Procedures.
- Ensure landlord compliance and relevant monitoring within this policy.
- Set out audit requirements to ensure this policy is compliant.

#### 4.4. The Director of Asset Management and Building Safety

- Will work closely with the operational repairs and voids team to implement this policy.
- Ensure that legal obligations and policy measures are being adhered to and in line with budget.
- Ensure that a comprehensive Repairs Policy and procedural documents are in place to ensure safe working practices across all sections of the company.
- Take responsibility for compliance with this Policy.
- Implement a policy review.
- Ensure that financial accounting expenditure relating to repair issues is monitored and included in future budget forecasts at Board meetings, so all Board members are kept advised.
- Auditing the scheme as instructed by the executive management team and reporting to the Board.

#### 4.5. The Repairs and Void Manager

- Responsible for the overall implementation, and regular review of this policy and ensuring its objectives are achieved.
- Lead on the writing, implementation, monitoring and review of the repairs policy and associated policies and procedures.
- Responsible for compliance and performance indicator reporting to the Director of Assets & Building Safety, Board, and the Chief Executive.
- Ensure that any compliance and/or Health and Safety-related issues are brought to the attention of the Director of Assets & Building Safety and provide regular updates on service delivery against budget.
- Developing and implementing operational procedures to deliver the policy objectives.
- Embedding the policy through staff training, learning and development.
- Monitoring the overall effectiveness of the policy in terms of cost, quality and time.
- Reporting to the executive team on the operational effectiveness of the policy.
- Ensuring that there are adequate checks and controls in place to ensure that this policy is enacted effectively.
- Reporting to the Executive Team on the policy and procedural compliance and contractor performance.

#### 4.6. All EPIC employees and external stakeholders (including contractors)

- Responsible for ensuring an understanding and adhering to this policy.
- Report any issue that requires repairs or maintenance whilst visiting any EPIC property.

#### 4.7. Tenants

- Responsible for understanding their commitment within their tenancy with regards to repairs and maintenance of their property.

## 5. Managing Repairs

- 5.1. EPIC do not employ maintenance labour directly and we rely on a network of contractors to deliver our service.
- 5.2. EPIC has systems and procedures in place which ensure contractors involved in the repairs process are trained and have the necessary skills and experience to specify and order repairs, to undertake these repairs and to manage and monitor service delivery.
- 5.3. EPIC will ensure there is a good line of communication between us, the contractor and our tenants regarding repairs. We will effectively manage expectations for the completion of a repair and ensure tenants are kept up to date on the progress.
- 5.4. EPIC will comply directly and engage with contractors to ensure they comply with all relevant legislation in the delivery of maintenance services.
- 5.5. Any rechargeable repairs will be administered in line with the Recharge Policy.
- 5.6. Properties that are empty shall, during the void period, be repaired to the Property Standard.
- 5.7. There are several different agreements in place for Leaseholders. To determine if the repair request is valid or not the details are to be passed to the Asset Manager for assessment.
- 5.8. Alterations and improvements by leaseholders themselves are governed by the contract for the property.
- 5.9. EPIC insures the structure of its properties together with its fixtures and fittings. We do not insure and are not liable for any damage to tenant personal belongings, except for proven negligence on our part.

## 6. Repair Reporting

The key elements of the repair reporting include:

- Prompt, correct and accurate diagnosis of repair faults with work specified on orders wherever possible.
- Repairs prioritised and target timescales met.
- A range of reporting methods to enable tenants to easily request repairs and have access to trained staff, either by phone or email.

- Out of hours emergency 24/7.
- Definitions of repair priorities are clear and accessible to our tenants. This information, as well as this policy, will be available to tenants on our website.
- Communicating effectively where complex jobs are likely to take more time.
- Agree a mutually convenient appointment to attend and do the work, except for emergency repairs where there is a requirement for tenants to be available until the emergency is complete or the priority re-classified.
- Appointments for inspection will be made where possible at point of contact; these will be undertaken by suitably qualified personnel.
- If, on attending a repairs appointment, there is no access to the property, the no-access procedure is followed.
- EPIC will post-inspect a minimum of 90% of all works exceeding £1000 in value and 5% of routine repairs works (post inspections can be completed as a desk-top exercise as detailed in the repairs procedure document).
- If the repair is the tenant's responsibility, they are to be informed of this and advised that they are liable for ensuring it is satisfactorily carried out.

## 7. Pre-Inspection

- 7.1. A 'pre-inspection' is to be considered by the contractor and/or EPIC Officer, as detailed in the repair's procedure if any of the following scenarios apply:
- The exact nature of the repair is unclear.
  - There is no obvious remedy; if a trade can be identified then a repair should be raised under the miscellaneous code.
  - The likely repair cost is over £250 and cannot be clearly defined.
  - The repair is due to a recurring fault. If the repair has been completed to the same component twice within a 12-month period, then it may be a recurring fault in need of further investigation.
  - The repair may have arisen due to tenant fault or neglect.
  - The property has had an unusually high number of repair requests (over 6 in 12 months).
- 7.2. Any reports or documents generated should be filed according to the repair's procedure.

## 8. Repair Priorities

- 8.1. Table 1 – Repair Priorities defines the type of repair, attendance, and rectification times.

Priority	Type of Repair	Target KPI within Category	Attendance time	Completion or reclassification time
1	Emergency Repair (including out of hours)	100%	4 hours	24 hours
2	Urgent Repairs	98%	7 days	15 days
3	Standard Repair	98%	14 days	28 days

	Major Repairs	95%	90 days	120 days
	Complex Major Repairs		Variable	Variable

8.2. EPIC will provide a repairs service which both meets our landlord service obligations and agreed service standards, while ensuring that tenants are provided with a safe and decent home that they can be proud of and a repairs service they can trust.

## 9. Repair Priority Definitions

### 9.1. Priority 1 – Emergency Repairs

9.1.1. An emergency repair is one that immediately affects any person’s health, safety or security and would endanger life or, if not repaired, will damage the fabric of the building. On this basis, attendance is made as soon as possible but within 4 hours and immediate danger dealt with as per the repair’s procedure.

9.1.2. Any out-of-hours calls will be attended and made safe, further works will continue where required during normal working hours as detailed in the repairs procedure.

9.1.3. Emergency repairs include, but not limited to:

- repairs to lighting if there is no power or light.
- no heating or hot water.
- major blockages of drains/toilets.
- serious water leak.
- temporary boarding up of windows or external doors.
- unsafe gas or electrical fitting.
- where a property is insecure.
- any issue that would endanger life.
- any issue that will damage the fabric of the building if not attended immediately.
- Offensive Graffiti (during normal working hours).

9.1.4. Emergency repairs can have a temporary fix and then be followed with an Urgent or Standard repair as detailed in the repair’s procedure.

### 9.2. Priority 2 – Urgent Repairs

9.2.1 We acknowledge that in certain circumstances appointed repairs will need an escalated priority for completion; such repairs include:

- repairs to restore heating and hot water.
- repairs that are causing any well-being issues.
- repairs to homes with vulnerability, where required.
- at the discretion of the contractor.
- at the discretion of the repairs team at EPIC.

### 9.3. Priority 3 – Standard Repairs

9.3.1 All other minor repairs will be treated as standard repair work. Some repairs will need more than one appointment to resolve.

### 9.4. Major Repairs and Complex Major Repairs

9.4.1 All major repairs will require an inspection prior to works and may need separate quotes. These will be completed as per the repair procedure.

## 10. Compliance Repair Types

10.1. Repairs to gas heating and hot water will be carried out by Gas Safe Engineers and will be carried out in line with EPIC's Gas Safety Policy.

10.2. Where repairs are required to electrical boilers or storage heaters, these will be carried out by our approved servicing contractor in line with EPIC's Electrical Safety Policy.

10.3. All fires no matter the severity or cause are to be reported to the Asset Manager so that it can be recorded and complete a risk assessment to determine what, if any, further actions can be made to help prevent a reoccurrence.

10.4. All compliance repairs will be attended by operatives qualified as required in legislation and as per the relevant EPIC policy.

## 11. Discretionary Repairs

### 11.1 Aids and Adaptations

11.1.2 EPIC will assist residents to apply for Disabled Facilities Grants from the local authority.

11.1.2 Minor adaptations will be considered on a case-by-case basis as required.

## 12. Works outside the Repairs Policy

### 12.1. Cyclical Works

12.1.1. These are works that are undertaken on a pre-arranged schedule. Examples of cyclical works include:

- Painting communal areas.
- External painting of blocks.
- Treatment of fences and railings.
- Clearing the gutters.
- Gas Servicing.
- Testing of the electrical installations.

12.1.2. Where programs are in place EPIC will operate detailed schedules which outline when such works are programmed.



## 12.2. Major Component Replacements

12.2.1. Customers who wish to be considered for major works including a bathroom or kitchen renewal are to be directed to the Asset Management team for assessment. EPIC will operate a just-in-time approach to replacement and/or have a component replacement schedule as budget dictates.

## 12.3. Tenancy Types

12.3.1. Leaseholders and Shared ownership properties are not repaired or maintained by EPIC.

12.3.2. Works to communal areas that exceed £250 per household will require Leasehold consultation as per their lease agreements and Leasehold Reform Act 2002.

## 13. Defects and Warranty

13.1. Replacement works, or any works completed that have a defects period or a warranty period are to be forwarded monthly to the repair's contractor.

13.2. Where repairs have been requested on any defects or warranty item this should be communicated to EPIC to be forwarded to the contractor who completed the works.

## 14. Training, Awareness and Competence

14.1. EPIC will ensure that staff who are accountable for the management of repairs receive the relevant information, instruction, and training to become competent in the positions they hold.

14.2. EPIC will provide the necessary equipment to carry out their duties safely.

14.3. EPIC will carry out its duties to our employees in the following way:

- At induction stage for new employees.
- For all employees being exposed to new or increased risks because of being transferred or given a change of responsibilities.
- Introduction of new work equipment or a change to equipment already in use.
- The introduction of new technology.
- The introduction of a new or revised system of work.
- During refresher training.

14.4. All training needs will be structured in such a way as to assess the resulting levels of competency at the point of delivery.

14.5. Repairs and Void Manager responsible for the day-to-day operational delivery of repairs, void works, servicing and maintenance will be required to have a good working knowledge on the management of safety in occupied buildings.

14.6. They will also be expected to proactively maintain their Continued Professional Development to keep up to date and abreast of relevant industry and legislative changes.

## **15. Performance Monitoring**

15.1. EPIC will record and monitor a range of financial and performance indicators to assess and improve the performance of the repairs service. These will include:

- Government return performance indicators as defined in Tenant Satisfaction Measures (TSM)
- EPIC corporate performance indicators for Board and Executive Team
- Contractual performance indicators

15.2. EPIC will use a variety of methods to engage with our tenants regarding the quality of our maintenance service and commit to using a listening-and-learning approach to continually improve the service we offer.

## **16. Data Validation**

16.1. EPIC will keep confidential all information gathered through the repairs process and will fulfil the requirements of the relevant legislation.

## **17. Equality and Diversity Implications**

17.1. EPIC is committed to ensuring and promoting equality of opportunity for all. We are opposed to discrimination on any grounds, including race, religion, gender, marital status, sexual orientation, disability, age, or any unjustifiable criteria.

17.2. We are committed to developing a culture that values people from all sections of society and the contribution which everyone can make. We will ensure our approach to accessing properties is considerate to people's individual needs and commit to adhere to the Equality Act 2010.

17.3. EPIC recognises that some people experience disadvantage due to their socio-economic circumstances and will strive to ensure no person or groups of persons is treated with injustice due to their personal circumstances.

17.4. EPIC will also ensure that all services and actions are delivered within the context of current Human Rights legislation and will make sure the central principles of the Human Rights Act (1998) will be adhered to.

## **18. Monitoring and Review**

18.1. This policy will be reviewed every 3 years. A review may be conducted earlier if there are significant changes to either legislation or EPIC's operating practices.

## 19. Associated Documents

- Corporate Plan
- Asset Management strategy
- Damp and Mould policy and procedure
- Disrepair policy and procedure
- Customer Home Improvement policy
- Compensation policy
- Gas Safety policy and procedure
- Fire Safety Management policy and procedure
- Legionella Management policy and procedure
- Asbestos Management Policy
- Electrical Safety Policy
- Equality and Diversity policy
- Violence and Aggression policy
- Safeguarding policy
- Data protection policy
- Customer services and Complaints policy

## 20. Version Control

Date of Review	Reviewer	Version No.	Change Summary	Date of next Review	Approved by
April 2023	J Mitchell	1	Full rewrite	April 2026	Executive Team