

<p>Repairs and Maintenance Policy</p> <p>Approved by: Executive Team</p> <p>Date of approval: 10 October 2016</p> <p>Review date: 30 September 2019</p> <p>Version: 3</p>	
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1. Statement of Intent

1.1 This Policy sets out Radian's approach to the responsive repairs and maintenance service in relation to maintaining resident's homes.

2. This policy applies to...

2.1 Radian's main objectives are to satisfy our resident's needs and deliver a service in line with our published service standards. We will also ensure we maintain our properties to a universally high standard.

2.2 Radian's repairs and maintenance aims and objectives are:

- To ensure that the Group meets its statutory and contractual obligations to its residents.
- To provide a repair service that is responsive to the needs of differing resident groups.
- To ensure that repairs and maintenance have regard to the age, character, and locality of the property.
- To ensure the repairs and maintenance services are demonstrably efficient, effective and provide value for money.
- To ensure all residents are clear about their maintenance responsibilities. This is described within the residents handbooks and also regularly advertised within the resident magazines and published on Radian's website.

3. Responsibilities

Officer responsible for reviewing this policy	Senior Service Manager
Staff responsible for administering this policy	<ul style="list-style-type: none"> • Area Service Managers • Asset Data Manager • Construction Health & Safety Manager • Customer Relations Officers • Customer Service Advisors • Customer Service Supervisors • Operations Surveyors • Planned Works Manager • Procurement Manager • Quality Control Administrator • Senior Service Manager • Service Managers • Stock Condition Surveyor • Technical Administrators

	<ul style="list-style-type: none"> • Trade Operatives • Work Schedulers • Work Scheduling Manager
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4. Policy

- 4.1 It is Radian's intention to use compliant methods of procurement to mitigate risk, ensure quality products and services for the Group and its residents who benefit from best value. We will ensure we procure in line with the Radian Financial Regulations and the Public Contracts Regulations 2015.
- 4.2 To maintain the Group's capital assets by keeping its housing stock in a good state of repair.
- 4.3 Radian will generally only undertake repairs for which they have a statutory, regulatory, legal or contract obligation. Leaseholders and shared owners are able to use Radian Services to carry out repairs to their property which are chargeable.
- 4.4 We will undertake routine repairs on a like for like basis.

Equal Opportunities and Diversity

- 4.5 Radian aims to ensure that the service provided is to the best possible standard for all residents regardless of their race, colour, ethnic or nation origin, religion, gender, sexuality, disability, age, marital status.
- 4.6 The Repairs and Maintenance Policy will be operated in accordance and conjunction with Radian's Equality and Diversity Policy (available as a separate document).
- 4.7 We are committed to recognising diversity and embracing the opportunities and challenges it provides for Radian as a landlord, service provider, employer and local purchaser.

Responsive Repairs Service Reporting

- 4.8 Repairs requests can be made by telephone on 0300 1231 567 or in person at our office, hours as shown below. Repair requests can be reported by email, internet (www.radian.co.uk) and letter or to an officer who is visiting a resident in their home. Residents can report repairs, through Facebook, SMS, and Webchat. They can also report repairs through My Radian, and we are contactable through Twitter. Any emergency repairs can only be reported by telephone.
- 4.9 Radian office opening times:

	Opening Times
All main offices	Monday - Friday 8.30.am – 5.00pm
0300 1231 567 telephone line	Monday - Friday 8.30.am – 5.00pm Thursday 8.30am – 7.00pm

- 4.10 Radian operate an out of hours telephone service for emergencies at all other times. Residents need to call 0800 783 8937 to report out of hours repairs, but can also call via the 0300 123 1 567 number which will redirect to the out of hours service.

Repairs and Maintenance

4.11 Radian's specific repairs and maintenance obligations are contained within individual tenancy agreements or leases and additional guidance is provided in the residents' handbooks and Radian's website.

4.12 Generally Radian is responsible for:

- The structure and exterior of buildings including outbuildings provided by us, with the exception of gifted items such as sheds or possibly conservatories. These items would usually be removed to mitigate against future repair obligations. However some new incoming residents request to keep these structures and accept the repair responsibility for their upkeep.
- Plumbing, heating and electrical installations, including internal fixtures and fittings.
- Any shared or common areas, hallways, services, unadopted footpaths, roads and parking areas.
- Radian will pre inspect a percentage of repair requests before being issued to contractors, based on the repair value or if requested by the resident.

Repair Priorities

4.13 Radian assigns all repairs a priority according to their urgency and the risk they may pose. Appendix 1 details Radian's priority categories.

Appointments

4.14 Radian, via Radian Direct and Radian Technical Services, will offer an appointment for each repair where possible and appropriate. We will keep appointments to the best of our ability. Radian Technical Services operate a job logging and appointment system to manage this.

4.15 Radian or its contractors will keep the resident informed with regards to any delay which may affect the completion of the repair by telephone, letter or email.

4.16 All contractors and trades staff working for Radian will be expected to show their identification badge before entry when visiting properties to undertake repair works or inspections.

4.17 Radian expects all of its staff, contractors and tradesmen to agree to abide by a code of conduct (Appendix 4) as well as health and safety legislation and our Equality and Diversity Policy.

Compensation for Failure to Repair

4.18 Radian aims to complete all repairs within the target times stated and to a satisfactory standard.

4.19 Radian operates its repairs service in accordance with the "Right to Repair" scheme. Should we fail to complete a qualifying repair on two occasions within our set timescales, residents may be entitled to a compensation payment. Details of how to make a complaint can be found in 'Your guide to complaints'. This document is available in all offices or can be sent to you by request.

Rechargeable Repairs

- 4.20 Repairs that are caused due to resident neglect, wilful damage or misuse by a resident, a member of the residents' household, any visitor to the tenants' property or other third parties or agencies which cannot be attributed to normal wear and tear through the duration of the tenancy we may recharge the resident in line with the recharge policy and procedure.
- 4.21 Residents will be expected to undertake repairs as defined within the conditions of an individual's tenancy agreement and described within the residents handbooks.

Void/Empty Properties

- 4.22 Properties which become void (empty) will be inspected and works will be undertaken to ensure the property meets Radian's published minimum void relet standard.
- 4.23 Occasionally a property will become void at the time its components are reaching the end of their life cycle. Radian may carry out at their discretion any required upgrade/refurbishment to those items subject to its condition and budget.

Fire Risk Assessment Works

- 4.24 Radian will instruct fire risk assessment surveys to be carried out periodically based on risk through approved contractors. All recommended actions made by the contractors who complete fire risk assessments will be considered and, if agreed, completed in a timely manner in accordance with the timescales recommended.

Maintaining Homes to a High Standard

- 4.25 Radian will undertake larger planned maintenance works (such as heating and electrical systems, replacement kitchens and bathrooms) under contracts that may run for five years or more.
- 4.26 We will collect and collate information about properties during surveys. We will aim to survey each property every five years to make sure we have up to date information to inform us when this type of works will be required.
- 4.27 Leasehold properties are excluded from the above.
- 4.28 Appendix 2 details the replacement periods Radian applies.

Servicing and Cyclical Maintenance

- 4.29 We will undertake certain works in pre-set cycles. For example we undertake external decorations every five years and aim to undertake periodical electrical checks every 5 or 10 years depending on property type. Exact cycles will depend on condition and type of property and therefore will be considered flexible.
- 4.30 We do however have a legal obligation to undertake a gas safety check every 12 months.
- 4.31 As with planned works we will write to residents prior to the work and make suitable access arrangements.

Repairs Outside Radian's Cyclical Maintenance Programme

4.32 We will endeavour to match colours and styles when undertaking repairs to kitchens and bathrooms etc, however, we cannot guarantee to do so on every occasion.

Contract Management – Approved Contractors

4.33 Radian maintains a list of approved contractors which is used to invite bids and deliver ad hoc/low value works made to our properties. The list is managed using the extra functionality provided by our e-tendering portal (R-Buy). All contractor documentation is stored and monitored within R-Buy, alerting contractors to upload latest documents/certificates when they are due to expire. The list will be periodically reviewed to ensure all categories of service are adequately represented to ensure competition between those on the list and ultimately value for money for our residents.

Contract Management – Consultant Selection

4.34 Radian will maintain a list of approved consultants, which will be reviewed by officers and resident representatives on a performance and quality basis, and will be approved by the Board.

Contract Management - Consultation

4.35 Radian recognises and values the importance of consultation and with specific regard to repairs, cyclical and planned maintenance; we will carry out consultation exercises whenever major repair, planned works or changes to service provision are considered. This consultation will involve residents groups, Area Panels or forums as appropriate.

Contract Management – Quality Control

4.36 In order to ensure that service provision and works carried out are of a consistent and continued high standard, Radian will undertake a range of quality control checks. Appendix 3 details the list of quality checks currently in use.

4.37 We will strive to constantly improve the service by the use of customer feed back, practical experience, sector best practice and analytic tools.

4.38 See Appendix 3 Quality Control.

Complaints and Appeals

4.39 Radian subsidiaries operate a formal complaints and appeals policy covering all departments; detailed information is provided in the residents handbooks and a leaflet called 'Your Guide to Complaints' is available on request.

Asbestos Management Plan

4.40 Radian recognises the risks associated with asbestos and acknowledges its responsibility to reduce the exposure of its employees, tenants and other people affected by its activities.

4.41 To achieve this Radian undertakes a programme of surveys that allow it to identify, record and manage asbestos in properties under its control. Management of asbestos

is by following guidance and regulations issued by the Health and Safety Executive (HSE).

4.42 Should Radian need to remove any asbestos from residents' homes, or any other area, only contractors who are licensed by the HSE do the work and that the safety of those who may be affected remains the principal priority.

5. Legal & Regulatory Framework

- Public Contracts Regulations 2006 including amendments
- Health and Safety at Work Act 1974
- Gas (Installation and Use) Regulations 1998

6. Related Policies

- Procurement Policy
- Void Management Policy
- Gas Servicing Policy
- Rechargeable Works Policy
- Equality Diversity and Inclusion Policy

7. Related Procedures

- Managing Your Contract Guide (see OuRspace)
- Complaints and Comments Procedure
- Asbestos Management Plan
- Managing Fire Risk Assessment Recommended Actions Procedure
- Fire Safety Management Procedure
- Rechargeable Works Procedure

8. Appendices

Appendix One	Repair priorities
Appendix Two	Replacement periods for planned maintenance
Appendix Three	Quality Control
Appendix Four	Code of Conduct
Appendix Five	Repairs for vulnerable tenants guidance

Appendix One Repairs priorities

Repairs Priorities

Critical repairs: within 4 hours (Priority P1)

To avoid immediate danger to resident, the property or members of the public e.g., structural wall damaged or insecure ceiling or water in contact with electrics

Emergency repairs: within 24 hours (Priority P2)

To avoid potential further damage to the property and inconvenience to the resident, e.g. complete failure of heating and hot water during winter months, failure of lighting or electrical sockets, burst pipes, major leaks, ceiling collapse.

Urgent repairs: within 7 calendar days (Priority P3)

Repairs that affect the resident's comfort or convenience, e.g. immersion heaters not working (when another form of water heating is available), loss of heating in one or two rooms, minor water leaks, faulty electrical switches or sockets.

Essential repairs: within 14 calendar days (Priority P4)

Repairs that could normally wait but where the resident is vulnerable and a routine repair of 31 days would be unreasonable, e.g. less urgent but cannot wait 31 days (i.e. minor repairs affecting your comfort or convenience).

Routine repairs: within 31 calendar days (Priority P5)

Repairs that can generally wait, with only slight inconvenience to the resident, e.g. minor problems with toilets, baths, sinks, doors or windows sticking, plaster repairs, brickwork and other non-urgent internal and external repairs.

Planned/cyclical repairs: specified date (Priority P60)

Generally these are programmed repairs planned in advance which we will confirm with the resident before going ahead e.g. replacement kitchens, bathrooms, boilers, doors.

Routine Repairs for Vulnerable Residents

Staff may routinely adjust the urgency of a repair to suit the needs of particular user groups and individual customers if health and safety or security is an issue. Most repairs will be raised as urgent with a seven day priority; however, we will aim for them to be carried out within 3 days unless different timescales are preferred by the tenant.

Appendix Two

Replacement periods for planned maintenance

Replacement Periods

Radian will work to the following replacement times:

Bathroom	30 years
Boiler	15 years
Electrical Wiring	30 years
External Doors	30 years
Kitchen	20 years
Windows	30 years

On occasions components will last for longer, or shorter, than their expected life cycle. When this happens we will react to ensure we maintain residents comfort and safety.

When we undertake planned maintenance works we will offer residents a choice appropriate to the works being undertaken. For example when replacing a kitchen residents will have choice in relation to the colour of the units and worktop. We will also aim to accommodate residents own appliances within the layout.

We will give prior written notice and confirmation of when works will take place and do our best to be flexible in terms of arranging suitable access to complete the works.

Appendix Three

Quality control

Quality Control

- **Inspections** - For repairs works, Radian will aim to post inspect up to 10% of completed works. Post inspections will be conducted through a number of measures including system generated post inspections, desk surveys and spot checks conducted by Operations Surveyors; Service Managers and Area Service Managers. Cyclical and planned works will be inspected during progress and completion.
- **Customer Feedback** - A telephone survey of a sample of residents that have recently had a repair or maintenance work carried out is undertaken. This provides current data on the quality of works and service provision.

Appendix Four

Code of conduct

Code of Conduct

Radian expects high standards from both contractors and residents. The code of conduct operates alongside Radian's Equality and Diversity Policy, which all contractors are expected to comply with.

- **Notice**

We make appointments whenever possible and endeavour to accommodate customer needs. There are exceptions when appointments are not suitable such as emergencies, block repairs or some external repairs.

Sometimes arrangements need to be broken and it is at these times that both the contractor and resident must

- Notify the other party as soon as possible
- Give an apology
- Give a reason
- Arrange a new appointment

- **Identification**

- All our contractors have identification and we expect them to show it when you answer the door. If identification is not shown, then deny access
- All contractors must wear smart & clean company uniforms
- Residents must dress appropriately when contractors visit their home

- **Access**

- Where possible contractors should not be left in the property on their own
- Contractors should enquire of any likely issues in advance (e.g., night workers, small children, disabilities)
- If the key is left with a neighbour, the neighbour is to be with the contractor at all times
- The contractor will not carry out works if the person left in charge is under 18 years of age
- Contractors vehicles are not to cause an obstruction to others

- **Behaviour**

- Health & Safety of all is to be the highest priority
- All parties are to refrain from bad language, rudeness and being over familiar
- Contractors are to refrain from using radios, CD players etc.
- Contractors are not to smoke
- Residents who smoke are to be considerate to contractors
- All parties are to show consideration to the needs of the other
- Respect and confidentiality are to be ensured by all

- **Work space**

- Children and pets are to be kept away from the work area at all times
- Contractors are to minimise dust, noise and disturbance during works
- Contractors are to ensure that no mess remains after work is undertaken

- **Mobile phones and telephones**

- Contractors have mobile phones for business purposes only
- The use of residents telephones is strictly forbidden

Appendix Five

Repairs for vulnerable tenants guidance

Repairs for vulnerable tenants

The Radian Group will ensure that it delivers an appropriate and priority service to tenants who are vulnerable and need additional consideration and support.

The Radian Group will make concerted efforts to collect resident information thus allowing us to identify vulnerable people and tailor services accordingly.

How is vulnerability defined?

A number of user groups have been identified as being potentially vulnerable.

They include :

- Those who are older and frail - It may be that these residents have adapted homes or are in receipt of incapacity benefit.
- People with learning disabilities or mental health problems – customers or service users who have difficulty with basic everyday tasks.
- Those with physical or sensory disabilities – Residents who may struggle to perform everyday tasks as a result of their disability. They may have adapted homes, special equipment or be in receipt of disability benefit.
- Families with Young Children – where babies and children under school age are living on the premises.
- Domestic Violence and/or Abuse – where the tenant is a victim of domestic violence and/or abuse. Repairs to make a property secure will be carried out within 4 hours as per the approved Domestic Abuse Procedure.
- People with long term illnesses – where their illness makes what may usually be considered as acceptable become more important to them.

This is not a comprehensive list and an individual's circumstances will always be considered carefully by staff receiving requests for repair works.

How Radian adjusts its service to accommodate the needs of the vulnerable

Once a vulnerable tenant reports a repair, our staff will:

- Establish the nature of the support and repair needed.
- Routinely adjust the urgency of a repair to suit the needs of particular user groups and individual customers if health and safety or security is an issue. Most repairs will be raised as urgent with a seven day priority; however Radian will aim to carry out these jobs within 3 days unless different timescales are preferred by the tenant.
- Prioritise older or disabled tenants for repairs and especially regarding heating
- Be sensitive and understanding when dealing with victims of domestic violence and/or abuse

- Provide appropriate assistance or guidance to tenants when carrying out repairs that are their responsibility.
- Ensure where necessary and appropriate a Housing Officer or Carer is present when repairs are carried out,
- Ensure the safety of our tenants at all times
- Deliver services in a manor that meet the specific requirements of the tenants.

Certain repairs will have their priorities adjusted for vulnerable residents as a matter of routine. These repairs will relate to essential functions and will include:

- Provision of adequate heating
- Provision of hot water & bathing facilities
- Ensuring adequate toilet facilities
- Ensuring security of the home is maintained
- Ensuring adequate lighting is available
- Ensuring a suitable power supply