

Who this policy is for

This policy is for all residents of Wyedean Housing Association.

Introduction

We're committed to providing our residents with a safe and secure home, in line with our obligations as a registered provider of social housing. Our repairs service helps us meet this commitment and maintain our properties to a high standard.

We look after our properties through a programme made up of:

- responsive repairs: unexpected repairs reported by residents, including emergency repairs
- planned repairs: repairs, replacements, servicing and maintenance that we plan in advance.

We employ external contractors to carry out all our repairs and maintenance but manage the service ourselves. Looking after our properties in this way helps us manage our resources effectively and make sure our residents enjoy high-quality homes.

How to report a repair

Residents can report repairs:

- On the MyWHA app
- On the report a repair page on our website
- By calling us on 01594 838 000.

Reporting an emergency repair

Residents can report an emergency repair by calling us on 01594 838 000. If the emergency repair happens outside our normal office hours, the call will be diverted to our out-of-hours contact centre.

Responsive repairs

When we approve a request for a repair, we pass the details on to one of our contractors. The contractor will then contact the resident within 48 hours to make an appointment to carry out the repair.

We send the resident a copy of the works order that we sent to the contractor, which shows the:

- details of the repair
- response time we require
- contractor who will be carrying out the repair.

The works order also has a satisfaction slip that we ask residents to complete and return to help us monitor the service.



Planned repairs

When we make arrangements to carry out a planned repair, we contact residents to:

- let them know the work is planned
- explain why it's necessary
- make an appointment to carry out the work.

Missed appointments

If a resident misses an agreed appointment, which means a repair cannot be carried out, we may recharge them for the reasonable costs we incur.

Right First Time

We aim to provide a right-first-time service and complete all repairs correctly during the first visit.

Recurrent and major works

We regularly collect and update data on the condition of our properties. We use this data to plan our repairs and maintenance programme which, as well as keeping our properties in good condition, aims to improve their performance and sustainability.

We aim to make the best use of our resources by spending more of our budget on planned repairs and maintenance than on responsive repairs. To help us do this, every year we plan a programme of recurrent and major repairs and maintenance work.

Where we can, we carry out planned works in one area at a time, using local contractors. However, this isn't always possible due to the geographical spread of our properties and the different expertise available in each area.

Our repairs and maintenance programme includes some of our health and safety responsibilities as a landlord, such as annual gas and 5-yearly electrical inspections.

Empty properties

To minimise disruption to residents, where possible, we carry out repairs and maintenance between tenancies when properties are empty.

Aids and adaptations

Our repairs and maintenance programme also covers requests for aids and adaptations. More information on this is in our Aids and Adaptations Policy.



Communal areas

We're also responsible for repairing and maintaining our properties' communal areas. The cost for these works is typically recharged to residents.

Before we carry out any work to repair or maintain communal areas, we contact the residents affected to let them know what work we're doing, why it's necessary and how much we'll recharge to them.

Monitoring and review

Service

We regularly review our repairs and maintenance service in consultation with our residents. The standards we use to review the service include prescribed response times for reactive repairs and resident satisfaction.

We set and monitor standards for workmanship and service through the arrangements we have with our preferred contractors, which include:

- reviewing contractor performance monthly
- inspecting responsive repair works with a value of more than £750 on completion
- inspecting all major works as they're being carried out and on completion.

If we have concerns about a contractor's performance, we inspect their responsive repairs with a value of less than £750 and carry out spot checks and reviews more often.

We report the results of each review to our board, along with any other feedback we have from residents.

Performance

We monitor the performance of our repairs and maintenance programme by reviewing internal data at regular maintenance meetings. We also review our performance using external benchmarking data. We report the results of these reviews to our board.

From time to time, we carry out development inspections, which also form part of our repairs and maintenance monitoring process and help us identify longer-term trends. These inspections can involve staff, external contractors, board members and residents.

As part of our commitment to continuous improvement, we investigate all incidents of poor performance so we can learn from them.

Service and performance failures

As well as the monitoring and review described above, we also use data from our Complaints, Comments and Compliments Policy to monitor service and performance failures.

Budget

We set our repairs and maintenance budget annually, informed by our overall business plan. We monitor the budget at regular maintenance meetings, where we also review seasonal variations and approve higher-



Repairs Policy



value responsive repairs.

Where appropriate, we report budget variations to our board and seek their approval for unexpected expenditure on essential services.

