

Repairs and Maintenance Policy

1 Introduction

Brockley Tenant's Co-operative (BTC) is responsible for providing the repairs and maintenance service to the properties we own. We also have a responsibility for providing day to day maintenance to the properties we manage on behalf of Hexagon Housing.

It is our aim to maintain our homes to a high standard, obtain value for money and to ensure that we deliver a high quality service to our members and Hexagon Housing tenants.

2 Objectives of the Repairs and Maintenance Policy

The objectives of our repairs and maintenance policy are to ensure that:

- We meet our legal and contractual obligations as a landlord and managing agent and where we have taken on this responsibility, discharge the legal obligation of the landlord;
- The maintenance service is of a high standard, fair and accessible to all of our members, convenient to use and compliant with our *Equality and Diversity* and *Health and Safety Policies*;
- All the contractors, agents and consultants that we employ are honest, reputable, competent and comply with our *Code of Conduct*;
- We obtain good value for money from the money we spend on repairs and maintenance.

3 Providing Access

It is a condition of the tenancy agreement signed by every member that they allow the co-operative, and also our contractors, access to their home at reasonable times of the day to undertake repairs.

When repairs are required, or if we need to inspect a property, whether or not the member has requested a repair, we will expect, that subject to reasonable notice, the member will co-operate with our request so that the work can be completed quickly and cost effectively.

4 Alterations and Improvements

Members wishing to carry out alterations or additions to their home must first obtain written approval from BTC. It will be considered a serious breach of the conditions of tenancy if any member carries out an alteration without first obtaining permission.

Unauthorised alterations which cause a hazard, or do not conform to building regulations, or are otherwise unacceptable will be remedied by the co-operative and the member will be recharged for the cost of putting things right.

5 Minor Repairs

Members have an obligation under the terms of their tenancy agreement to take care of their homes, which means that there are certain minor repairs that BTC will usually consider to be the responsibility of the member and not that of the co-operative. These repairs are listed in the table below.

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Repairs we expect our members to do for themselves

Internal redecoration generally	Replacing locks if keys lost (also copying keys)
Repairing broken glass in doors and windows (unless due to criminal damage, storm damage or other <i>act of God</i>)	Pest control (with some exceptions). We will expect our members to deal with non-threatening pests such as garden ants and beetles themselves, but we may be able to assist with more serious vermin
Replacement of plugs and chains in baths and sinks	Filling minor cracks in plasterwork and gap between skirting boards and floors
Replacement of toilet seats, toilet roll holders, shower heads and hoses	Plumbing in (and out) of washing machines, dish washers and other appliances
Replacement of internal light bulbs	Repairing anything that the member has fitted (inside and outside of the property)
Repairs and replacement of internal doors (also adapting doors for carpets)	Fitting extra draught exclusion to doors and windows

Our maintenance officer and management committee may use their discretion to authorise a repair that we would usually expect the member to carry out for themselves if the tenant is vulnerable for any of the reasons set out in section 7 below. The repair may be treated as a rechargeable repair and the member may be asked to repay the cost of the work.

6 Repair time-scales

Members / tenants should report day to day repairs to the co-operative office. Repairs will be categorised as emergency, urgent or routine. We will ensure that our members have access to a 24/7 telephone service for reporting emergency repairs.

Priority	Examples of repairs	Target Time-scale
Emergency	Serious water leak. Gas leak (contact Transco). Loss of gas heating or hot water of member is vulnerable or if during a cold spell. Lack of security (broken lock or broken ground floor window). Anything that is hazardous to the member's household or to the general public. Loss of power.	Within 24 hours
Urgent	Loss of gas heating or hot water. Minor water leak. Failure of communal TV aerial	Within 3 days of the report
Routine	All other repairs (excluding planned works and improvements)	Within 21 /28 days

The repair categorisation outlined above will be applied to all repairs unless there are specific reasons why the member's individual circumstances merit a faster response.

A repair may be given a higher priority if somebody living in the property is vulnerable. For instance, if:

- The member (or a member of their household) is elderly and / or infirm
- The member (or a member of their household) has a relevant disability
- The member has children under the age of 5

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7 Rechargeable Repairs

If a repair is needed because one of our members (or a member of their household) has damaged or neglected their home, we will usually expect them to put the damage right themselves.

In exceptional circumstances, for instance because of health and safety concerns, or if the member is vulnerable, the maintenance officer may use their discretion to authorise the repair. If we do agree to carry out such a repair, it will be treated as rechargeable in full to the member concerned and we will either ask the member to pay for the repair in advance, or agree a plan to repay the cost by instalments.

8 Planned maintenance

Under the management agreement with Hexagon, the landlord has retained responsibility for planned maintenance functions. BTC is solely responsible for planned maintenance functions to the properties it owns including:

- Maintaining the walls, roofs and other parts of the building structure;
- Renewal of major internal property components such as kitchen and bathrooms
- Cyclical redecoration
- Routine testing and upgrading of electrical installations
- Removal of asbestos
- Improvements needed for health and safety reasons (more information on property health and safety can be found in our *Health and Safety Policy*)

We will always consult our members before undertaking any programme of improvements. .

9 Gas Safety

BTC will arrange for an annual inspection of every gas boiler and other gas appliance as required by the *Gas Safety Regulations*. Members will be notified in advance of the contractor's visit.

Members are expected to provide the contractor with access. Failure to provide access to our gas safety contractor at the appropriate time may be considered a breach of tenancy, especially if this results in the safety test becoming overdue. If necessary the co-operative may take legal action to enforce access.

10 Approved list of contractors

We will maintain an approved list of contractors to deliver our maintenance service.

The decision to admit a contractor to the approved list will be taken by the **HM&M / management committee** and this list will be reported to the annual general meeting (or to another general meeting).

The processes by which a contractor is admitted to or rejected from our approved list will be clear and transparent. In return for accepting a contractor on to our list, we will expect them to behave honestly and professionally and to demonstrate that they deliver value for money.

Contractors may be used for a period for up to 3 months before they are formally admitted to the list. In all other instances with the exception of cases of an emergency, the co-operative will not normally use any contractor who has not been accepted on to the approved contractors list.

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11 Aerials and Satellite dishes

Tenants / members wishing to install outside aerials and satellite dishes must ensure that they obtain the necessary planning consent if their property is located within the conservation area. Where devices are fitted without consent, or if devices cause problems to neighbours and / or potentially damage the structure of the building, the tenant / member will be required to remove it at their own expense and to restore the property to its original condition.

Failure to do so, the co-op will remove the device and re-charge the cost to the tenant.

12 Insurance Claims

The properties owned by BTC are covered by a buildings insurance policy. This means that we are entitled to reclaim the cost of certain repairs. The co-operative, or where relevant, its agents, will always make an insurance claim in respect of insured losses.

Repairs that may be covered under the insurance policy include those needed because of: *criminal damage, fire, subsidence or storm damage*, and also less common events such as *floods and earthquakes*.

The properties we manage on behalf of Hexagon Housing are insured by them. Hexagon may be entitled to reclaim the cost of repairs under their policy and our staff will forward details of the repair in order for a claim to be made.

13 Complaints and compensation

Initially, members should report any concerns about repairs directly to our maintenance officer, who will investigate and report back. Any member who remains dissatisfied after reporting the matter to the maintenance officer should follow the *Complaints Policy*.

Members of BTC will have the right to claim compensation if their possessions have been damaged, or if they have lost the use of an amenity such as water, electricity or gas, provided that the loss is due to neglect on the co-operatives part. Compensation will also be payable if a member is unable to use part of their home due to disrepair.

We will consider each claim for compensation based on its merits; however we encourage members to take out adequate home contents insurance to cover accidental damage.

14 Monitoring and reporting

The maintenance officer / agent will keep a record of all repairs orders raised and will provide a maintenance report to the HM&M each quarter. The report will show the number and cost of the repairs raised and satisfaction with contractors performance..

A repairs and maintenance report will also be provided to the annual general meeting (or to another general meeting).

15 Policy Review

This policy will be reviewed annually. It may also be reviewed if there are changes to relevant legislation or to the regulatory framework.