

SA/04 -

Reactive Repairs Policy

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“Our policies embed our culture, establish boundaries and outline our operating expectations. They have been agreed by our Board(s) as best practice documents for the Group’s decision making.”

Policy Statement

ateb Group Limited is committed to maintaining homes in a good condition by providing an efficient repairs service with a great customer experience.

This policy applies to all properties that are owned and managed by the Group, and to any other properties that the Group has statutory, legal, and contractual obligations to repair and maintain.

Reactive repairs are generally those day-to-day minor repairs that are required to keep homes in a good condition.

Approval Date	Lead Contact	Review Date
29/07/2021	Maintenance & Compliance Manager	July 2024

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2. Principles

This policy has been set out to cover reactive repair works undertaken by both staff and contractors. The repairs policy will help ensure that we:

- Carry out repairs at a time that is convenient for our customers.
- Provide a great customer experience.
- Maintain the capital assets of the Group by keeping stock in a good state of repair.
- Ensure the repairs service is efficient and provides value for money.
- Work within the aims of our Asset Management Improvement Strategy.
- Comply with legal obligations.

Our 'What You Can Expect from Us' document sets out our customer service commitment and what our customers should expect.

Legislation & Regulation Applicable to Reactive Repairs

- Landlord & Tenant Act 1985
- Housing (Wales) Act 2014
- The Housing Health and Safety Rating System (Wales) Regulations 2006
- Welsh Housing Quality Standard
- Defective Premises Act 1972
- Commonhold & Leasehold Reform Act 2002
- Management of Houses in Multiple Occupation (Wales) Regulations 2006
- Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011
- Regulatory Framework for Housing Associations Registered in Wales
- Management of Health and Safety at Work Regulations 1999
- Health and Safety at Work Act 1974, Sections 2, 3 and 4

Types of Reactive Repairs

When a repair is requested through our Customer Contact Centre a works order will be raised and categorised into one of the following areas:

- **Responsive Repairs**
Responsive repairs are those which affect the general comfort of the customer, which could include the loss of a facility, and which are necessary to keep the structure and fittings of the dwelling in good order. Our customer Contact Centre aims to provide reactive repair appointments at first contact, on an agreed date to the customer's convenience.
- **Emergency Repairs**
Emergency repairs are so categorised as they may threaten a customer's wellbeing and/or safety or the safety of the property and could lead to injury or further damage if not attended too quickly. We aim to attend and make safe emergency repairs as soon as possible if the risk to safety is assessed as significant but no longer than 24 hours of the report.
- **Void Repairs**
Void repairs take place before a new tenant moves into the property, or when no one is occupying the property. We aim to complete void repairs within 5 working days.

Major works, planned works, adaptations, project-based works, and servicing are not covered by this policy.

New home defects are dealt with as emergency and responsive repairs on a day-to-day basis and out of hours.

Keeping our homes in a good condition is a shared responsibility between the Group and its customers. Our rents include payment towards the cost of most repairs, but customers also have responsibilities for keeping their homes maintained.

Rechargeable Repairs

Where possible, customers will be encouraged to make their own arrangements for repair work for which they are responsible, and in some cases, the Group will undertake the repair and charge the tenant for the work. The Group reserves the right to undertake repairs itself, especially where health & safety may be compromised.

The Group has a duty to ensure expenditure is incurred cost effectively and appropriately. Therefore, in circumstances due to wilful damage, neglect or misuse the Group will seek to recharge the cost of repairs to tenants. The Group will consider this policy sensitively when dealing with vulnerable tenants.

Disrepair

Section 9A (fitness for human habitation of dwellings) and section 11 (landlords' repairing obligations) of the Landlord and Tenant Act 1985 implies obligations upon landlords to ensure their properties are in good condition into all tenancy agreements. As a landlord, the Group is legally obliged to 'keep in repair' its property portfolio. Properties that fall below an acceptable standard are deemed to be in a 'state of disrepair'. There will be a crossover with Section 4 Defective Premises Act 1972 and claims for personal injury. Group staff must not accept liability or breach of duty for any claims involving an injury prior to reporting and discussing the claim with our insurers.

Quality Assurance

We will ensure we collect customer feedback on how we are performing in the delivery of our repairs service and that we will use this feedback to inform improvements. We will post inspect works where customers have reported dissatisfaction and/or where the work is of a specialist nature e.g., fire door repairs.

We will post inspect a percentage of works where these have been completed by contractors.

3. Responsibilities

Group

This is an ateb policy which applies to ateb only.

ateb is responsible for ensuring the policy is available to their customers, stakeholders, and employees and for ensuring appropriate training, support and guidance is given on its application and use.

Board of Management

Responsibility for ensuring an effective and efficient responsive repairs service lies ultimately with the Group's Board of Management. They are ultimately responsible for ensuring our customers enjoy better living solutions and are safe and secure in their homes. The Board satisfies this responsibility by delegating duties to the Chief Executive who is responsible for ensuring that adequate resources are made available to enable the objectives of this policy to be met.

Chief Executive

- Effective operation of the Reactive Repairs Policy.
- Adequate resources are made available to both develop and implement appropriate procedures.
- Enable responsibilities to be effectively delegated.

Executive Director for Customer

- Interface with Corporate Group.
- Reporting to Chief Executive and Board.
- Ensure the Reactive Repairs Policy is applied, and repairs processes and procedures are in place, maintained, monitored, and reviewed.

All Managers & Employees

- Responsible for attending training opportunities, reading the policy, following processes, safe systems of work, method statements, contractor code of conduct and reporting any concerns to supervisors and managers.
- Leadership responsibilities, in line with the ateb Vision, within the boundaries of this policy, and report any accidents / incidents / near misses and operational concerns to supervisors and managers.

Customers

- Responsible for reporting property repairs and defects and providing access, in line with their tenancy agreement obligations.
- Understanding landlord and tenant repair obligations as published by the Group.

Other Stakeholders

- Contractors to comply with the Contractor Code of Conduct and any contract specifications provided by the Group in carrying out repair works.

Key Operational Role Responsibilities

In addition to the responsibilities listed above, the following key roles have specific responsibilities for the operational delivery of the Reactive Repairs Policy across the organisation:

Maintenance & Compliance Manager

- Management of repairs related performance and monitoring.
- Reporting on performance corporately.
- Responsible for the implementation of the policy and to ensure sufficient resources are available.
- Responsible for ensuring the ateb Reactive Repairs processes and procedures are always appropriate to the achievement of compliance with the relevant legislation and the Group's strategic aims.
- Financial provision and budget responsibility for repairs.
- To monitor the quality of services provided by contractors and operatives ensuring compliance with contract conditions.
- Provide technical advice across the Group as required.
- Provide out of hours case escalation guidance and support.
- Escalate any performance issues with new home or planned works defects.

Customer Services Manager

- Responsible for the Contact Centre.
- Provision of repairs call related performance and monitoring data.
- Provide out of hours case escalation guidance and support.
- Escalate any performance issues with new home or planned works defects.

Customer Support Manager

- Access escalation and vulnerability case management.
- Disrepair claim case management.
- Coordinating tenant's written requests to carry out repairs.
- Provide out of hours case escalation guidance and support.
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Health & Safety Advisor

- Carry out Health and Safety audit inspections.
- Report any repair work related accident/incident or failures to comply with the health and safety policy by either employer or employee.

Maintenance & Compliance Coordinator

- Responsible for liaison with staff, customers, contractors, suppliers, and other stakeholders.
- Coordinating staff and works in accordance with the reactive repairs processes and procedures.
- Provision of repairs related performance and monitoring data.
- To monitor the quality of services provided by contractors and operatives.
- To recommend specification/contract changes.
- Provide technical advice on repairs systems and processes across the Group as required.
- Administration functions.
- Provide out of hours escalation case management.
- Escalate any performance issues with new home or planned works defects.

Customer Services Coordinator

- Responsible for the Contact Centre and Administration Team.
- Responsible for liaison with staff, customers, contractors, suppliers, and other stakeholders.
- Coordinating staff and works in accordance with the reactive repairs processes and procedures.
- Provision of repairs call related performance and monitoring data.
- To recommend specification/contract changes.
- Provide technical advice on contact centre systems and processes across the Group as required.
- Administration functions.
- Provide out of hours escalation case management.
- Escalate any performance issues with new home or planned works defects.

Maintenance Supervisor

- Responsible for the Building Maintenance Repairs (BMR) and Voids (BMV) Teams and Team Leaders.
- Responsible for ensuring sufficient internal quality assurance audits are carried out on work completed by staff and contractors.
- Delivery of works in accordance with health and safety policy and procedures and reactive repairs processes and procedures.
- Provide technical advice across the Group as required.
- Liaison with staff, customers, contractors, suppliers, and other stakeholders.
- Provide out of hours escalation case management.

Mechanical & Electrical Supervisor

- Responsible for the Heating & Plumbing Engineering (HPE) and Electrical Services (ES) Teams and Team Leaders.
- Delivery of works in accordance with health and safety policy and procedures and reactive repairs processes and procedures.
- Responsible for ensuring sufficient internal quality assurance audits are carried out on work completed by staff and contractors.
- Provide technical advice across the Group as required.
- Liaison with staff, customers, contractors, suppliers, and other stakeholders.
- Provide out of hours escalation case management.

4. Control

The Maintenance & Compliance Manager is the lead contact for this policy and for ensuring it remains operationally effective. This policy is a dynamic document and will be amended as required following service reviews or changes to the operating environment and will be reviewed every 3 years. Changes to legislation or regulatory requirements will mean a review may need to take place sooner.

5. Links to other documents

Internal

- Reactive Repairs Procedure
- Welsh Housing Quality Standards Policy and Procedure
- Rechargeable Repairs Procedure
- Disrepair Claims Procedure
- New Build Defects Procedure
- Void Works Procedure
- Post Inspection Procedure
- Pre-Inspection Procedure
- Adaptations Procedure

- Customer Alterations Request Procedure
- Contractor Management Procedure
- CDM Procedure
- Contractor Code of Conduct
- Asset Management Improvement Strategy
- Ateb Group Your Home, Customer Guide and Handbook
- [ateb - What you can expect from us](#)
- [ateb - Tenant & Landlord Repair Responsibilities](#)

External

[Landlord and Tenant Act 1985](#)

[Housing \(Wales\) Act 2014](#)

[The Housing Health and Safety Rating System \(Wales\) Regulations 2006](#)

[Welsh Housing Quality Standard](#)

[Defective Premises Act 1972](#)

[Management of Houses in Multiple Occupation \(Wales\) Regulations 2006](#)

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SA/04 – Reactive Repairs Policy

Additional help

Contact our customer team
quoting the policy reference: PN25.

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Version History

Ver.	Date	Changes
1	29/07/2021	Policy Approved by Board
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3		