

RESPONSIVE REPAIRS AND CYCLICAL MAINTENANCE POLICY

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1 Statement of Intent

- 1.1 Maidenhead & District Housing Association (the Association) will keep its homes in good repair.
- 1.2 The Association will ensure that its repairs service is of a high quality, is cost effective and is responsive to its tenant's needs.

2 Aims

- 2.1 The Association aims to provide a repairs service that:-
 - meets the high standards expected by our customers;
 - is continually reviewed in conjunction with customers;
 - ensures its properties remain in a good condition;
 - safeguards the future of its properties;
 - complies with legal requirements;
 - is cost effective, and;
 - compliments the aims of the Group's Asset Management Strategy;

3 Responsive Maintenance

3.1 Repairs Reporting

- 3.1.1 The Association will make the reporting of repairs easy and accessible for all tenants and residents.
- 3.1.2 The reporting of repairs can be done either by telephone, fax, E-mail, in writing or by personal call to the Association's office. Alternatively, repairs can be reported to any of the Association's staff.
- 3.1.3 Emergency repairs can be reported 24 hours a day, 365 days a year through the Association or by using the out of hours telephone emergency service.

3.2 Appointments

- 3.2.1 The Association will provide an appointment service for non-emergency day to day repairs carried out by its in-house maintenance team where access to a property is required.

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3.2.2 Appointments are offered in the following time slots:

- A.M. – 8 a.m. to 1 p.m.
- P.M. – 12.30 p.m. to 5 p.m.
- School Run – 10 a.m. to 2:30 p.m.
- All day – 8 a.m. to 5 p.m.
- Evenings – 5 p.m – 8 p.m

3.2.3 Appointments are not offered on emergency repairs which are responded to as quickly as possible within 24 hours (or 4 hours for heating and hot water breakdowns during the winter period).

3.2.4 The Association will work closely with its external contractors who provide additional day to day maintenance services to ensure that they make advance arrangements with tenants for access at a time to suit the tenant's needs.

3.2.5 The Association will explore the options for providing 'out of hours' appointments for a range of day to day repairs and maintenance responsibilities. Pilot 'out of hours' appointment schemes for gas servicing and selected trades have proved successful and further service developments are envisaged

3.3 Quality

3.3.1 The Association aims to carry out pre and post inspections on 10% of all responsive repairs and 100% of those costing in excess of £250 and of all voids to ensure that they have been carried out to a high quality and to monitor value for money.

3.4 Efficiency

3.4.1 The Association will work to ensure that the responsive repair service operates efficiently and is providing tenants with value for money.

3.4.2 This will be achieved by:

- Monitoring the repairs service to ensure efficiency targets are met and adhered to;
- Regularly reviewing the service to identify areas for improvement in efficiency and effectiveness;
- Ensuring value for money in materials procurement;
- Reviewing sub-contractor relationships, and;
- Making use of information technology to provide innovative solutions to service delivery and continuous improvement.

3.5 Priorities

3.5.1 Every repair will be awarded a priority at the reporting stage. Repair priorities are detailed in Appendix 2 but will be either emergency, urgent or routine. All repairs will aim to be completed within a maximum 31 calendar days. The priority periods will be reviewed periodically according to the views of tenants, industry good practice, regulatory requirements and the need to operate in the most efficient and effective manner.

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3.6 Flexibility For Vulnerable Tenants

3.6.1 The Association will ensure that its repairs services are flexible to the needs of vulnerable tenants.

3.6.2 Vulnerable tenants are defined generally as those who are:

- Elderly (persons over pensionable age);
- Chronically sick;
- Severely disabled;
- New born children, and;
- Residents of care homes.

3.6.3 This list is not exhaustive, but is a general guide.

3.6.4 Where additional flexibility to repair priorities and services are required the Association will take into account the tenants needs and the severity of the situation to vary the standard service offered.

3.6.5 The Association aims to maintain a record of tenants who identify a particular vulnerability or special need in order to ensure repair services are effectively delivered to meet their needs on a regular basis.

3.7 Empty Properties

3.7.1 The Association recognises the importance of re-letting empty properties as quickly as possible. It therefore undertakes to inspect all properties before the tenancy is surrendered when notice is given or a transfer is proposed. It also aims to return all empty properties requiring only minor works for letting within 5 working days and those requiring major work within 15 working days. All empty properties will undergo a gas and electric safety check prior to re-occupation.

3.7.2 The Association will apply a minimum void standard to all properties (Appendix 3) and the incoming tenant will receive a copy of this and the schedule of relevant works to the particular property.

3.8 Right to Repair and Compensation

3.8.1 The Association recognises the tenants Right to Repair in accordance with the Housing Corporation's circular 33/94, and in certain circumstances compensation is claimable if the Association fails to complete qualifying repairs within the specified time periods. See Appendix 4 for details.

3.8.2 The Association will pay a standard rate of compensation where notified if appointments are missed by its own staff and where the Association or one of its representatives was at fault and reasonable notice of the delay was not given. The standard rate of compensation is £10.

4 Recharges

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- 4.1 The Association reserves the right to recharge tenants for any works caused as a result of neglect, wilful damage or misuse (including accidental damage) by the tenant, their family or their visitors. It will also recharge tenants for works between tenancies to correct neglect, wilful damage, misuse (including accidental damage), unauthorised alterations to the property during the last tenancy and for the removal of items left in the property.
- 4.2 The Association will also recharge tenants for missing appointments where no reasonable notice of cancellation has been given by the tenant. The standard recharge will be £10.
- 4.3 The Association will also recharge tenants for the misuse of its emergency service. The standard recharge will be £15.

5 Cyclical Maintenance

5.1 Gas Appliances and Home Safety

- 5.1.1 The Association undertakes to service all gas appliances for which it is responsible, within a 12-month period. The service will be undertaken by CORGI (Council of Registered Gas Installers) approved engineers and include safety checks and will be in accordance with all current regulations.
- 5.1.2 The Association will also inspect and check all mains smoke alarm and carbon monoxide monitoring equipment for which it is responsible, endeavouring to do this at the same time as any gas safety inspection.
- 5.1.3 The Association will also inspect and test electrical installations on an approved basis including annual checks for appliances provided by the association.
- 5.1.4 The Association is not responsible for safety inspections of any gas or electric appliances or home safety equipment belonging to or installed by the tenant.

5.2 Specialist Installations

- 5.2.1 The Association undertakes to service landlord's specialist installations such as lifts, fire alarm systems, fire extinguishers, warden call systems, door entry phone systems, pumps, refuse chutes or any other items considered necessary, on a regular basis as demanded by statutory responsibility or manufacturers' recommendations. All services will include Health and Safety checks.

5.3 Decorations To Exteriors And Communal Areas

- 5.3.1 The Association will decorate externally its properties on a 6 year cycle to ensure that they remain in good decorative order. Prior to re-decoration, all windows, external doors, external joinery and rainwater goods will be surveyed. Any found to be defective will be repaired or renewed. The Association will also decorate the communal areas of flats on this cycle.

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- 5.3.2 Tenants wishing to redecorate external parts to their home at other times may apply to the Association for permission, which will not unreasonably be withheld.

6 Customer Satisfaction

- 6.1 The Association will monitor customer satisfaction with the repairs and maintenance service it provides. A postal survey will be sent out to tenants for 40% of all completed responsive repairs and cyclical maintenance services. The current version of this survey is attached as Appendix 5. These results will be analysed and used to review systems and monitor the performance of association and its contractors.
- 6.2 The Association will also run a bi-annual tenant satisfaction survey covering all the main service areas provided, including views on the repairs and maintenance service.

7 Performance Data

- 7.1 The Association will publish on a quarterly basis in Streets Ahead repairs monitoring reports for its tenants and leaseholders and on an annual basis performance data relating to the repairs service in a number of areas, including:
- the number of jobs raised;
 - the percentage of jobs completed by target date
 - customer satisfaction.
- 7.2 The Association will also produce regular detailed performance statistics for review by management teams, staff, board members and tenant representatives. The monthly key performance indicators produced for 2007/08 are detailed in Appendix 6.

8 Resident Involvement

- 8.1 All items in this policy will be subject to the Association's Resident Involvement policy. In general terms, all significant repair matters affecting tenants' homes or their neighbourhood will go before relevant tenants' organisations, the Asset Management Service Forum, ad-hoc workshops and/or individual tenants for comment and amendment, before the specification is finalised.
- 8.2 The Association recognises its statutory responsibility to leaseholders and will consult fully in accordance with legislation for all relevant repair work.
- 8.3 The Association will ensure that all repairs responsibilities, reporting methods, service standards and all other relevant information is readily available to all its tenants in easily readable format.

9 Contractor Selection

- 9.1 All competition for the Association's repair work will be in accordance with the

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Association's Financial Regulations, Standing Orders and Equality & Diversity Policy.

- 9.2 In general terms, however, all major works of repair will be awarded on a competitive basis using criteria such as price, quality, reliability, and customer care. Where possible, resident input will be sought on all major contracts.
- 9.3 No work will be paid for unless the Association is content that the work has been completed according to specification and that any extra works claimed are justified. All successful contractors will have demonstrated adequate third party insurance and compliance with all statutory regulations and Maidenhead & District Housing Association policies.

10 Equality & Diversity

- 10.1 The Association is committed to a policy of fair and equal treatment for all its members, tenants, employees and applicants, regardless of religion, sexual orientation, age, class, racial origin, sex, disability or marital status as determined in the Equality & Diversity Strategy.

11 Review

- 11.1 This policy will be reviewed every 3 years or in response to changes in legislation, regulatory guidance, good practice or changes in other relevant Housing Solutions Group policy.

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Responsive Repairs & Cyclical Maintenance Policy - Appendix 2 (03/10/07)

Repairs Priorities

<i>Priority</i>	<i>Completion Time</i>	<i>Type of Repair</i>
Emergency	Response Within 4 hours	'Rapid Response' Heating and hot water breakdown during 'winter period' (1 November to 30 April). Applies to calls received between 08:45am and 7:00pm Mon-Fri. All calls received outside of this time will be responded to within 24 hours
Emergency	Within 24 hours	<p>Real emergency involving danger to life and limb of the tenants or occupiers or involving substantial damage to the Association's property. e.g.;</p> <ul style="list-style-type: none">• Total loss of water• Burst water main• Flooding• Severe storm damage• Total loss of electricity supply• Major fault with electricity supply• Unsafe electricity fittings• Breaches of security to outside doors and windows• Total loss of gas supply• Gas leak• Blocked flue• Blocked mains drains, soil pipe or sole WC• Heating and / or hot water loss during the period 1 May to 31 October• Failure of lift• Failure of warden alarm/call system• Fire damage• Offensive or racist graffiti• Roof leaks resulting in serious internal flooding• Discharge from communal overflow• Defective communal stair tread
Urgent	Within 7 days	Repairs which cause significant inconvenience and / or threat to further property damage, but do not immediately threaten harm to tenants or occupiers. e.g.;

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- Minor plumbing leaks or defects
- Blocked drains, sinks, basins, bath, toilet
- Defective cistern or overflow (non-communal)
- Minor electrical faults
- Roof leaks
- Severe dampness
- Breaches of security to doors and windows
- Failure of entry phone
- Repairs to void property
- Non-offensive Graffiti
- Faulty extractor fan
- Faulty communal TV aerial
- Damage to stair treads, hand rails or banisters

Routine

Within 31 Days

All non-emergency / urgent repairs e.g.:

- General joinery repairs
- Repairs to doors, floors and windows
- Repairs to external walls, fences and paths
- Repairs walls, brickwork and slates/tiles
- Repairs / cleaning of gutters and down pipes
- Repairs to kitchen fittings
- Repairs to plaster work
- Dripping / leaking taps or shower units
- Other minor plumbing repairs
- Repairs to tiling
- Easing doors and windows
- Blocked gutters (unless a serious threat to occupant/property)
- Defective flooring (unless a health & safety hazard)
- Other minor 'day to day' repairs

Responsive Repairs & Cyclical Maintenance Policy - Appendix 3

Minimum Void Standard

Introduction

The purpose of this standard is to maintain a consistent, cost effective letting standard for all Association void properties. The standard is split into items and our commitment on each area is outlined.

The works identified in this standard are split into two distinct categories: - those required to be undertaken prior to the tenant moving in (termed 'pre void'), and those undertaken after the tenant has moved in (termed 'post void').

All post void works will be undertaken in accordance with the Association's repair priority structure i.e. within a maximum period of 31 calendar days (with the exception of complete kitchen replacements).

General Items

External timber doors and door frames

General:

All external timber doors and door frames are to be in a satisfactory condition offering an acceptable level of security. Any door below standard is to have minor remedial works undertaken, or shall be recommended for a low maintenance door under the replacement programme.

Pre Void Works:

1. Inspection of door, frames, glazing and locks followed by remedial works to ensure an acceptable level of security is provided. Front door - Where fitted, the cylinder barrel to the front door night latch lock is to be changed prior to letting. Incoming tenant to be supplied with a minimum of 2 no. keys.
2. Secondary doors – Existing cylinder barrel to be changed prior to letting.
3. Communal door - Where applicable, incoming tenant to be supplied with at least 1 no. key to the communal entrance door.

Post Void Works:

1. Complete door and frame replacement in accordance with planned replacement programme.
2. Where applicable a 5 lever mortice deadlock is to be installed on the main front door.

3. Letter plate complete with rear brush draught strip to be in good condition.

Windows

General

All window frames and opening casements are to be in a satisfactory condition offering an acceptable level of security. Any window below standard is to have minor remedial works undertaken.

Pre Void Works:

1. All windows are to operate correctly & shut securely.
2. Where applicable, the incoming resident is to be supplied with a minimum of three locking handle keys where locking handles exist.
3. The casement opening sashes are to be draught free at the fully closed position.
4. The casement opening sashes at first floor & above are fitted with opening restrictors. Ensure correct operation, and renew all defective & missing items.
5. All cracked and broken glazing is to be renewed.

Post Void Works:

1. All sealed double glazed units showing evidence of integrity failure, (moisture between glazing panels are to be renewed).
2. All glazing beads are to be in good condition and secure.

Walls and ceilings

General

All surfaces to be sound and free from major cracks, flaking, blown, or missing plaster. Wall coverings shall not be disturbed to determine plaster condition and any defects identified after tenancy commencement date shall be treated as a responsive repair action. In addition, minor cracking of plaster finishing shall be classed as decorative defects and be covered by the New Tenants' Decorating Allowance (NTDA).

Pre Void Works:

1. Any polystyrene tiles must be removed and all loose and flaking plaster to be made good. If required, the ceiling will be replastered/artexed.
2. Major cracks and evident blown plaster to be made good.

Flooring

A. Ground floor concrete substrate & PCC beam

General

All screeds to be sound, and free from perishing. Where present, all vinyl flooring tiles to be in a good and secure condition. If 20% of floor coverage is in poor condition then all tiles to that area to be removed and the floor screed left as final finish. All wet rooms will have water resistant flooring laid.

Pre Void Works:

1. All flooring works to be undertaken prior to re-letting.

B. Floor condition first floor & above (timber and chip board substrate)

General

Floorboards all are to be in good condition, correctly supported and secured. Floorboards are to be checked for protruding nails and all carpet track is to be removed. All wet rooms will have water resistant flooring laid.

Pre Void Works:

1. All flooring works to be undertaken prior to reletting.

Electrical installations

General

A periodic Inspection Report complying to BS7671 shall be commissioned for each void property and the certification passed to the void inspector. Any defects identified from the periodic testing shall immediately be reported to the void inspector for assessment and actioning. All power & lighting fittings to be in good functional & safe condition. Painted over & decoratively poor items shall not be renewed if functional & safe. Smoke alarms (mains powered and battery) are to be in good condition, and installed to comply to BS7671 & BS5839 Part 1.

Pre Void Works:

1. All items requiring immediate action following the void electrical inspection.
2. New batteries fitted to battery powered smoke alarms and battery back-up replaced on mains powered smoke alarms.
3. All previous tenants' unapproved wiring is to be disconnected and removed.

Post Void Works:

1. All items identified during the void electrical inspection and not requiring immediate action.

Gas installations

General

Where gas appliances are present, a landlord's gas safety test shall be commissioned in accordance with the Gas Safety (Installations & Use) Regulations 1994. The resulting certification will be passed to the void inspector for actioning.

Pre Void Works:

1. All tenant installed gas appliances and gas pipes shall be removed and capped at source. Flue apertures through walls are to be made good.
2. Cooker bayonet connectors to the supply side shall be removed and supply side capped.

Heating Installation

General

No void property shall be relet without an approved and functional system of space & domestic hot water heating.

The heating source shall be preferably a gas fired radiator 'wet' system with domestic hot water heating.

Other types of heating systems (i.e. electric or gas warm air units) are acceptable if these assemblies are found to be fit for purpose during void servicing.

In certain areas mains gas is not available. In these instances low tariff electric storage heating shall be provided to all main rooms. Water heating shall be provided by low tariff electric immersion heating.

Pre Void Works

1. All heating installations to be serviced in accordance with gas and electrical installations.
2. Where the heating system is found to be insufficient, a replacement heating system shall be installed.

Rooms

1. Kitchen

General

Minimum standards for a kitchen are as follows:

- ✓ A single drainer sink unit, fitted to a suitable base unit, complete with waste plug secured to the sink by chain.
- ✓ Hot and cold taps in working order.
- ✓ Cupboard space comprising of a minimum of:
 - One double base unit.
 - One double wall unit.
- ✓ Worktops must be fitted correctly, and in good condition.
- ✓ Water resistant floor covering shall be present to this area.

Where a kitchen is deemed to be in need of complete replacement, the void inspector shall notify the Kitchen Refurbishment Team and ascertain likely installation date. Incoming tenant to be advised of this date by the Lettings Team.

Pre Void Works:

1. Floor coverings in a state of disrepair shall be renewed.
2. Faulty hot and cold water taps to be rectified.

Post Void Works:

1. Kitchen cupboards to be installed in accordance with new tenant's wishes.
2. Complete kitchen replacement (new tenant to be offered choice of finishes in accordance with programme).

Hall Stairs and landings

General

All stairways must be fitted with a banister rail. Balustrades, where fitted shall be safe and secure, ensuring no gaps wider than 100mm are present. Stair treads must be in a sound condition and loft hatch covers are to be installed and correctly fitted, to isolate the roof void from the living area.

Pre Void Works:

1. All works required to the balustrades and banister in order meet safety requirements.
2. Securing of loft hatch.

WC Rooms and Bathrooms

General

All sanitary ware shall be clean and free from cracks & corrosion. Baths and wash hand basins shall be fitted with a waste plug secured to the item by chain. Hot and cold taps shall be in working order and toilet seats shall be fitted correctly and be free from damage. Waste pipes shall be free from any obstructions or blockages. All splash back glazed wall tiles shall be in good condition. Privacy locking to WC and bathroom doors shall be in good order. Water resistant floor covering shall be present to these areas.

Pre Void Works:

1. Renewal of damaged items.
2. Any floor covering not in good repair shall be renewed.
3. Where non-existent, the means of privacy locking shall be provided.

Post Void Works:

Any missing and cracked tiles shall be renewed.

Redecoration***General***

A New Tenant Decoration Allowance (NTDA) is to be issued with each general needs relet. The amount of the NTDA is determined by the condition of each room in accordance with the NDTA Procedure note. In exceptional circumstances, the void inspector may decide to have a room or an entire general needs property decorated. This decision will be taken in consultation with the Trades Team Manager.

All sheltered accommodation relets will be redecorated internally.

Exterior**Sheds (concrete only)*****General***

Doors and windows shall be in good working order and be in reasonable condition. Locks where applicable should be fitted and in working order with a minimum of 1 no. key supplied to the new tenant. These locks are not changed at void status. Roofs are to be sound and free from leaks.

All shed repairs are to be undertaken post-void.

Any timber shed in a suitable condition may be gifted to the incoming tenant.

Exterior Observations***General***

The void inspection will include an inspection of associated grounds. The following areas will be inspected:

- ✓ Roofing tiles must be intact, including ridge tiles.
- ✓ Chimneys shall be sound and repointed as necessary.
- ✓ Any television aerials & satellite dishes shall be erected to manufacturer's directions be secure and safe.
- ✓ All guttering and down pipes shall be in good working order.
- ✓ Gullies and drains, including waste outlets to be free and clean.

- ✓ Footpaths, boundary fences, walls, and gates are to be in a serviceable condition.

All items requiring remedial action shall be actioned post void with the exception of items considered to be potentially hazardous.

Clearance

General

The void clearance encompasses the removal and disposal of the following items left by a previous tenant:

- ✓ All carpets and floor coverings. (Carpets can be left if deemed to be in a satisfactory condition. In this event, a disclaimer will be provided to Lettings).
- ✓ Floor surfaces are to be free from carpet backing foam, double-sided adhesive tape and other adhesives.
- ✓ All carpet tracks and nails are to be removed.
- ✓ All curtains, curtain poles and blinds are to be removed. (Curtain tracks properly secured to a batten will be left).
- ✓ All lampshades to be removed.
- ✓ All shelving and bearers to be removed.
- ✓ All wall fixings, hanging basket anchors, brackets and cabinets to be removed.
- ✓ All furniture and white goods to be removed.
- ✓ Upon completion, all surfaces and floors are to be thoroughly swept.

Kitchen:

The clearance will entail the removal of any poorly fitted units installed by the previous tenant and any items considered to be potentially hazardous. If a previous tenant has installed a new kitchen and this is deemed to be of a satisfactory standard, then the void inspector may chose to leave it in situ. Where this occurs, the new tenant will be gifted the kitchen. The contents of all unit cupboards and drawers will be removed and the cupboards/drawers swept out.

Roof Void:

Where applicable, roof voids will be cleared of all contents. This clearance will include a brief inspection of the roof void and notification to the void inspector of the following:

- Insufficient or lack of insulation material.
- Wet or rotting roof timbers.
- Hot water/steam at the central heating expansion tank.
- Obvious roof holes.

- Any other evident defects.

Exterior:

In general, all outbuildings such as sheds are to be cleared of debris. Where applicable, gardens will be cleared of hazardous items such as ponds, unsafe greenhouses, play equipment and general debris etc.

Void Cleaning

General

Consultation with tenants during the Best Value Reviews reinforced the importance placed upon cleaning of a void property prior to occupation. In view of this it is essential that the cleaning process is undertaken in a thorough and professional manner.

The keys areas to be encompassed by the professional clean are as follows:

- ✓ All cobwebs removed.
- ✓ All walls to be washed/wiped with a detergent solution.
- ✓ All hard floors to be swept and mopped.
- ✓ Where applicable, carpets are to be hoovered.
- ✓ All woodwork and doors to be washed/wiped with a detergent solution.
- ✓ All cills and surfaces to be washed/wiped with a detergent solution.
- ✓ All sanitary ware to be acid cleaned.
- ✓ Toilet seats to be washed and disinfected.
- ✓ Kitchen unit/cupboard doors to be washed/wiped with a detergent solution.
- ✓ Kitchen cupboard/drawer inners to be washed/wiped with a detergent solution.
- ✓ Kitchen sink to be cleaned and descaled where applicable.
- ✓ Window frames to be washed/wiped with a detergent solution and the inner glass surface cleaned.

Responsive Repairs & Maintenance Policy - Appendix 4

Compensation for Failure to Repair

1 Introduction

- 1.1 A right to compensation for failure to repair is advocated for housing association tenants in Housing Corporation Circular 33/94. Tenants may have the right to claim compensation in respect of qualifying repairs not undertaken by the Housing Association within a specified period.

2 Qualifying Repairs

- 2.1 Under the Corporation guidelines, the Association is required to define a 'qualifying repair' for the purposes of the scheme. This should be a repair that, if not carried out, will jeopardise the health, safety or security of the tenant, and, in the opinion of the Association, will cost less than a maximum figure laid down by the Association.
- 2.2 The Association's schedule of qualifying repairs is shown below in section 4 and relates to those repairs classified as emergency or urgent and which should be attended to within 24 hours and 7 working days respectively in accordance with the Association's Repairs and Maintenance Policy.
- 2.3 The Housing Corporation suggests that the maximum cost of a qualifying repair should be £250 which reflects a necessity to achieve a quick result to a problem rather than to undertake more extensive repairs which may involve planning, specifications, or even inclusion in a programme of repairs or improvements, and which the landlord could not reasonably be expected to undertake within a matter of days.

3 Requirements for a Claim for Compensation

- 3.1 Whenever a tenant reports a repair to the Association, each job is awarded a priority and the tenant is advised of this and the nature of the works required, and the time period within which the repair is scheduled for completion, in line with the Association's Repair and Maintenance Policy.
- 3.2 If the repair is a qualifying repair and the Association fails to carry out the repair within the set timescale the tenant may inform the Association that the repair has not been undertaken.
- 3.3 Upon receipt of such notification the Association will make further arrangements for the execution of the repair and provide a further

notification, in writing, to the tenant setting out the new timescale arrangement.

- 3.4 In the event that the Association should fail, on the second occasion, to undertake the qualifying repair, the tenant shall be entitled to compensation of £10 plus £2 per day (up to a maximum of £50) for every day the repair remains outstanding.
- 3.5 The right to compensation shall not apply where the tenant has failed to provide access for an inspection or for the qualifying repair to be carried out, and where the tenant has been given a reasonable opportunity to do so.

4 Qualifying Repairs

Repairs categorised as Emergency or Urgent	Prescribed Period (in calendar days)
Total loss of electric power	1
Partial loss of electric power	7
Unsafe power, lighting socket or electrical fitting	1
Total loss of water supply	1
Partial loss of water supply	7
Total loss of gas supply	1
Partial loss of gas supply	1
Blocked flue to open fire or boiler	1
Total loss of space or water heating (winter months or all year for vulnerable tenants)	1
Partial loss of space or water heating	7
Blocked or leaking foul drain, soil stack (where there is no other working toilet in the house), toilet pan	1
Toilet not flushing (where there is no other working toilet in the house)	1
Blocked sink, bath or basin	7
Tap which cannot be turned off	7
Leaking from water or heating pipe, tank or cistern	1
Leaking roof	7
Insecure external window, door or lock	1
Loose or detached banister or hand rail	7
Rotten timber flooring or stair tread	7
Door entry phone not working	7
Mechanical extractor fan not working	7

Responsive Repairs & Cyclical Maintenance Policy - Appendix 5

Customer Satisfaction Survey

Q1 Enter Job No.

neither satisfied or dissatisfied
fairly dissatisfied
very dissatisfied

Q2 How satisfied were you with the conduct of the person taking the call
very satisfied
fairly satisfied
neither satisfied or dissatisfied
fairly dissatisfied
very dissatisfied

Q7 Overall how satisfied are you with our service
very satisfied
fairly satisfied
neither satisfied or dissatisfied
fairly dissatisfied
very dissatisfied

Q3 Were you given an appointment
yes
no

Q8 Are there any comments you would like to make about the Association

Q4 Did we keep the appointment
yes
no

Q5 How satisfied were you with the conduct of the tradesperson
very satisfied
fairly satisfied
neither satisfied or dissatisfied
fairly dissatisfied
very dissatisfied

Q9 Please answer yes or no to following two questions

	Yes	No
Would an evening appointment have been more convenient?	<input type="checkbox"/>	<input type="checkbox"/>
Would it be useful to contact us after 5.15pm?	<input type="checkbox"/>	<input type="checkbox"/>

Q6 How satisfied were you with the repair and the cleanness
very satisfied
fairly satisfied

Please help us monitor how fair our services are by completing the following questions. Providing this information is voluntary but helps us check we are not discriminating in any way.

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Q10 My age is

- 16 - 24
- 24 - 44
- 45 - 59
- 50 - 74
- 74 +

Q11 Do you consider yourself to have a disability?

- Yes
- No

**Q12 Please let us know your ethnic group by
ticking one of the following boxes:**

- White British
- White Irish
- White Other
- White & Black Caribbean
- White & Black African
- White & Asian
- White and Other
- Indian
- Pakistani
- Bangladeshi
- Other Asian/Asian British
- Caribbean
- African
- Other Black/Black British
- Chinese
- Other
- If other please state _____

Responsive Repairs & Cyclical Maintenance Policy - Appendix 6

Maintenance KPIs

KPI	Frequency
% emergency repairs completed in target	Monthly
% urgent repairs completed in target	Monthly
& routine repairs completed in target	Monthly
Average time taken to complete all response repairs	Monthly
% appointments made and kept	Monthly
Kitchen & bathrooms completed in target	Monthly
% Homes meeting Decent Homes Standard	Annual
No. Kitchens completed	Monthly
No. Bathrooms completed	Monthly
No. Rewires completed	Monthly
No. External doors completed	Monthly
No. Heating installations completed	Monthly
Satisfaction with response repairs	Monthly
% Responsive repairs completed first time	Monthly
Gas servicing - level of access	Monthly
% Expenditure on planned to responsive maintenance	Monthly
Emergency repairs as % of all response repairs	Monthly
Urgent repairs as a % of all response repairs	Monthly
Routine repairs as a % of all response repairs	Monthly
No. response repairs per property	Monthly
Average cost of response repairs per property	Monthly
% response repairs pre-inspected	Monthly
% response repairs post-inspected	Monthly
Average cost per void property	Monthly
Major and cyclical spend per property	Monthly
External Contracts Profit/Loss	Monthly
External Contracts Jobs completed in target	Monthly
Average SAP rating	Annual