



## Repairs Policy

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## 1. Introduction

- 1.1 A high-quality repairs service, that delivers on its promises, plays an important part of Caredig's overall tenant satisfaction. All our tenants will use the repairs service at some stage of their tenancy, and getting work carried out efficiently is important. Caredig's repairs service is also one of the largest items of revenue expenditure, therefore, alongside tenant satisfaction, value for money is vital.
- 1.2 This policy sets out repair obligations of both the tenant and the association.
- 1.3 This policy has been through an equality impact assessment and is not deemed to discriminate against any groups. A copy of this policy is available via Caredig's website and can be translated into any language, including audio.

## 2. Our Values

- 2.1 In applying this policy/strategy, we will be guided by our values. Our values determine how we behave towards our customers, our colleagues, our partners, and our work:

**Kind** - We recognise that relationships are at the heart of everything we do, at the heart of good relationships is kindness.

**Innovative** - we continuously strive to be the best we can whilst seeking creative ideas to improve and grow.

**Trusting** - We trust people to do the right thing, because good relationships are built on mutual trust and respect.

**Accountable** - we accept the responsibilities of our role and are accountable for our actions and for doing what is right.

## 3. References to other relevant policies

- 4.1 Linking of key policies, procedures, and frameworks to each other ensures that the reader/user is aware of all the requirements they are to follow and comply with.

## 4. References and Obligations

- Renting Homes (Wales) Act 2016
- The Health and Safety at Work etc Act 1974
- Defective Premises Act 1972
- Environmental Protection Act 1990
- The Housing Act 1985
- Compensation Policy
- Recharges Policy
- Scope of Service for Repair

- 4.1 We will also meet all other relevant statutory regulations covering general construction related activities and specifically areas such as asbestos, water hygiene, fire safety, electrical and gas

safety and our requirements under the Construction Design and Management Regulations.

4.2 The Housing Health and Safety Rating System (HHSRS), introduced under the Housing Act 2004, is an important part of the regulatory framework governing our repairs service. We will look to identify hazards classified under the HHSRS at every opportunity.

4.3 The Welsh Housing Quality Standard (WHQS, WHQS 2 and future iterations) was, and will be developed by the Welsh Government to provide a common target standard for the condition of all housing in Wales. Wherever possible, we will ensure that repairs meet that standard. Our tenants should have the opportunity to live in good quality homes that are in a good state of repair and as affordable to heat as we can make them.

## **5. Responsibilities**

5.1 Caredig is committed to keeping its properties in a good state of repair and to meeting its legal obligations. However, certain repairs are the responsibility of the tenant.

Examples of some of our responsibilities are:

- Structure - foundations, roof, chimney stack, walls.
- Exterior - doors, window frames and sills, drains, gutters and outside pipes.
- Interior - walls, skirting boards, door frames, doors, ceilings, floors (but not painting and decoration)
- Outside - pathways, steps, garages, outhouses, fencing and gates.
- Services - Electrical wiring, sockets and light fittings, gas piping, fitted heaters, radiators, water heaters, baths, toilets, sinks, basins, tap washers, ball valves.
- Communal areas in flats - corridors, stairways and entrances, TV aerials, stairway lights, lifts and entry phones

However, some of the above could be service chargeable.

Tenants are responsible for:

- Anything that belongs to them or anything that needs fixing because of damage caused by work the tenant has done or had done.
- Any fixture or fittings installed by the tenant without prior permission.
- Fuses and light bulbs.
- Any damaged or broken glazing, if broken by tenant or guest
- Fixtures and fittings, such as curtain rails and toilet seats.
- Replacement keys/fobs and new locks. The replacement of locks or keys following misplacement or damage.
- Clearance of toilet and pipe blockages. These can be reviewed if there are issues within the line.
- General good housekeeping, such as tightening screws.
- Damage that the tenant, their family, or a guest has caused either deliberately or through neglect or carelessness.
- Fittings or alterations made by tenants without getting written permission from Caredig.
- Their own gas or electric fires, and their kitchen appliances.

- Sustaining the property with regards to decoration.
- Ventilating the property to prevent a build-up of condensation.
- Maintain their garden to an expectable level.
- Insuring contents to protect them in the event of an accident.
- The ongoing maintenance of any alterations undertaken. Please note, any alterations need prior permission from the association.

## **6. Response Times**

6.1 In the event of an emergency, where a vital service has broken down and is likely to cause risk to a tenant, their home, or their belongings, we will talk you through making safe where possible and we will attend as soon as possible within 24 hours.

6.2 All other repairs will be carried out at an agreed date with the tenant and within working hours.

## **7. Controls to Ensure Compliance**

7.1 The success of the policy and proper implementation of the supporting procedures depend largely on the knowledge and diligence of the staff implementing them. Staff will be well trained and encouraged to work closely with their colleagues to ensure the policy is implemented.

7.2 Programmes of works and the scope of service will be subject to continuous monitoring by Caredig staff to ensure works are completed satisfactorily on time, to quality and within the cost parameters provided.

7.3 Following completion of every repair, tenants are sent an automated text message giving the opportunity to provide feedback. This feedback forms part of our strategic performance measures and is used as a learning tool to create a culture of continuous improvement of the service area.

## **8. Equality and Diversity**

8.1 We design our services to meet the diverse needs of all our customers and ensure that our plans and policies do not negatively discriminate against any groups.

8.2 We will make sure all staff, customers, contractors, and community groups are aware of our equality policy through effective communication.

8.3 We encourage the involvement of Caredig's diverse communities in decision making and developing services through partnerships at all levels.

***Caredig will take every opportunity to challenge discrimination, promote equality and value diversity.***

## **9. Equal Opportunities**

9.1 This policy is aimed at ensuring that all customers can be involved and have their say about the services that we provide.

## **10.Risk Management**

10.1 Caredig's policies are developed to manage the opportunities and threats facing the organisation. The policy owner will monitor the effectiveness of this policy against Caredig's Risk Map and will update the policy and/or Risk Map accordingly.

## **11.Appendices**

- Caredig's scope of service