



Repairs Policy

Policy Owner	Meg Smith, Head of Property and Estates
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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 Renting Homes (Fitness for Human Habitation) (Wales) Regulations 2022 ("the FFHH Regulations")
- 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 Part 4 of the Renting Homes (Wales) Act 2016 (The Act) sets out the obligations placed on a landlord regarding the condition of a dwelling. A landlord under an occupation contract, under a term of less than seven years, is obliged to ensure a dwelling is both in repair and fit for human habitation (FFHH). 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 use the HHSRS to identify, and remedy hazards 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 maintained in a 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 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:

- Providing and maintaining smoke or carbon monoxide alarms in line with the RHWA (see above).
- Carrying out gas servicing, electrical testing or any other safety related works in line with RHWA, WHQS (see above).
- Issuing Contract Holders (Tenants) with a copy of the EICR (Electrical Inspection Condition Report) known as the electrical test certificate) for their home and communal area (if it has an electrical supply).
- Issuing Contract Holders with a copy of the gas servicing certificate (if the home has a gas supply & equipment).
- Maintaining the structure of the home - foundations, roof, chimney stack, walls.
- Maintaining exterior elements of the home - doors, window frames and sills, drains, gutters and outside pipes.
- Maintaining interior elements of the home - walls, skirting boards, door frames, doors, ceilings, floors (but not painting and decoration)
- Maintaining external elements around the home - pathways, steps, garages, outhouses, fencing and gates.
- Maintaining services within the home - electrical wiring, sockets and light fittings, gas piping, fitted heaters, radiators, water heaters, baths, toilets, sinks, basins, tap washers, ball valves.
- Maintaining elements of communal areas in flats - stairways and entrances, TV aerials, stairway lights, lifts and entry phones.

However, some of the above could be service chargeable as described in your tenancy agreement/contract.

Tenants are responsible for:

- Advising the association as soon as possible if their smoke or co (carbon monoxide) alarms stop working or sound a fault code and allow access to the repairs teams to maintain these fittings.
- Allowing access to Caredig staff or contractors to carry out gas servicing, electrical testing or any other safety related works.
- 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.
- Adequately heating and ventilating the property to prevent a build-up of condensation and reporting any visible signs of mould without delay. This includes ensuring that trickle vents to windows (where installed) are utilised to allow air flow and that extractor fans in kitchens and bathrooms are kept clean and not isolated so that they remove moist air from the home.
- Maintain their garden to an acceptable level so as not to cause any nuisance or encourage vermin infestation.
- 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 Although not bound by the 'Right to Repair' act 1985 Caredig will work to complete repairs within the time frames set out in the act. Notwithstanding this we will offer appointments to suit the tenant's requirements which could be outside the timeframes set out where the tenant chooses to do so.

6.2 Timeframes are to attend and make safe, temporary solution if permanent repair is not possible, examples are:

Defect	Target Working days to complete
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Total loss of electrical power - contact your supplier first	1
Partial loss of electrical power	3
Unsafe power (including lighting socket or electrical fittings)	1
Total loss of water or gas supply - contact your supplier first	1
Partial loss of gas supply	1
Blocked flue to open fire or boiler	1
Total or partial loss of space or water heating between 30 April and 1 November	3
Blocked or leaking foul drain or soil stack	1
Toilet not flushing (if no other working toilet)	1
Blocked sink, bath or basin	3
Tap which cannot be turned	3
Leaking from water or heating pipe, tank, or cistern	1
Leaking roof	7
Insecure external window, door, or lock on ground floor	1
Loose or detached banister or handrail	3
Rotten timber flooring or stair tread (making safe)	3
Door Entry phone not working	5
Mechanical extractor fan in internal kitchen or bathroom not working	5

6.3 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.

6.4 Some examples of other emergency repairs.

- Blocked boiler flue
- Smoke detector not working, this does not include changing batteries
- Repairs to equipment that a disabled person relies upon.
- Lift Entrapment - 2 hour response
- Anything that could be deemed to be a risk to life - 2 hour response.

6.5 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