

RESPONSIVE REPAIRS POLICY

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Prepared by:	Chris Hannon
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Policy approved by:	Operations Management Team
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EIA Required?	<input type="checkbox"/>
EIA Completed?	<input type="checkbox"/>
Revision number:	08 - Reviewed Jan 21
Lead officer:	Joe Keating

1 INTRODUCTION

1.1 Stockport Homes Group (SHG) delivers a range of responsive repairs services to the stock it manages on behalf of the Council and those it owns and manages in its own right.

2 STRATEGIC LINKS

2.1 Policies:

- Health and Safety Policy
- Equality and Diversity Policy
- Asbestos Policy
- Rechargeable Repairs Policy
- Compensation Policy and Procedure
- Alterations Policy

2.2 Procedures:

- Recharge Procedure
- Right to Repair schedule
- Customer Feedback Procedure
- Abusive Customer Procedure

2.3 Documents & Legislation:

- Reporting Responsive Repairs
- Categories of Responsive Repairs
- Customer Tenancy Agreement (Section 4, General Conditions relating to the property – our responsibilities)
- Operatives Code of Conduct
- Repairs Charter
- www.Stockporthomes.org – Raising a Repair
- Electrical Wiring Regulations
- Gas Safety Regulations
- Landlord and Tenant Act 1985
- Homes Act 2004
- Regulatory Reform (Fire Safety)

3 POLICY STATEMENT

3.1 SHG shall attend and complete responsive repairs reported by customers and other stakeholders. The works will be appointed as necessary, completed and/or coordinated in accordance with Stockport Homes' overall policies and procedures and wherever possible, aim to be finished right first time.

3.2 SHG shall aspire to meet all specific customer needs, by attending to carry out urgent repairs as quickly as possible within twenty-four hours or to agree a suitable date/time that is convenient for the customer for non-urgent repairs. Some repairs which are minor and non-technical in nature (and typically external to the home) may be batched and scheduled over a longer term for completion.

3.3 In order to optimise performance, it is vital that the access rate is high. As such, SHG will ensure that customers receive text notifications of appointment times, including a reminder text when operatives are en-route. If access is not gained, then the job will be closed down to ensure that new slots are made available for other customers.

3.4 Performance will be measured and reported via corporate Key Performance Indicators which will be developed in conjunction with customers.

4 PRIMARY OBJECTIVES OF THE RESPONSIVE REPAIRS SERVICE

4.1 Stockport Homes aims to provide all its customers with a good, efficient and comprehensive repairs service before and during their tenancy, lease or contract with us.

4.2 To achieve this, the aims and objectives of the Responsive Repairs Service are:

- Aim to achieve excellent customer satisfaction with the repair service.
- To continually improve our service by contacting as many customers as possible to obtain feedback either in person or by utilising technology where applicable.
- To ensure equality and diversity issues are integrated into the repairs service for all Stockport Homes' customers.
- To involve customers in setting repairs standards and other key decisions.
- To provide a service that sustains the longevity of the housing stock and ensures 'fitness for occupation'.
- To fulfil our repairing obligations by meeting regulatory requirements.
- To maintain and keep accurate records for repairs and customer contact.

- To optimise the amount spent between responsive repairs and cyclical/planned expenditure to maximise economies of scale savings.
- To ensure value for money is achieved in the delivery of the repairs service as part of the overall property maintenance service.
- To ensure staff and approved contractors working for Stockport Homes adhere to the Operatives Code of Conduct, Health & safety requirements and other applicable policies and procedures.
- To ensure staff and contractors adhere to the requirements of fire safety when working in high rise buildings.
- To regularly review the performance and service delivered by contractors and suppliers and report issues in a timely manner.
- To ensure value for money is achieved by using “fit for purpose” materials and components sourced through approved and effective supply chains.

5 EQUALITY IMPACT ASSESSMENT

5.1 An Equality Impact Assessment Screening form has been completed which has determined that a full Equality Impact Assessment is not required for the Responsive Repairs Policy.

6 OWNERSHIP, MONITORING AND REVIEW

6.1 The policy is owned by the Asset Team within the Operations Directorate. This policy will be reviewed every two years unless legislative changes dictate otherwise.