

POST INSPECTION POLICY

26 May 2021

Prepared by:	Chris Hannon
Date effective from:	26/05/2021
Policy approved by:	OMT
Review Date:	26/05/2024

EIA Required?	<input type="checkbox"/>
EIA Completed?	<input type="checkbox"/>
Revision number:	02
Lead officer:	Joe Keating

1 INTRODUCTION

1.1 This policy has been written to outline the process that Stockport Homes (SHG) follows in relation to managing Post Inspections of repairs and other building works on the housing stock.

2 KEY FEATURES OF THE POLICY

2.1 The aim of SHGs Responsive Repairs service is to:

- 2.1.1 Provide all tenants with a high quality, efficient, comprehensive service and a safe environment to live in
- 2.1.2 Ensure the services provided by the in-house contractor and partnering contractors are of a high standard, deliver value for money, compliant and ensure high levels of customer satisfaction.

2.2 Post inspection of the repairs service and other building works will contribute to SHG maintaining an excellent reputation as a leading housing provider and mitigate the organisation from claims relating to housing disrepair or fitness.

2.3 Post inspections will be completed in the following instances:

- Poor customer satisfaction
- A reported complaint made by a customer
- Completion of Responsive Repairs (target 5% of completions)
- Completion of capital work following Fire Risk Assessment
- Contractor variations to work orders
- Repairs completed by sub-contractors
- Repairs completed by customers.

3 STRATEGIC LINKS

- Post Inspection Procedure
- Homes (Fitness For Human Habitation) Act 2018
- SHG Vacant Homes Policy
- Customer Feedback Policy and Procedure
- Responsive Repairs Policy
- Lettable & Return Standard
- Tenancy Agreement

4 EQUALITY IMPACT ASSESSMENT (EIA)

4.1 An Equality Impact Relevance Screening form has determined that an EIA is not required.

5 OWNERSHIP, MONITORING AND REVIEW

5.1 This policy is owned by the Operations Directorate. The policy will be monitored by the Operations Management Team and reviewed in line with the Operations Management Policy and Procedure Review schedule, or as determined by changes in legislation or working practices.