

## Responsive Repairs Policy

<b>Policy</b>	Responsive Repairs Policy	<b>Review</b>	Yes
<b>Applies to</b>	All Residents of Roupell Park Resident Management Organisation (RPRMO)	<b>If Y date of draft</b>	
		<b>Date Approved</b>	May 2023
<b>Post holder responsible for review</b>	Estate Director	<b>Date for review</b>	May 2025
<b>Approval level</b>	Board		

### 1. Purpose

To set out how RPRMO will deliver its responsive repairs service. Capital Programmes and Major Works such as Kitchen and Bathroom replacements are the responsibility of the Council.

### 2. Policy

#### 2.1 Principles

- We will carry out repairs within their appropriate target time and in one visit if possible.
- We will offer convenient appointments to carry out work required.
- We will set a high standard of workmanship for our contractors and staff.
- We will listen to any problems that customers experience and endeavour to put them right.
- We will consider the environmental impact of the building products and construction methods used.
- We will improve our service by using the feedback gained from our customers.

#### 2.2 Responsibilities for responsive repairs

- Our responsibility for responsive repairs for tenants is set out in the tenancy agreement and the RPRMO repairs handbook

## **Responsive Repairs Policy**

---

- Our responsibility for responsive repairs for leaseholders (mostly the communal areas in blocks of flats and some external repairs) are set out in the lease.
- Tenant's responsibility for repairs (mostly minor items, and internal decorations) are set out in the tenancy agreement and the RPRMO repairs handbook.
- Tenants require landlord consent before carrying out any alterations to their flats. Where landlord consent is given, the tenant becomes responsible for any repairs. They may also be required to replace any components to the specification of RPRMO.

RPRMO will not be responsible for repairs to appliances and fittings installed by the tenant.

Payment for repairs which are the tenant's responsibility or are necessary due to tenants or their visitors causing damage, are set out in the handbook and RPRMO's Recharge Procedure.

- A list showing tenant repair responsibilities is set out in Appendix A.
- A list showing leaseholder repair responsibilities is set out in Appendix B.

### **2.3 Timescales**

We have classified responsive repairs into six groups and the response times for each are different. In some cases pre inspections will be required but in all cases the time taken to complete the repair will include any time taken for the inspection to be completed.

#### Emergency repairs

To be completed in 24 hours. However, where there is a serious health and safety risk, other risks to personal safety or serious risk of structural damage, an initial repair to eliminate the risk and serious damage, will be carried out within 2 hours although a permanent repair will be carried out if possible.

Making safe will include turning off or isolating water or electrical supplies to prevent damage with a full repair within 24 hours.

This emergency service will be available 24 hours a day every day of the year.

#### Urgent repairs

To be completed in 3 days

Urgent repairs are those that require attention but not immediately.

Urgent repairs will be completed within 3 days of the repair being reported.

#### Non Urgent repairs

## **Responsive Repairs Policy**

---

Non urgent repairs will be completed within 7 days of the repair being reported.

Non Urgent repairs are those which cause an inconvenience but are not a Health and Safety risk and do not pose a threat to the structure of the property.

### Routine repairs

Routine repairs will be completed within 28 days of the repair being reported.

Routine repairs are those which cause only minor inconvenience and have little or no effect on the property if a repair is not immediately or urgently undertaken.

Repairs which require specially manufactured parts to be ordered for example UPVC doors, windows and garage doors may take longer.

### Planned Repairs

Planned repairs are similar to Routine repairs in that they would cause only a minor inconvenience and can be better dealt with as part of a more cost effective programme of works. Any of the above repairs can be added to a planned programme following an initial inspection if appropriate. The repair will be placed within a dedicated programme depending on the type of works required and our contractor will make an appointment with the customer. Confirmation of inclusion within the programme, along with general information about our planned programmes and what to expect will be provided to the customer. This will be at both the initial identification of the planned repair and as part of the subsequent administration of the programme. Examples of Planned Repairs would be Ground Works, Gully clearing and communal light replacements.

### **Other factors**

- If a repair requires specialist parts or fittings that must be ordered which then results in the contractor not being able to complete the repair within the timescale, we will give the customer a date by which they can expect their repair to be completed.
- If a routine repair can be completed as part of a general or cyclical planned programme, we reserve the right to add the reported repair to the appropriate programme. We will inform the customer when they report their repair if the repair will be added to a suitable programme.
- If there are any reasons why we are unable to complete a repair on time we will notify the customer of the reasons and make a new appointment at their convenience.
- Other than for emergency we will make appointments at the convenience of the resident even if this is outside of the normal time limits for the repair.

---

## **Responsive Repairs Policy**

---

A list showing the timescales for the most common types of repairs carried out is set out in Appendix C.

### **2.4 The 'Right to Repair'**

Secure tenants have the statutory 'right to repair'. This means that they have the right to request us to find an alternative contractor if the first contractor fails to carry out the repair within the required timescales. The tenant has the right to claim compensation if the second attempt to complete the repair within the timescales fails.

- Compensation is payable up to a maximum of £50 per repair
- To come under the right to repair scheme, a repair must be what is known as a 'qualifying repair'. (See appendix D).
- The repair must have an estimated value of less than £250
- The repair must be classed as an emergency repair
- Compensation becomes payable if we fail on two occasions to complete a 'qualifying repair' within target. When this occurs, compensation is paid at a rate of £10 plus £2 per day for every day the repair remains outstanding on the second occasion, up to maximum of £50.

The right to repair does not apply where: -

- The repair is classed as an urgent or routine
- The repair has an estimated value of £250 or more
- The tenant has failed to provide access for inspection or for the repair to be carried out, having been given a reasonable opportunity to do so.

A list of 'qualifying repairs' and the timescales within which the law states they must be completed is set out in appendix D.

### **2.5 Replacement of Fixtures and fittings**

Major works to properties on the Roupell Park Estate are the responsibility of the Council. This includes the replacement of kitchens and bathrooms and any structural works. RPRMO will ensure that facilities are safe and fit for purpose and will carry out the any repairs to ensure that this is the case. It may decline to carry out, or will charge for, repairs that are a result of misuse or a failure to take necessary precautions to avoid damage.

- *Bathroom fixtures and fittings*

---

## Responsive Repairs Policy

---

If sanitary fittings are in need of replacement every attempt will be made to match the new fittings to the existing fittings. If an exact replacement is not possible then we will replace with a standard white fitting.

- *Kitchen fixtures and fittings*

Roupell Park will not renew complete kitchens or alter layouts. Where possible we will carry out repairs, but if individual kitchen units or work surfaces are in need of replacement every attempt will be made to match the existing fittings. If an exact replacement is not possible then the nearest possible match will be offered.

- *Tiling/Flooring*

If tiling or flooring is in need of replacement every attempt will be made to match the replacement tiles with the same design and colour of the existing tiles. If this is not possible then the nearest possible match will be offered. Roupell Park will not take responsibility for not standard tiles fitted by the tenant.

### 2.6 Reporting repairs

We will provide a variety of methods for our customers to report their repairs. These will include: -

- In person at the local office during advertised opening hours
- By telephone to the local office 02079260214
- To the Lambeth Contact Centre for communal heating or out of hours repairs 02079266666
- By post (Not for emergency repairs)
- By email (not for emergency repairs)
- Via the RPRMO web site (Not for emergency repairs)

### 2.7 Appointments and identification

We will

- Offer, as a matter of course, a convenient appointment time for all non-emergency repairs
- Where possible accommodate appointments at the request of the customer, outside of the target date for completion
- Our operatives and contractors will attend agreed appointments or give prior notice if they have to cancel. Where an appointment has been cancelled we will offer a re-arranged appointment
- We will require our contractors to make appointments and give prior notice before works can take place

## **Responsive Repairs Policy**

---

- We will rearrange appointments for of directly employed operatives if they are unable to attend
- We will require our contractors to rearrange appointments if they have to cancel
- When visiting our customers' homes regarding repairs our staff and contractors will carry and display identification. For tenants who are visually impaired or in other ways vulnerable we will when requested, agree a password when the repair is reported
- Where requested our operatives and contractors will take all necessary safety precautions and will respect any cultural requests.

### **Our expectations and customer responsibilities**

- For emergency repairs to be present until the repair is completed. Where damage is being caused to neighbouring property or the structure of the building we reserve the right to force entry and recharge any associated costs.
- Customers who break appointments without informing us in advance cannot expect us to complete repairs within agreed timescales
- Customers who repeatedly fail to keep appointments will have their repair order cancelled before the target time is exceeded. This will be carried out once an appointment has been attended and a calling card issued or when an appointment letter has been sent with no reply
- Customers whose repairs orders are cancelled will be informed in writing and the reason given
- Where customers break appointments we reserve the right to recharge them for the costs of the abortive calls
- We expect the area in which our operatives or contractors are working to be clean and clear of any obstruction. Where this is not the case, we reserve the right to refuse to carry out the work until the area is clean and clear.
- To ensure there is an adult present when the repair or inspection is carried out. We will not enter any property where there is an unaccompanied child or other person we believe may be at risk. We reserve the right to report this as part of our safeguarding responsibilities.
- To abide by any health and safety requirements that we can reasonably expect such as required social distancing.

## **2.8 Inspections**

We will inspect certain types of repair before confirming the repair order.

Pre-inspections will be carried out where:

- The tenant is unable to fully explain the problem
- The responsibility may be the tenants'
- Surveying measurements, schedules, specifications, etc. are required prior to ordering works
- A previous repair has not solved the problem



## **Responsive Repairs Policy**

---

We will carry out pre-inspections within the following timescales:

- Urgent repairs within 3 days
- Routine repairs within 7 days

We will inspect all completed repairs above the value of £1000 and 20% of repairs below that value as part of our quality control system. Gas safety post inspections will be carried out by our appointed specialist consultant.

Post-inspections are also carried out as a result of customer feedback where:

- The quality of workmanship was not acceptable
- The conduct of the contractor was not acceptable
- The repair carried out has not rectified the problem
- The repair has been selected at random for inspection as part of our sampling programme
- A specific area is being targeted by RPRMO
- Works are carried out to a Void property.

We will post inspect 100% of communal repairs valued over £500 and those that are Health and Safety related, plus 10% of all other communal repairs.

Quality control may be carried out by both RPRMO and its contractors in the form of a telephone survey and/or a visit or joint visit to the property.

### **3. Damp and Mould**

Damp and condensation are a problem for too many of our tenants. There are lots of factors that can cause damp and condensation, which can be difficult to deal with. Mould growth and condensation are not the fault of the resident and RPRMO will work with them to overcome the problem

#### **3.1 Types of damp**

There are 2 main causes of damp and mould growth: -

- Penetrating damp. This is the result of a leak into your home or because (and this is very rare on Roupell Park) because the damp proof course has failed. In all cases you will see staining in the area affected and possibly see water drip into your home. Mould growth is unlikely to occur until any leak have been going on for some time.
- Condensation. Condensation occurs when warm moist air comes into contact with cold areas in property. This might be walls, ceilings, or windows. This will cause streaming windows, and mould growth in walls and ceilings. Condensation can happen anywhere, but the most frequent places are in the kitchen and bathroom.

## **Responsive Repairs Policy**

---

### **3.2 First Steps**

If the problem is not caused by a leak, is not severe has just started residents will be advised to wipe the area down with a mild bleach solution and to ensure that their home is well ventilated, in particular the kitchen and bathroom and not to dry clothes over radiators. Residents will also be advised to use the fan when cooking and bathing. Residents will also be advised not to block air vents and to keep the trickle vents on windows open.

### **3.3 Next Steps.**

When requested by the tenant an urgent inspection will be arranged.

RPRMO will work with the tenant to understand what the problem is and to find a solution. This may in part about giving advice but may include us doing a mould wash to bring the problem back under control and to look at how we can improve the level of ventilation.

We will confirm what we are going to do in writing, explaining when we will be taking any action and will make a follow up appointment after 3 months to see if there has been an improvement.

Where we believe the problem is structural, either where there is rising damp, or where there is another cause such as cold bridging, we may need to refer the problem to the Council for them to undertake further investigation or work.

## **4. Monitoring**

We will monitor customer satisfaction of the repairs service to ensure the agreed standards are delivered. A satisfaction form will be given every resident after works are completed which may be given to the operative or returned to the office. RPRMO will also carry out targeted telephone satisfaction surveys. When a response is returned showing dissatisfaction, we will contact the tenant to establish the nature of the problem and ensure that poor performance is appropriately resolved.

Any complaints received will be dealt with in line with the RPRMO complaints policy.

## **APPENDIX A**





## Responsive Repairs Policy

---

### **RPRMO tenant repair responsibilities**

- Replace lost or damaged sink/bath/basin water plugs and chains
- Replace shower curtains where rail has been provided
- Replace worn or damaged shower hoses and hand sprays
- Make a reasonable attempt to unblock any sink, bath, or basin. RPRMO will send a plumber if this is not possible but will reserve the right to recharge the resident if this blockage is a result of abuse or neglect. We will also not be able to clear blockages if the tenant has recently used harsh chemicals
- Oil door hinges to maintain good working order
- Repairs to internal doors and hinges other than due to fair wear and tear
- Oil window hinges and mechanisms to maintain good working order
- Replace lost or damaged house numerals
- Provide and fit all light bulbs (Except in communal areas)
- Provide and fit all fluorescent tubes and starter mechanisms (Except in communal areas)
- Meet the full costs of replacement locks and repairs works to gain entry when keys are lost
- Carry out internal decorations
- Carry out minor making good repairs to walls, ceilings, woodwork etc when redecoration is carried out
- Provide and fit replacement seats and lids to WC pans
- Meet the cost of all repairs required due to damage caused by the tenant's own equipment, i.e. water damage from washing machine leak
- To meet the cost of replacement fixtures such as doors, kitchen units, baths, or basins, where damage has been sustained other than for fair wear and tear
- To meet the full cost to any damage to the property, including dwelling, outhouse, walls, sheds, paths, fences, drainage and rainwater pipe work etc, caused by trees, shrubs or vegetation allowed to grow, or spread to an extent where such damage is sustained, together with any costs arising from the removal, cutting and disposal of such vegetation
- Keep fencing treated and in good order
- Carry out minor maintenance to items such as door locks and handles, hinges, fixtures and fittings where simple tightening of screws is required
- Provide own washing machine water and waste connections, to current regulations, where not already provided
- Supply and fit own timber battens for support and fixing of curtain rails
- Supply and fit replacement batteries to smoke detectors where fitted
- Regularly test smoke detectors where fitted
- Ensure that garden soil and materials are kept at least 150 mm below damp course level
- Supply, fit and maintain door bells except communal door entry systems



## Responsive Repairs Policy

---



## Responsive Repairs Policy

---

### APPENDIX B

#### RPRMO leaseholder repair responsibilities

- Individual front entrance doors
- Oil window hinges and mechanisms to maintain good working order
- Internal repairs and decoration of your flat including plaster work
- Glass in your windows (Damage due to vandalism may be claimable under the leaseholder insurance)
- Fixtures, fittings, pipes and wires used exclusively by your flat
- Television points
- Gas boilers and fires (not communal heating) serviced by a registered 'Gas Safe' engineer, on a yearly basis
- Electrical repair checks to be carried out by a qualified NICEIC Electrician
- Leaseholders must seek Landlord consent before making significant changes to the layout of their flat or changing fixtures and fittings. As charge will be made for the granting of this consent.



## Responsive Repairs Policy

---

### APPENDIX C

Response times for different groups of repairs: emergency, urgent and routine.

Type of Repair	Response time
Emergency	24 Hours
Urgent	3 Days
Non Urgent	7 Days
Routine	28 Days
Planned Repairs	90 Days/In line with relevant programme

**Note:** All of the above are to be scheduled in agreement with the customer. Any appointments requested by the customer outside of the target repair time will be made in accordance with our Repair Procedure.



## Responsive Repairs Policy

### APPENDIX D

#### ‘Qualifying repairs’ under the right to repair regulations

##### **Obligation to repair within one working day – RTR A**

- Total loss of electric power or water supply
- Total or partial loss of space or water heating or gas supply (**Between November 1<sup>st</sup> and April 30<sup>th</sup>**)
- Unsafe electrical sockets or wiring
- Blocked flue to open fire or boiler
- Blocked or leaking foul drains
- Defective toilets (Where one only at property)
- Leaks from pipes, tanks or cisterns
- Insecure windows or doors

##### **Obligation to repair within three working days – RTR B**

- Partial loss of electric power or water supply
- Total or partial loss of space or water heating (**Between May 1<sup>st</sup> and October 31<sup>st</sup>**)
- Tap which cannot be turned
- Loose banisters or handrails
- Rotten stairs or flooring

##### **Obligation to repair within seven working days – Urgent**

- Leaking roof
- Defective door entry system
- Defective extractor fan