

Appendix 2- amendments made to the Repairs & Maintenance Policy

Section 1 Introduction:

Renaming of Planned Work and Cyclical & Compliancy Works to Investment and Building Safety in line with strategic vision for service. Voids has also been removed as a new policy solely for voids is being drafted.

Section 3 Legal and Regulatory Framework

Refinement of legislation being included

Section 4 Tenants Duties and Responsibilities

Removed letter boxes from being tenant's responsibility. This is due to it being part of the integrity for the fire door in blocks and therefore felt this should now become landlord responsibility across the board.

Section 9 Reporting a Responsive Repair

Online repairs reporting link included as a way to report repairs.

Added in to the section- When a tenant contacts us to report a repair, we will take the following steps:

We will also confirm if there are any other repairs outstanding in the property
We will also confirm whether there is damp and mould present in the property

Section 10- Priorities and Response Times

A new repair priority has been added to deal with the major work that is unreasonable/ impossible to complete within 28 day timescale:

Major repair- We will aim to complete the work within a three-month period, this is work which is so great could be deemed a capital improvement but is unable to wait to be added to a planned work programme.

Section 13- Missed Repair Appointments and No Access-

The Council must take responsibility to ensure every effort has been made to ensure repair work is completed once we are on notice of a repair, therefore the following section has been removed:

It will be the tenant's responsibility to contact us and re-book the repair, unless it is a health and safety issue.

We will also try up to two times to re-arrange access for a requested repair within the following 5 days before the repair is cancelled.

Section 23- Investment Programmes

Removed published planned work and servicing programmes dates. To ensure the Council are making the best use of their assets and budgets it is important that a number of elements are considered and not just the replacement date. Whilst the inclusion of this in the previous policy was to be as transparent as possible for tenants, it is equally as important that we take a more considered and strategic approach.

The following has also been removed from this section:

The Council will not carry out any minor repair work on a component if the tenant has previously refused for the component to be replaced during a programme unless it relates to health and safety, or is causing damage to the property or adjoining properties. In cases where the council has to take action in the interest of health and safety or building integrity, the tenant will be recharged the cost of this work.

Section 29- Damp and Mould

Damp and mould section has been reviewed to confirm current approach
Removed the following section:

Where the council identifies that condensation is the cause of reported damp and mould, information and advice will be provided to the tenant and remedial work will not be carried out until improvements are made by the tenant.

The council does not have to undertake work to remedy damp and mould if it is caused by issues within the home that could have been avoided, this is the tenant's responsibility. However may consider supporting the tenant by doing so if they are confident the tenant understands what is required going forward.

Assisted Re-Decorations Scheme

As part of the policy review, the assisted decorations scheme has been removed and will be stopped permanently. The scheme is aimed at tenants who for reasons of age or disability find it difficult to keep their home in good decorative order and allowed them to have two rooms decorated of their choice. There has always been a demand for this scheme however it is taking valuable resource away from essential priorities such as damp and mould and disrepair.