

Loreburn Group

Reactive Repairs Policy



Creating Great Places to Live

Policy	Reactive Repairs Policy								
Version Reference	2								
Approved by	MC		LET	X			MT		
Date of Approval	September 2021								
Review Period	Every 3 Years or as legislation or substantive changes occur								
Review Due	September 2024								
Policy Champion	Head of In-House Repairs								
Who this policy affects	Staff	x	Customers	x	Contractors	x	Members of the Public	x	
Where this policy affects	General Needs	x	Later Living		x	Supported	x	Offices/staff base	x

1. Purpose of this Policy

- 1.1 Loreburn Housing Association is committed to providing an exceptional repairs service. This service will meet the needs of our customers, ensure we provide homes that are well maintained that offer a warm, safe and healthy living environment.
- 1.2 The Repairs Policy ensures that all contractual and statutory obligations are met and has been developed to reflect good practice in relation to reactive repairs and complies with the requirements of the Energy Efficiency Standards for Social Housing (EESH) and the Scottish Housing Quality Standards (SHQS).
- 1.3 The guidance set out within this policy will help to ensure all reasonable steps are taken to minimise the risk to our customers from any reported repairs and associated danger.
- 1.4 The policy will assist Loreburn to meet the Corporate Plan objectives, with a particular focus on providing a high-quality maintenance service which delivers high levels of customer satisfaction.
- 1.5 The Management Committee recognise the commercial benefits of a quality repairs service that provides our customers with safe and secure homes.
- 1.6 This policy is accompanied by several working procedures.

2. Aims & Outcomes of this Policy

- 2.1 Reactive repairs can be described as day-to-day repairs, which cannot be left for cyclical or planned maintenance programmes without posing: a threat to the safety, health or security to the customer, the deterioration of the building or the landlord's repair obligations.
- 2.2 The specific objectives of the Reactive Repairs Policy are to achieve the following:
 - 2.2.1 Provide homes that are well maintained, offer a warm, safe, and healthy living environment for occupants and that remain highly sought-after properties.
 - 2.2.2 To provide an efficient and effective reactive repairs service that is responsive to the customer's needs first time.
 - 2.2.3 Deliver a quality repairs service that is coupled with an exceptional customer experience and high customer satisfaction.

- 2.2.4 Clear effective communication with customers, partners and stakeholders with regards to timescales, responsibilities and standards.
- 2.2.5 Maximise the lifetime of the property and protect Loreburn Housing Association's investment.
- 2.2.6 Compliance with legislation, regulatory guidance and good practice, including Health and Safety, Risk Management and Sustainability.
- 2.2.7 Embed continuous improvements through the setting and monitoring of targets, quality standards and the implementation of good practice ideas.
- 2.2.8 Achieve Value for Money and compliance with Procurement legislation, Financial Regulations, Standing Orders and internal guidance documents.
- 2.2.9 The procurement of materials and sub-contractors will comply with procurement legislation, financial regulations, standing orders and internal guidance documents.
- 2.2.10 Provide effective supply chain management for materials based on quality, availability, and value for money.
- 2.2.11 Ensure effective systems are in place for monitoring and recording information about stock condition and repairs trends. This information shall underpin the direction of the planned maintenance programme, improvement works and the financial planning process and design of new build properties.
- 2.2.12 The In-House repairs team will aim to ensure that quality materials are used in our customer homes by operatives and sub-contractors and in line with the Loreburn Design Guide.
- 2.2.13 Loreburn H A will make appropriate provision in their Annual Accounts for repairs, maintenance, and energy efficient as agreed with Management Committee.

3. Reactive Repairs Service

- 3.1 The reactive repairs service is delivered by Loreburn's In-House Repairs team. They carry out a wide range of duties relating to reactive repairs. This includes but is not limited to, repair work, scheduling of works, inspection of requested repairs, post inspection of repairs, monitoring of repair and servicing work;

budget control; performance management and general administration of the service.

- 3.2 The tenant handbook and Loreburn’s website contain information on Loreburn and the customers responsibilities in relation to repairs. Publications such as the newsletter and Social media platforms will also provide more general and practical information, including contact details and service performance statistics.
- 3.3 Loreburn Housing Association endeavours to make the reactive repairs service fully accessible to all who use it; and, as far as possible, responsive to the individual needs of our customers. We offer a range of ways for repairs to be reported and an appointment system so we can visit at a time that is most convenient for you.
- 3.4. Repairs can be reported via the dedicated repairs telephone number, text message, by letter, the Loreburn website, or to a staff member e.g. Neighbourhood Officer.

Telephone	01387 321 300
Text message	07872 126 989
Letter	Loreburn Housing Association, 7 Gifhorn House, Shakespeare Street, Dumfries, DG1 2JB
Website	https://loreburn.org.uk/repairs/
Neighbourhood Officers	01387 321 300

- 3.5 The repairs service’s general operating hours are Monday to Friday, 8am to 6pm. Outlined below is the appointment options.

Monday to Friday	All Day
Monday to Friday	School Run (9.30am to 14.30)
Monday to Friday	AM
Monday to Friday	PM

- 3.6 The In-House repairs team shall aim to implement a flexible approach to agreeing to requests for specific appointments to have repair work carried out.
- 3.7 The repairs team also offer an emergency/make safe service. This is available out with normal working hours. This is also available during public holidays.

Monday to Friday	6pm to 8am
Saturday	24 Hours
Sunday	24 Hours
Monday	12am to 8am

- 3.8 Within the category of reactive repairs Loreburn Housing identifies three work categories that determine status and response; as well as the right to repair scheme outlined in section 4.

Repair Type	Repair Description	Target Response Time
Emergency Repair /Out Of Hours	Repairs that if left unattended would constitute danger to life or limb or result in serious damage to the fabric of the property. In the case of out of hours, a make safe service shall be provided, with operatives returning the next day to resolve the issues fully.	4 Hours
Urgent Repair	Repairs that if left unattended for a lengthy period of time would infringe or interfere with the normal occupancy and use of the property and cause an adverse effect on the fabric of the building.	5 Working Days
Routine	Repairs that can reasonably wait for a period of time to be addressed without causing significant inconvenience to the customer.	20 Working Days

3.8.1 Loreburn provide an Out of Hours Repairs service. This is a make safe service and covers the same criteria as an emergency repair.

3.8.2 The Out of Hours Service is available via telephone 01387 321 300, calls will be directed to a call handling service who will advise and direct your call accordingly.

4. Right to Repair

4.1 Under the Housing (Scotland) Act 2001, Scottish secure tenants and short Scottish secure tenants have the right to have small urgent repairs carried out by their landlord within a given timescale. This is called the Right to Repair scheme.

Type	Description
Right to Repair 1	The repair needs to be completed Within 1 working day following the date it was reported or inspected; examples include no heating or hot water or toilet not flushing where there is no other toilet in the house.

Right to Repair 3	The Repair needs to be completed within 3 working days following date it was reported or inspected; examples include partial loss of water supply or unsafe timber flooring or stair treads
Right to Repair 7	The repair needs to be completed Within 7 working days following date it was reported or inspected; examples include extractor fan in bathroom or kitchen

- 4.2 Where a tenant reports a qualifying repair, the work must be completed within the maximum time stated providing that tenants can provide suitable access to the tradesperson.
- 4.3 The Scheduling team will make the customer aware from an approved list if the repair reported qualifies under the right to repair.
- 4.4 The Right to Repair scheme gives the customer the right to instruct an alternative contractor to carry out the work and send the invoice to Loreburn Housing Association providing that:
- The work had not been completed within the maximum time allowed
 - Access times had been complied with
 - The customer advises the company of its failure to complete the work before instructing the alternative contractor
 - The customer uses a contractor from the organisation's list of contractors
 - The cost of any single qualifying repair does not exceed £350
 - If the repair is not complete within the required timescales the customer will be entitled to £15 compensation from Loreburn
 - If an alternative contractor is instructed, they will have the same length of time to complete the repair that the main contractor had. If works are not completed with the required timescale the customer will be entitled to £3 compensation per day up to a limit of £100
- 4.5 A customer must inform Loreburn Housing Association when instructing an alternative contractor. If the conditions above have not been met the tenant will be recharged for the cost of the repair. Please refer to the Rechargeable Repairs Policy and Procedure.
- 4.6 The completion timescales will be made available on Loreburn's website. Customer will be made aware if the repairs they are reporting falls into the qualifying repairs category. Further information of the Right to repairs scheme can be found [here](#).

5. Repairs responsibilities

5.1 Loreburn Housing Association's responsive repairs practices are in accordance with all legal requirements. In addition to the repairing obligations imposed by statute, Loreburn Housing Association contractually elects to take responsibility for certain repairs.

5.2 Loreburn Housing Association will be responsible for the repairs and maintenance of the following items, except where the damage results from the wilful damage or neglect of a customer, their household, or persons invited onto the premises as stated in the Rechargeable Repairs Policy :

- The roof
- Drains, gutters and external pipes (excluding blockages caused by the customer)
- External walls, external doors and associated items such as lock and letter boxes
- Window frames, windowsills, defective glazing (external painting and decorating will be done on a cyclical basis)
- Internal walls, floors and ceilings, doors, doorframes, sash cords and window catches including décor spoil caused by repairs
- Plasterwork (excluding minor cracks, holes and damage caused by the customer)
- Clothes poles and clothes driers where provided by Loreburn Housing (except for ropes and lines)
- Boundary walls and fences (excluding any secondary fences erected by the customer)
- Internal communal staircases and landings (including painting and decoration)
- Chimneys, chimneystacks (including sweeping) and flues.
- Pathways, steps or other means of access (excluding garden paths)
- Make good any damage caused by acts of vandalism or criminal behaviour. Providing the police have been notified within 24 hours of the discovery. Where such damaged is caused by the customer or a member of the customers household, in this case the customer will be recharged for any remedial works required.

A full list of repairs responsibilities can be found [here](#)

5.3 Loreburn Housing will keep in proper working order any installations it has provided such as:

- Space heating
- Water heating

- Sinks, Basins, baths, W/C bowls, W/C cisterns, water and waste pipes and showers (where fitted by LHA)
 - Electric wiring
 - Central heating systems
 - Door entry systems & Door bells
 - Extractor fans
 - Kitchen units and Kitchen worktops
 - Windows
 - Doors (external, internal, and communal)
- 5.4 Temporary space heating will be provided if a repair to a heating system cannot be completed during the first visit.
- 5.5 If the property is deemed uninhabitable due to a repair being required, the customer may be decanted, as per the Planned and Emergency Decant Policy.
- 5.6 If the In-House Repairs team is not able to perform all the required works, sub-contractors will be used to ensure the service is delivered in the necessary timescales.
- 5.7 Sub-contractors will also be used for tasks that are out with the capabilities of the In-House Repairs Team such as roofing works and renewables.
- 5.8 Loreburn Housing Association will not be responsible or liable for any repair or replacement of any item which has been installed or fitted by the existing customer.
- 5.9 As stated in the Tenancy Agreement customers will be responsible for keeping the home in a good and clean condition and in reasonable decorative order and shall keep any garage, shed or other structure associated with their tenancy in good clean and reasonable condition.
- 5.10 Customers will be responsible for carrying out any works or repairs for which they are liable by virtue of their duty to use the premises in a proper manner. Including, but not limited to:
- Internal decoration
 - Minor plaster cracks/holes and patches
 - Lost or broken keys
 - Light bulbs and florescent tubes
 - Plugs and chains to sinks and baths
- 5.11 Customers will be responsible for taking reasonable steps to prevent frost damage to pipes.
- 5.12 Customers will be responsible for the cost of remedying any act that might cause blockage to drains and/or sewers, or might cause fire damage to the premises in line with the Rechargeable Repairs Policy.

- 5.13 Customers may also become liable for the cost of any other repair or replacement in addition to the above if it results from damage due to accident, neglect or a deliberate act by the customer, their household, or persons invited onto the premises in line with the Rechargeable Repairs Policy.
- 5.14 Where possible, the In-House Repairs team will identify to a customer reporting a repair whether or not the repair is the customer's responsibility.
- 5.15 In some instances where a customer fails to carry out a repair they are responsible for. Loreburn Housing Association may instruct the repair to be carried out and seek to recover the full cost from the customer in line with the Rechargeable Repairs Policy.
- 5.16 Where possible, rechargeable repairs are paid for in advance however if payment is not received either in advance or on completion of the works the Income Maximisation Policy will be applied and recovery action will be instigated.
- 5.17 Where the debt is uneconomic to pursue or there is no prospect of recovery, the debt will be written off in accordance with the Write-off Policy as set out in the Income Maximisation Policy.
- 5.18 In cases where a write-off has occurred, the information will remain on the CRM system and could be reinstated for recovery should the customer be located or re-apply for housing at a later date.
- 5.19 The repair and maintenance of some aspects of Loreburn Housing Association stock are the responsibility of third parties. Examples of these are outlined below:
- Adopted Roads & Footpaths – local authority
 - Mains Gas, Electric & Water – National Providers
- 5.20 The In-House repairs team will co-operate with other agencies in reporting any works they become aware of the success of maintenance and repairs and assist in reducing any inconvenience to its customers. Such as burst water or gas leaks from supply mains.
- 5.21 Loreburn will co-operate with other owners (private & shared) in the maintenance of common areas and maintenance charges. If an agreement can't be met the case will be referred to the Council to progress via a third part factor.
- 5.22 Where maintenance works are required that involve a third party, Loreburn will offer expertise in diagnosing the issue(s), designing a specification, and procuring the works; at a cost of 5% of the project costs to each owner. Each owner will be liable for their share, which must be paid in advance before the works commence.
- 5.23 Where the customer wishes to carry out any alterations or improvement to their home, they must obtain written permission and adhere to the conditions outlined for the for the proposed work as per the Alterations and Improvements Policy and tenancy agreement.

- 5.24 The Customer must obtain and comply with all statutory permissions and standards as required for the proposed works.
- 5.25 Permission will not be withheld unreasonably and will not be withheld without explanation.
- 5.26 Any repairs required to an alternation and improvement are the responsibility of the individual that requested the work. Loreburn will assume responsibility for this on tenancy change.

6. Service Delivery & Monitoring

- 6.1 The In-house Repairs team is committed to providing exceptional customer experience at every opportunity and making every contact count.
- 6.2 We always put the customer first with a strong commitment to positive and proactive ways of working from our approach to call handling to utilising dynamic scheduling systems.
- 6.3 The service will focus on the customer needs and where possible adjust to the service delivery to ensure the customers' needs are met adjustments.
- 6.4 The Loreburn Values and Behaviors and guiding principle will be discussed on a regular basis during In-House Repairs Team meeting to ensure understanding and adherence.
- 6.5 The use of the MGI templates and tools will be used to drive forward and improve customer experience.
- 6.6 Feedback on the repairs service will be gathered via a customer satisfaction text message. This is issued via the scheduling system where possible, for each repair carried out.
- 6.7 Call handling performance data shall be collected, and reported on a monthly basis to the Director of Property & Development..
- 6.8 The text survey and call handling monitoring is an effective system for monitoring performance on the front-line service, any issues identified will be the basis of staff development and training.
- 6.9 Information gathered from the customer surveys will be used to feedback into the In-House Repairs team. The information may also be used to influence changes to procedure and policy going forward.
- 6.10 The In-House Repairs team monitors causes of complaints and dissatisfaction of service and uses the information and learnings gathered will be used to identifying service improvements and changes to service delivery.
- 6.11 The learnings from complaints will also be used as training examples and staff development.
- 6.12 The In-House Repairs team will consult with tenants on key aspects of the reactive repairs service, its operational practices, and opportunities to influence service delivery.

- 6.13 Performance will be measured against Strategic Performance Indicators that will be gathered monthly and presented to Management Committee on a quarterly basis.

7. Complaints

- 7.1 Loreburn has a commitment to valuing complaints and ensures the organisation benefits from feedback to identify areas for change or improvement.
- 7.2 Loreburn has a Complaints Policy which ensures there are robust and effective procedures in place for complaints to be properly managed and acted upon.
- 7.3 Anyone dissatisfied with the outcome of their complaint having exhausted Loreburn's complaints procedure has the right to refer the matter to the Scottish Public Services Ombudsman.

8. Equality & Human Rights

- 8.1 Loreburn aims to ensure that equality, fairness, dignity and respect are central to the way we work and how we treat our customers. We support diversity and uphold equal opportunities in all areas of our work as an employer and service provider.
- 8.2 Loreburn will not discriminate against tenants, staff, visitors, suppliers or others based on their age, sex, sexual orientation, race, disability, religion or belief, marital status, pregnancy and maternity or gender reassignment (collectively referred to as 'protected characteristics' in the Equality Act 2010).

9. Risk Management

- 9.1 Loreburn has a Risk Management Strategy, Policy and Procedure. These documents set out how the organisation will manage risk as an integral part of its governance and management systems, ensuring risks are identified, evaluated and controlled effectively.
- 9.2 Identifiable risks arising from this policy will be monitored and managed by the internal processes set out herein and by regular review of this and all other associated policies and procedures, ensuring risks are mitigated and Loreburn complies with all legislative requirements and regulatory and best practice guidance.

10. Legislative Background

- 10.1 The legislative requirements include the need to comply with the range of health and safety duties imposed upon landlords; and various landlord responsibilities set out in the 2001 and 2010 Housing (Scotland) Acts. Various contractual terms are imposed via relevant tenancy, occupancy, and management agreements. The Association shall ensure all its practices accord with these terms and requirements.
- 10.2 In preparing this policy consideration has been given to:

- The Scottish Secure Tenants (Compensation for Improvements) Regulations
- The Scottish Secure Tenants (Right to Repair) Regulations 2002
- The Gas Safety (Installations and Use) Regulations 1998
- Control of Asbestos Regulations 2012
- Electricity at Work Regulations 1989
- IEE Wiring Regulations 18th Edition
- Health and Safety at Work etc Act 1974
- Management of Health and Safety at Work regulations 1999
- Provision and Use of Work Equipment Regulations 1998
- Scottish Housing Quality Standards 2015
- Energy Efficiency Standard in Social Housing
- Scottish Secure Tenancy Agreement and Short SSTA
- Occupancy Agreement
- Constructions (Design & Management) Regulations 2015
- Workplace (Health, Safety & Welfare) Regulations 1992
- Control of Substances Hazardous to Health Regulations 2002
- Confined Spaces Regulations 1997
- Lifting Operations & Lifting Equipment Regulations 1998
- Work at Height Regulations 2005
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
- Data Protection Act 2018

10.3 **The Scottish Social Housing Charter** this policy reflects Loreburn Housing Associations commitment to the Scottish Social Housing Charter, specifically:

Equalities:

Social landlords perform all aspects of their housing services so that every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing service.

Communication:

Social landlords manage their businesses so that tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.

Tenancy Sustainment:

Social landlords ensure that tenants get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the landlord and by other organisations

Value for Money:

Social landlords manage all aspects of their businesses so that tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.

11. Associated Policies & Information

- Planned Maintenance Policy
- Cyclical Maintenance Policy
- Complaints Policy
- Rechargeable Repairs Policy
- Risk Management Policy
- Health and Safety Policy
- Aid and Adaptations Policy
- Alternation and Improvements Policy
- Adverse Events Policy
- Customer Excellence Strategy
- Planned and Emergency Decant Policy
- Asset Management Strategy
- Void Management Policy
- Contractor Management and Performance Policy
- Building Standards
- Lone Working Policy
- Risk Flag Policy
- Asbestos Policy
- Vehicles & Occupational Driving Policy
- Design Guide
- Electrical Safety Policy
- Emergency Procedures
- Environmental Policy
- Gas Safety Policy
- Control of Noise at Work Policy
- Control of Vibration Policy
- Fire Safety Policy
- Hazardous Substances Policy
- Manual Handling Policy
- Personal Protective Equipment Policy
- Risk Assessment Policy
- Work Equipment & Workplaces Policy
- Legionella Policy
- Lifting Operations (LOLER) Policy
- Privacy Policy
- Safeguarding Policy
- Working at Height Policy
- Waste Management Policy

12. Responsibilities Chart

- 12.1 The responsibilities chart on Page 13 illustrates the responsibilities of all staff pertaining to this policy:

Responsibilities	Board/ CEO	LET	Director of Property and Development	Head of In- House Repairs	Supervisors & Data Performance Officer	Operative & Schedulers
To set the policy and direction with regards to reactive repairs and voids		✓				
Ensure the approach meets the requirements of the SHR Charter	✓					
To set performance indicators and repairs timescales		✓				
Leading the In House Repairs Service			✓			
Day to day operation of the policy and actions				✓	✓	✓
Policy Champion				✓		
Ensure effective and clear communication with customers				✓		
Take lead on decision making and reporting and update EMT quarterly on performance				✓		
Carry out monthly operational liaison meeting with the contractors					✓	
Working with P&C arrange appropriate training			✓	✓		
Working collaboratively with I&I Team ensure performance targets are achieved			✓	✓	✓	
Ensure complaints feedback is used to improve service			✓	✓		
Ensure policy is reviewed annually or as necessary				✓		
Ensure adherence to E&D guidance			✓	✓		
Adherence to RAMS					✓	✓
Follow processes outlined in Schedulers User Manual					✓	✓
Follow processes outlined in the Operative Manual					✓	✓
Follow processes outlined in Supervisors Manual					✓	✓

13. Policy Review

- 13.1 The Policy Champion is the Head of In-House Repairs
- 13.2 The Policy Champion is responsible for completing the Health and Safety Assessment and Equality, Diversity and Inclusion Assessment Checklist.
- 13.3 This policy will be reviewed by the Policy Champion every 3 years or sooner as required due to legislative or substantive change.

Policy Assessment Checklist

Health & Safety Assessment

Does this policy have the potential to affect:

Lone Working	Yes
Safety and/or wellbeing of staff	Yes
Safety and/or wellbeing of customers	Yes
Have the above items been considered in the preparation of this policy?	Yes

Comments:

Operatives will be lone working on most occasions, there are provisions in place through the lone working procedure, lone working devices and van trackers that can alleviate the risk involved.

Health surveillance checks will be carried out every six months for operative's health assessment checks. Staff and customers wellbeing will be paramount achieving this will be assisted by the daily van checks, completion of dynamic risk assessments for each job and through following the relevant RAMS for the work issued.

Equality, Diversity & Inclusion Assessment

Does this policy have the potential to affect:

Staff's rights to equal opportunities	Yes
Tenants' / Customer's rights to equal opportunities	Yes
Tenants' / Customer's ability to access to homes and/or services	Yes
Have the above items been considered in the preparation of this policy?	Yes

Comments:

Colleagues and customers rights to equal opportunities are always considered, provisions are made for employees where necessary. Adjustments to our service delivery will be made to ensure access to our service is available to all customers.

Access to our customer homes will be gained through the appointments process as agreed at the time of appointment.

Agile Working Assessment

Agile working requirements have been considered and addressed in the preparation of this policy: Yes