

Policy Owner	Mark Hill	Business Area	Repairs and Maintenance
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## Repairs & Maintenance Policy

### 1.0 Aim / Purpose of the Policy

- 1.1 This policy sets out Coastline's responsibilities and commitment to providing homes that are safe and well maintained, delivered in line with a right first time approach, delivering value for money, net zero carbon, and directly influenced by our customers' feedback and priorities. This will be underpinned by the Asset Management, Investment & Viability and Environmental strategies.
- 1.2 This policy applies to properties owned and / or managed by Coastline, and to all Coastline colleagues, contractors and customers affected by repair and maintenance activities. Although is primarily concerned with Responsive Repairs, made up of Emergency Repairs, Appointable Responsive Repairs and 'Managed' repairs (made up of 60 day minor planned repairs).
- 1.3 Coastline is committed to the delivery of a high quality repairs and maintenance service, recognising this is a key service that customers refer to when forming a view of the overall services provided by Coastline. To achieve this we will:
  - Ensure relevant colleagues are clear on our objectives in relation to Repairs & Maintenance, including receiving appropriate training and briefings on any changes;
  - Meet our targets in relation to our 'right first time' approach;
  - Focus on reducing the time taken to complete a repair, across all repair types;
  - As with all reports, take a robust, customer-focussed approach to reports of damp, mould and condensation;
  - Ensure our service reflects Legal and Regulatory Framework requirements and current best practice; and
  - Keep customers informed and explain their responsibilities and where a recharge may be appropriate,
  - take into account situations where customers may be vulnerable and need support or reasonable adjustments.

### 2.0 Background / Introduction

- 2.1 This policy is the first iteration that follows an in-depth review of repairs delivery in line with the principles of One Coastline, Keep it Simple and Good Communication. These principles reflect discussions and input from customers and colleagues of the repairs service, in particular the Customer Experience Committee CEC over the course of the review.
- 2.2 All responsive repairs and maintenance will be carried out by Coastline's in-house Services team, or by sub-contractors approved by Coastline. Other contractors are also engaged to provide services in specific areas for example HeatCare and ElecCare which are inclusive of repairs that are reported to and carried out by Blue Flame or Developers of our newly built homes when repairs are still in the defects period. In all cases the responsibility for ensuring customer service remains with Coastline.

- 2.3 We will provide a quick, efficient and cost-effective responsive and planned repair service to provide customers with homes that are safe and well-maintained, in sustainable neighbourhoods.
- 2.4 We will monitor, track and review demand for all housing stock and repair types to plan appropriately to ensure homes are maintained and we make best use of available resources.
- 2.5 This policy will provide information about repairs and maintenance responsibilities of all customers (including Leaseholders), including how repairs are categorised dependant on urgency, type and scale of work.

### **3.0 Legislation, Statutory Regulatory duties & references**

- 3.1 Coastline is affected by and is expected to comply with a number of legal and regulatory requirements as set by central government, the Regulator of Social Housing (RSH) and others. These govern both the need to repair and the carrying out of the work. In addition, it aligns to the commitments of our Trust Charter and as a Together with Tenants ambassador, and also with the recommendations of the Better Social Housing Review 2022.
- 3.2 This policy helps ensures compliance with the Regulatory Safety and Quality Consumer Standard 2023. Relevant legislation and regulation include;
- Tenant Satisfaction Measures as published by Regulator of Social Housing 1 April 2023;
  - Building Regulations;
  - Building Act 1984;
  - Building Safety Act 2022;
  - Control of Asbestos regulations 2012;
  - Working at Height regulations 2005;
  - Control of Asbestos Regulations 2006 (CAR 2006);
  - Decent Homes Standard;
  - Defective Premises Act 1972;
  - Electricity at Work Act 1989;
  - Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020;
  - Environmental Protection Act 1990;
  - Equality Act 2010;
  - Energy Act 2011;
  - Fire Safety Act 2021;
  - Gas Safety (Installation and Use) Regulations 1998;
  - Health and Safety at Work Act 1974;
  - Homes (Fitness For Human Habitation) Act 2018;
  - Housing Act 2004 – Housing Health & Safety Rating System (HHSRS);
  - Landlord & Tenant Act 1985;
  - Lifting Operations and Lifting Equipment regulations 1998;

- Management of Health and Safety at Work Regulations 1999;
- Occupiers Liability Act 1984;
- Regulatory Reform (Fire Safety) Order 2005;
- Right to Repair; and
- The Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022.

3.3 Tenancy Agreements the Customer Handbook, Leases and Freehold transfers etc will state both Coastline's and the customer's responsibilities in respect of repairs and maintenance.

#### **4.0 Main Principles – Right First Time (see also service standards below)**

4.1 Coastline aims to deliver a 'right first time' (RFT) approach for the majority of customer-led (responsive) repairs, meaning the repair is completed in one visit, using materials from the Operative's van or Coastline approved suppliers.

4.2 Where the operative leaves the property to collect material from the approved supplier, the job will be recorded as RFT if they return the same day to complete the works.

4.3 Repairs that must be re-attended on a different day will not be classed as RFT and will be recorded in management systems as 'follow on work required'. The job will be recorded under the appropriate job priority for reporting purposes. The exception to this is where for example plastering is required it needs to dry before it can be painted approximately three days later RFT will be on completion of the painting provided it is as agreed with the customer.

4.4 Where a customer or operative reports a new repair whilst the operative is on site, that is an unrelated job or in a new location to that which was appointed for the visit then a new job order will be placed. This new job is not classed as follow-on works and it's important to distinguish between the two to ensure proper monitoring and management of repairs demand and service delivery.

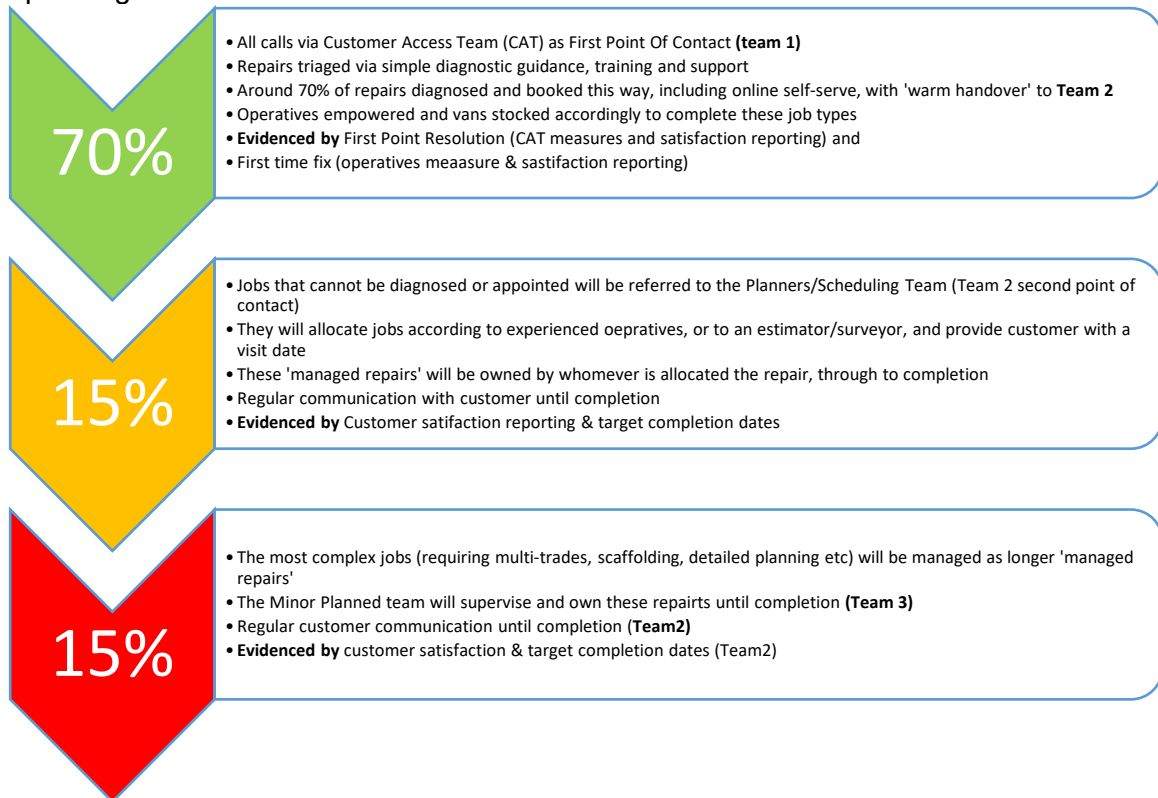
4.5 Our customer service model is designed to achieve RFT via the following triage process and assumptions for responsive repairs;

- 70% are diagnosed, appointable and resolved at the first point of contact (FPOC);
- 15% of more complex 'managed repairs' needing more expert diagnosis, will be handled (diagnosed and booked) by our Planning Team as our second point of contact; and
- 15% most complex jobs, a technical expert will manage diagnosis, surveying and co-ordination all elements of the repair through to completion.

4.6 We will make use of photos, videos and technology where possible to aid accurate diagnoses to improve efficiency and accuracy at the reporting (and quality assurance) stage of the process. These will be retained on the system.

4.7 We will measure this overall approach and seek to continually improve the number of repair requests accurately diagnosed, appointed and resolved at FPOC.

#### 4.8 Operating model



#### 5.0 Classification of repairs (repair categories)

5.1 There are several categories of repair that Coastline carries out. However, this policy is primarily concerned with Responsive Repairs, made up of Emergency Repairs, Appointable Responsive Repairs and 'Managed' repairs (made up of 60 day minor planned repairs):

- **Responsive (day to day) repairs**

These are all emergency, routine and managed minor planned repairs that need to be undertaken by Coastline (including minor aids and adaptations). They are identified by customers, colleagues or third parties and required due to the normal wear and tear of components and fittings within our stock and normally completed via appointment at a time and date agreed with the customer at the time of reporting. They include building repairs, gas and electrical appliance repairs and external/communal area repairs.

- **Heating and electrical repairs**

These are managed through the HeatCare or ElecCare contracts with Blue Flame and are reported directly by the Customer to their own Customer Contact Centre.

- **Reactive repairs**

These are repairs that fall into building safety and compliance, communal areas/estate improvements (arising from Community Standard Inspections) and facilities maintenance.

- **Cyclical maintenance**

This is maintenance that Coastline has to carry out on a regular cyclical basis to maintain and manage its assets. It includes cyclical painting, gas appliance servicing and asbestos identification and control.

- **Planned/major repairs**

These are larger programmes of work undertaken by Coastline to maintain and manage its assets. They are based on our stock condition information that predicts the lifespan of each building component, estimates the cost of replacing each item and sets a timescale for replacements. It includes kitchens, bathrooms, window frames, roofs, doors, central heating and boiler replacements and a major works category for other major structural items. Coastline also supports customers who require more extensive alterations via Cornwall Council's Disabled Facilities Grants (DFGs). These cases are considered and carried out based on their individual circumstances.

- **Void property repairs**

These are repairs required to empty properties prior to letting to ensure that they meet all legislative and decency standards. Whilst there is a dedicated budget for such works, some works may be completed as part of planned or cyclical works in order to obtain the financial economies of scale and to enable reasonable void turnaround time.

## **5.2 Contractual arrangements**

5.2.1 Coastline will have in place appropriate contractual arrangements for all repairs categories. These will enable all works to be undertaken in accordance with necessary legal requirements, to the best possible standards and to achieve value for money objectives. All contractual arrangements will seek to gain economies of scale by grouping works where appropriate.

5.2.2 Contracts are let in accordance with Group Standing Orders, Group Contract Standing Orders, Financial Regulations and our Procurement Policy.

## **5.3 Responsibility for repairs**

The responsibility for repairs generally falls into one of the following categories:

- i) Landlord's Responsibilities – as outlined in the Tenancy Agreement and Customer Handbook;
- ii) Tenant's Responsibilities - as outlined in the Tenancy Agreement and Customer Handbook;
- iii) Leasehold Properties - the leases for such properties are drawn up to reflect the relationship between Coastline and the leaseholder. The responsibility for repairs will be clearly defined in the lease agreement. Generally, the responsibility for day to day and cyclical repairs will lie with the leaseholder and planned repairs with Coastline, except for those built after 2022 due to the changes in maintenance responsibilities for the first ten years. Reference will be made to the lease agreement in respect of any repairs ordered. Any repairs carried out by Coastline that are the responsibility of the leaseholder will be recharged as per the 'Rechargeable Repairs Procedure';
- iv) Third Party Responsibilities - this applies to areas or facilities within any of the Coastline developments not owned by Coastline and covers adopted roads, footpath and street lighting, together with public utilities such as electric, gas, sewers and water mains. Similarly any services provided directly by a third party to a tenant will be the responsibility of either the tenant or the provider and not Coastline, e.g. Broadband, Cable Television, specialist adaptation equipment obtained via third parties and gas/electrical meters.

## 6.0 Service Standards - priorities and target timescales

- 6.1 All repairs will be raised on Service Connect. When raised, each job will be allocated a job priority, which will define the category of repair and the target completion date of that repair. Job priorities are defined as below:

Job Priority	Description	Target Complete Time	For more details see
P1	Emergency repairs	24 hours	Section 6.2
P1 (OoH)	Emergency out of hours	24 hours	Section 6.2
P20	Routine repairs – appointable at first point of contact	28 calendar days (20 working days)	Section 6.3
P20	Routine repairs – non appointable (on the shelf to be inspected or appointed, on-hold or tech expert required)	28 calendar days	Section 6.3
P60	Managed 'minor planned' responsive repairs	84 calendar days (60 working days)	Section 6.4
P60 – sub category	Complex major repairs with no diagnosis detail at point of booking; <ul style="list-style-type: none"> <li>Chimney</li> <li>Party walls</li> <li>Tenure issue (e.g., where there is an owner/non-customer to consult with)</li> <li>Retaining walls</li> <li>Structural works</li> <li>Fencing (including with boundary/land ownership issue)</li> <li>Communal repairs</li> <li>Facilities management</li> </ul>	Will have a target date manually amended and agreed with the customer on a P60 code to 182 or 365 days or as is reasonable depending on complexity such as a legal permission.	Section 6.4
P30	Planned/cyclical works	42 calendar days (30 working days)	Section 6.5
P365	Planned/programmed works	365 calendar days	Section 6.5

## 6.2 Emergency Repairs

- 6.2.1 Emergency repairs are carried out when there is a potential danger to health or risk to the safety of the occupants or third party or a danger of serious damage to the building. Priority will be given to those repairs that arise from acts of harassment or anti-social behaviour.
- 6.2.2 Emergency repairs will be responded to within two hours and completed within 24 hours. In order to provide an enhanced level of customer service, Coastline will endeavour to

attend all emergency repairs within the first four hours after the repair is reported. In some instances it may only be practical to carry out a temporary repair or isolate to make the situation safe and secure. Once this has been done, arrangements will be made to complete at a second appointment, at a time and date agreed with the customer. Further details of emergency repairs are included in the repairs procedures and Customer Handbook.

- 6.2.3 Coastline will aim to respond within two hours under the out of hours service to make safe and repair where practical to do so.

### 6.3 Routine Repairs

- 6.3.1 Appointable Repairs are carried out when situations do not pose a health hazard but cause an inconvenience, discomfort or nuisance to the occupants or third party and are likely to lead to further deterioration of the building if the problem persists. Appointed repairs may be reported by the customer or identified and reported by a colleague.

- 6.3.2 Non-appointable repairs are those that can't be diagnosed and appointed at first point, but require additional expertise, so will be triaged to the Planning Team as per the model at section 4.7.

- 6.3.3 Where an operative cannot gain access for a pre-arranged repair, the appointment will be rebooked with customer agreement. The target date will be amended, in-effect re-starting the target date clock. If there is a second no access the job will be cancelled. Should the repair risk property damage, health and safety or disrepair then a 'hard to access' case will be raised triggering a tenancy management visit. Once access issues are resolved the tenancy manager will notify the scheduler to reinstate the repair process.

### 6.4 Managed (minor planned) repairs

- 6.4.1 Managed repairs which are those external or larger repairs which have a high value or are multiple trades. These repairs are carried out when situations do not pose a risk to the health, safety and security of the occupants or third party and/or specific/specialist materials may be required. The following are examples of managed repairs - this is not an exhaustive list:

- Roof and gutter repairs;
- Footpath repairs;
- Internal doors;
- Plastering;
- Pointing and brickwork; and
- Timber infestation / damp and rot.

- 6.4.2 Complex major repairs are those jobs that need additional planning and have abnormal complexities. Examples include chimney works delayed due to birds nesting, boundary works where owner permissions are required. In addition, the Facilities Management Team and Stock Condition Surveyors will identify non-urgent repairs such as aesthetics in communal areas. This will be used to fill gaps where an operative has no access to complete a repair and bundled together geographically to maximise efficiency in travel and operative time. All of these works will be overseen by a senior scheduler who will continue to communicate with the customer so that they are informed on the timeframe.



## **6.5 Planned and cyclical repairs / Planned/programmed works**

- 6.5.1 Planned and cyclical repair works are repairs which have been identified as common to a number of properties in a geographical area of a non-urgent nature and are able to be delivered collectively as part of an investment activity scheme to deliver value for money.
- 6.5.3 An example of planned works would be an external roofing or painting and repairs programme. Coastline would take a 'batching' programmed approach to such requests. Customer will be kept fully informed of the programme, including extent of works and timescales for delivery.
- 6.5.4 Typical cyclical works includes lift servicing and fire risk assessments which must be carried out on a regular frequency.

## **6.6 Rechargeable repairs**

- 6.6.1 In certain circumstances Coastline may have to carry out repairs that are not our responsibility and recharge the responsible party. This may be the case where we need to rectify damage caused by misuse, neglect or accidental damage or for communal works where other parties (i.e. Owners of adjoining properties) are responsible for a share of the costs.
- 6.6.2 In these circumstances the Coastline will follow our 'Rechargeable Repairs Procedure' in pursuing appropriate recompense for such works.

## **7.0 Cross reference / working in partnership / links to other Policies**

- 7.1 Other relevant policies and documents are:
- Customer Handbook
  - Development Employees Requirements
  - Income Policy (for rechargeable repairs) & list
  - Investment & Viability Policy
  - Asset Management Strategy
  - Group Procurement Strategy
  - Repairs operating procedures
  - Alterations and Improvement Policy
  - Vulnerable Customer Policy