

Responsive Repairs and Maintenance Policy



Introduction

As a landlord, Clarion Housing Association (Clarion) has a statutory and regulatory duty to carry out repairs and maintenance works for properties in which it is responsible for.

Clarion is committed to adhering to repairs responsibilities, and this policy has been developed to sit alongside and complement our associated policies and procedures listed at the end of this document.

1. Purpose & Objectives

- 1.1. Clarion aims to ensure that repairs to properties are carried out in a timely and efficient manner, ensuring that the repairs service represents value for money and achieves high levels of customer satisfaction.
- 1.2. This policy covers day-to-day repairs which are the responsibility of the Repairs division within the Property Management directorate of Clarion Housing Association. The repairs are delivered through our in house service (Clarion Response) and/or our subcontractor frameworks.
- 1.3. Any variations between standards or services offered by specific landlords are detailed in this policy. Where no variation is mentioned, the policy detail applies to all properties. Where variations are listed against specific landlords, these will remain in place until this policy is revised and therefore may continue after properties move to a single landlord.
- 1.4. To provide well maintained homes with measures are in place so that:
 - Clarion meets its legal and statutory obligations, including the Homes (Fitness for Human Habitation) Act 2018 and the Home Standard.
 - Repairs are managed and delivered consistently across Clarion's properties.
 - Contractor performance is managed effectively.
 - Complaints are managed effectively.
 - Clarion Housing Group has a repairs service that delivers high levels of customer satisfaction and value for money

2. Scope

- 2.1. This policy covers heating repairs, communal maintenance and electrical (M&E) and day-to-day responsive repairs delivered through our in house service (Clarion Response) and/or our subcontractor frameworks.
- 2.2. This policy is applicable to all residents living in Clarion properties and for all Clarion staff to jointly help to raise and resolve repair issues.

- 2.3. For leaseholders and shared owners, we will meet our responsibilities as set out in terms of the resident's lease¹.

3. The policy

- 3.1. The subcontractors are either schedule of rates agreement or provide quotations for works, with a suite of KPIs to ensure that the repairs service is delivered consistently and performance can be benchmarked.
- 3.2. Some repairs may be completed by separate or specialist contractors in line with relevant financial and procurement procedures.

4. Reporting Repairs, Access and our Service Standards

- 4.1. The landlord's repairing responsibilities and repairs which are the responsibility of the resident are set out in Clarion Repair Responsibilities which can be found on our website.
- 4.2. All residents can report repairs by telephone, email, webchat system or for repairs in individual homes, via our website reporting tool.
- 4.3. Responsive repairs fall into two main categories – Emergency and Non-Emergency.

4.4. Emergency

- 4.4.1. An emergency repair can be classified as one that presents an immediate danger to the resident, the public or the property, or would jeopardise the health, safety or security of the resident.
- 4.4.2. Any emergency repair should be attended within 24 hours and works to make safe or temporarily repair should be completed at this visit. Further repairs may then subsequently be required.
- 4.4.3. To ensure appointments are offered in a timely manner, Clarion Response and subcontractors are monitored with KPIs covering the key aspects of the service.

4.5. Non-Emergency Repairs

- 4.5.1. Non-emergency repairs are appointed by the contact centre at the initial point of contact or through Clarions digital self-service portal.
- 4.5.2. For all services, appointments are offered from 8.00 – 17.00 Monday to Friday, with an Out of Hours service covering emergencies outside of these times.
- 4.5.3. Non-emergency repairs should be completed as soon as possible and should be within 28 days

4.6. Vulnerable Residents

¹ Leaseholders and shared owners may contact Clarion for copies and information about their lease

- 4.6.1. When a resident contacts Clarion to request a repair, the contact centre call handler will confirm if there are any disabilities or support needs which should be taken into account. This should be recorded on the resident record so that the service can be delivered appropriately, aligned to the needs of the household. Please refer to the [Vulnerable Residents Policy](#).

5. Communal Repairs

- 5.1. Clarion and its contractors carry out communal repairs in all communal areas they have responsibility for. Repairs to communal areas should be appointed dependent upon the nature of the work (emergency or non-emergency as outlined above) but should always be completed within 28 days.
- 5.2. Clarion Response and the relevant subcontractors will support and attend planned estate inspections when required.

6. Complex Repairs

- 6.1. For major or complex works that cannot be completed in 28 days responsive repair priority, 90-day priority for larger complex works that are outside of the 28 days.
- 6.2. Repairs can only be moved to this priority after an initial visit and interim repair has been completed (usually as a 28day repair, marked as complete), and only by approval of a CR Area Manager.

7. Other Repairs

- 7.1. As far as is practicable, responsive repairs are limited to minor building repairs, with a driver to keep properties in a safe state, fit for habitation and with all components safe and serviceable for day to day use by residents. Complex repairs such as disrepair cases, fire and flood damage, and other complex casework are also completed through the responsive repairs service. Repairs will be completed to an acceptable standard which comply with current statutory standards, and to a specification which does not make the item less serviceable or of an inferior quality unless that repair is of a temporary nature and for which further work will follow.
- 7.2. Major component replacement (kitchens, bathrooms, roofs, etc.) are not responsive repairs and these items should be referred to the relevant teams to deliver through planned programmes. This ensures that they are delivered in line with the relevant standards and specifications for these works, and ensures that they are delivered providing the best value for money.
- 7.3. Mechanical and electrical maintenance will be managed in line with their respective Property Service policies, alongside the responsive repairs services and installations maintained by specialist teams and contractors. This includes, for example, TV aerials, lifts, door entry systems, medical equipment, gas, green technology installations and fire safety equipment. Repairs and servicing for these areas should be referred to the Mechanical & Electrical team.

7.4. Matters of leaks, condensation damp and mould in the home will be managed in line with the LCDM Policy alongside this policy.

8. Exceptions

8.1. In exceptional circumstances, we may sometimes agree to carry out works that are not our responsibility. These do not form part of our repair policy and process, and should be addressed under a mutually agreed process with the resident and contractor.

9. Monitoring and Performance

9.1. Both Clarion Response and relevant framework contractors have Key Performance Indicators (KPIs) which measure performance of the key parts of the repair process. These measures include:

- Work in progress (volume and age profile)
- Time to complete repairs in each category
- Appointments made and kept

9.2. KPIs for each service are published each month, and performance is discussed as part of monthly contract meetings and, where appropriate, improvement plans are developed. The KPIs are audited and checked for mathematical accuracy and consistent methodology each month and once validated they are shared at all levels within Clarion, and reported to both GET and The Board.

9.3. Every effort is made to complete repairs within the targeted 28 days. From time to time, repairs will need to be completed outside of this timescale due to material shortages or unforeseen circumstances. These cases will be monitored through performance reporting and Clarion will aim to keep the resident updated regularly until completed.

9.4. Customer Satisfaction is measured independently, using a survey of a sample of residents. The results of the survey are shared each month, and again where appropriate action plans to improve performance will be developed with the contractor.

9.5. Clarion also use the Localz solution - a text service for arrival updates and feedback requests - to gather real time feedback on the day of repair appointments carried out in our residents' homes by Clarion Response. Our local repair teams within Clarion use the information to continually improve services.

10. Complaints

10.1. Clarion will supply residents with access to our complaints procedures ensuring that they are progressed in line with the Clarion Complaints Policy and in accordance with the provision for complaint management in the relevant contract.

10.2. The Repairs Team are expected to work directly with the Customer Solutions team to resolve complaints and to deal with any complaint received in a prompt, courteous and efficient manner, in line with the Complaints Policy.

10.3. Where a resident is dissatisfied with the outcome of a complaint to a contractor, they can escalate their complaint to Clarion's Customer Solutions Team. Their complaint will then be investigated in line with Complaints Policy. Requests for compensation will be considered in line with the Clarion Compensation Policy.

11. Homes (Fitness for Human Habitation) Act 2018

- 11.1. All landlords (private and social) are required to ensure that their properties, including any common parts of the building, are fit for human habitation at the beginning of the tenancy and throughout. The Act states that there is an implied agreement between the tenant and landlord at the beginning of the tenancy that the property will be fit for human habitation.
- 11.2. As of 20 March 2020, the Act applies to all periodic tenancies (including those started before 20 March 2019)
- 11.3. For more information, please see www.gov.uk/government/publications/homes-fitness-for-human-habitation-act-2018

12. Right to Repair

- 12.1. The Right to Repair Scheme gives some tenants the right to claim compensation when minor, urgent repairs have not been completed within the agreed service level agreement timescales.
- 12.2. Qualifying repairs are those which do not cost over £250 to complete, but may affect the health and safety of the resident if not completed in a short, prescribed period of time.
For more details, please see the Clarion Compensation Policy.

13. Legal Disrepair Notices

- 13.1. Legal Disrepair is a civil claim for compensation arising from an allegation that repairs have not been carried out at a residential property. Clarion residents may make a claim for alleged disrepair. These may come in the form of a notice from a solicitor representing a resident, or in the form of a counterclaim made in rent claim proceedings.
- 13.2. Any disrepair notice received by Clarion, should be dealt with in accordance with the Clarion Legal Policy.

14. Housing Health and Safety Rating System (HHSRS)

- 14.1. Where a hazard or risk associated with the HHSRS assessment system is highlighted, whether by Clarion staff, contractors or 3rd party agencies, we will address any works needed within the responsive repairs service.
- 14.2. Repairs will be raised according to the appropriate repairs priority, and will be completed by either Clarion Response or the relevant framework contractor
- 14.3. From time to time cases will be raised with us by other agencies, either as part of informal liaison or as part of formal communication such as legal disrepair or local authority enforcement. Clarion will fully co-operate with any such agencies and exchange any and all information such as is appropriate to complete repairs and or arrange alternative housing, as determined by each individual case.
- 14.4. Clarion technical staff within the local maintenance teams are trained in identifying risks and hazards under the scheme, as well as completing risk assessments, and these duties are included within their roles. Support in completing risk assessments and finding appropriate solutions in particularly complex cases is also available via the Clarion Health and Safety Team.

15. Referrals to Planned Investment

15.1. If the contractor believes that a repair is not economical, they can refer it to Clarion so that a decision can be made as to whether it should be added to the Planned Investment programme. The regional maintenance team will consider the referral and advise the contractor of the outcome.

15.2. Prior to the referral process, all repairs needed to keep an item safe and serviceable should be completed.

15. Associated documents

- [Voids Procedure](#)
- [Complaints Policy](#)
- [Compensation Policy](#)
- [Access for Contractors Policy](#)
- [Access for Contractors Process](#)
- [Communal Access for Contractors Process](#)
- [Aids & Adaptations Policy](#)
- KPI Handbook (as per contractor)
- [Legal Disrepair Policy](#)
- Planned Investment Referral Procedure
- [CDM Voids process](#)
- [Contractor Safety Management Standards](#)
- [Vulnerable Residents Policy](#)
- [LCDM Policy](#)

Policy Control Information

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|------------------------------------|----------------------------------------------------------|
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| Policy owner | Adrian Cheetham - Director of Repairs, Property Services |
| Policy author | Operations SMT |
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Version History

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| Summary of changes | Addition for Complex repairs in reference to new 90 priority that fall outside of the 28 day responsive repair priority. | | |
| Approval | Adrian Cheetham - Director of Repairs, Property Services | | |
| Policy Author | Operations SMT | | |

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| Summary of changes | Overhaul encompassing all of repairs from previously responsive repairs. More in terms of Vulnerable residents with reference to Vulnerable Residents Policy. | | |

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| Approval | Adrian Cheetham - Director of Repairs, Property Services |
| Policy Author | Operations SMT |