

**Nuneaton
&
Bedworth**



United to Achieve

Repairs & Major Works Policy

Housing Communities and Economic Development

POLICY MANAGEMENT

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1.0 Introduction

1.1 This Policy sets out the activities and responsibilities involved in the delivery of Nuneaton and Bedworth Borough Council's repairs and major works service.

2.0 Objectives and Purpose

2.1 The overall aim of this policy is to contribute to the efficient and effective repairs and maintenance of the Nuneaton and Bedworth Borough Council's housing stock.

2.2 To provide an efficient, prompt and cost effective repairs and maintenance service, which is easily understood.

2.3 To promote understanding of the Council's legal responsibilities and mutual obligations in relation in delivering the repairs and major works services.

2.4 To ensure the Council achieve high standards of workmanship and customer satisfaction.

2.5 To provide a service which reflects the Council's commitment to equality of access to the repairs and maintenance service for all tenants, leaseholders and residents.

3.0 Principles

3.1 The principles of this policy are:

- That all tenants, leaseholders and stakeholders are involved and consulted in the development of the service and its operational procedures.
- That through supervision, monitoring and feedback from tenants, leaseholders and stakeholders, the service is continuously improved.
- That communication with tenants, leaseholders and stakeholders is clear, appropriate, easily understood and in certain circumstances fulfils our legislative requirements..
- That the repairs service is supported by relevant training for operational staff; and that the Policy should be supported by detailed procedures and agreed practices applied uniformly across the Housing, Communities and Economic Development Service unit.

3.2 Nuneaton and Bedworth Borough Council will utilise both the in house repairs and maintenance team and external contractors to fulfil its needs and obligations in delivering this service.

3.3 Nuneaton and Bedworth Borough Council will ensure that Value for Money and procurement tender regulations are adhered to.

4.0 Legislation

4.1 The following is a list of the current legislation that is applicable to this policy:

- The Control of Asbestos Regulations 2012
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013.
- Procurement Regulations
- Landlord & Tenant Act 1985
- Commonhold & Leasehold Reform Act 2002
- Defective Premises Act 1972
- Environmental Protection Act 1990
- Gas Safety (Installation & Use) Regulations 1998
- Equality Act 2010
- Right to Repair Regulations 1994
- Building Regulations
- Health & Safety at Work Act 1974
- The Housing Acts 1985 & 1996
- Management of Health and Safety at Work Regulations 1999
- BS7671 - Requirements for electrical installations 2008 (17th Edition)
- General Data Protection Regulation 2018 (GDPR)
- Data Protection Act 2018

5.0 Equalities

5.1 All Council policies aim to address the general duty of the Public Sector Equality Duty (A requirement on Public Bodies within the Equality Act 2010) to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act 2010;
- Advance equality of opportunity between people from different groups; and
- Foster good relations between people from different groups.

6.0 Responsive Repairs

6.1 Responsive Repairs are defined in this Policy as requests which are received by the tenant, leaseholder or stakeholder to an existing element or elements of their property or communal area. Repairs are located within the curtilage of the property/block which may include outbuildings, communal footpaths, communal car parks, communal divisional fencing and garages.

7.0 Major Works and Refurbishment Programmes

7.1 Pre-determined programmes of work carried out in consultation with tenants, leaseholders and stakeholders.

These could include:-

- Kitchen and bathroom refurbishment
- Door and window replacement
- External cladding
- External Wall Insulation
- Heating Upgrades
- Concrete Repairs
- Roof Renewals
- Lift Upgrades/Installations
- Door Entry Installations and Upgrades
- Fascia, Soffit and associated rainwater goods upgrades
- Internal Painting to communal areas

7.2 Leaseholders will be issued the relevant Section 20 consultation notices by the Council for qualifying major works which affect their block and where they will be required to contribute towards these works in accordance to their lease agreement.

8.0 Servicing Programmes

8.1 These are defined as works that are required to more than one property and where it is more cost effective to carry out these works on a planned scheduled programme.

These could include:-

- Gas appliance safety check annual servicing
- Solid Fuel appliance annual safety check servicing
- Electrical Safety Testing
- Landlords Lighting & Emergency Lighting testing
- Shower pump servicing
- Industrial laundry equipment servicing
- Industrial floor cleaning equipment
- Communal Fire prevention equipment testing and inspection
- Passenger and Stair Lift servicing and inspection
- Communal Grounds Maintenance Works
- Communal area estate cleaning
- Communal area window cleaning
- Communal door entry servicing and maintenance

- 8.2 Where access into a property is required to undertake any of the above, a convenient appointment will always be made.
- 8.3 Leaseholders will be issued the relevant Section 20 consultation notices by the Council for qualifying long term agreements which affect their block and where they will be required to contribute towards these works in accordance to their lease agreement.

9.0 Right First Time

- 9.1 The customer is at the heart of the business and this service focuses on completing all repairs during the first visit to the property, therefore ensuring minimal disruption to the customer and the provision of an effective and efficient service.
- 9.2 There will be instances where the repair cannot be completed during the first visit. In such instances, the customer will be provided with clear information as to why the repair is unable to be completed along with a convenient and reasonable timeframe being agreed for re-attendance.

10.0 Repair Priorities and Access to the service

- 10.1 The prioritisation of repairs is an essential criteria and repairs priorities are set out clearly to determine the timescales for the completion of the work requested.
- 10.2 The responsive repair priorities are:
- Emergency - 24 hour priority - these repairs consist of emergency works that will be of a significant detriment, or have a health and safety implication to the customer or the property.
 - Routine – these repairs are not categorised as an emergency priority but are required to be completed within the relevant noted timeframe to meet to our obligations under the Right to Repair Legislation
 - Appointment based priority– these are for repairs or servicing appointments which can be offered on an appointment basis which best meets with the customer’s convenience access needs, along with considering the availability of the resources necessary to attend the appointment. These are not issued if the repair is of an emergency or urgent priority and in full consideration to meet our obligations of any earlier attendance timeframe to meet with the Right to Repair Legislation.
 - Inspection priority - Where information is incomplete or where a technical decision cannot be determined from the information supplied preventing the repair being assigned to a particular trade or priority then an inspection request

will be raised. Cases in which an inspection visit are required include, but are not limited to:

- Complex repairs such as damp or mould growth patches or water ingress
- Instances where a specialist may be required or the potential volume of work involved requires further initial assessment.

10.3 Repairs can be reported to the Council in a number of ways: -

- Telephoning Nuneaton and Bedworth Borough Council;
- Letter;
- E-mail;
- In person at Nuneaton Town Hall
- Reported by someone else on the tenant's behalf
- Council web site – Tenants Portal.

10.4 The person reporting the repair should have the following information, and where applicable have the authority, to provide authorisation or for them as a third party to meet with the principles of the GDPR relating to any data sharing principles

- Tenants name, address and telephone numbers
- Access contact details
- Details of fault/repair
- Access details

10.5 Due to the nature of some repairs an appointment may not be required with the customer who is reporting the repair as access to the area of the repair is within a communal area, such repair examples could consider:

- Communal sewer blockage
- Communal aerial repairs
- Roof repair

10.6 An initial assessment following the repair request by the Property Services Support Officer will be undertaken, and the priority will then be determined based on the above. The repair work will be allocated either internally or externally. Where it is allocated internally the customer will usually have their appointment mutually agreed and booked in at that time of reporting. If the repair requires external contractor attendance then agreement with the customer will be obtained for their consent for their contact details to be passed onto the nominated contractor for a return call to agree their appointment.

11.0 Right to Repair

11.1 The Council will operate within the statutory requirements of the 'Right to Repair Scheme' offering appointments to accommodate the tenant needs, however ensuring attendances are met within the prescribed right to repair guidelines.

- 11.2 If the Council fails to carry out the qualifying repair within the set timescale, the tenant may be entitled to compensation and request that an alternative contractor is utilised by the Council.
- 11.3 The 'Right to Repair scheme only covers small, urgent or routine repairs costing up to £250 which are likely to jeopardise the health or safety of the tenant.

12.0 Council Responsibilities

- 12.1 Where the repair is deemed to be due to 'fair wear and tear' to a Council owned fixture or fitting then the Council will be responsible to attend and repair. Please refer to Appendix 1
- 12.2 The Council are responsible for the repairs and maintenance to the structure of all its blocks of flats and maisonettes. Where reactive repairs or major works are identified to the structure or communal areas at the block, leaseholders who reside within the block, will be contacted by the Council who will consult in accordance of the Section 20 consultation procedures in instances where the individual leaseholder contribution cost will be in excess of £250.00.
- 12.3 Where an inspection identifies that a repair works order is not required, the tenant or leaseholder will be informed of the reason for this decision.
- 12.4 If it is identified that the repair is due to wilful damage or neglect caused by the tenant, any visitor at the property or a leaseholder then the Council will raise a recharge in accordance to the Recharge Policy.

13. Tenant Responsibilities

- 13.1 Tenant are required to undertake or organise their own minor repairs and functions themselves, in accordance with their Tenancy Agreement. Please refer to Appendix 1
- 13.2 Any items which have been previously identified as "gifted items" at the property will become the tenant's responsibility to repair or replace. Tenants are informed on tenancy sign up of such "gifted items" which could include:
- Cookers and Hob
 - Garden composting bin
 - Kitchen recycle bin
 - Coat hooks
 - Door stops
 - Vinyl flooring (kitchen/bathroom/WC)
 - Toilet roll holders
 - Bathroom mirrors
 - Shower curtain & rail
 - Door bell (wired)
 - Exterior lights on front & rear of property

- TV aerials
- Telephone/cable points and wiring.
- Front and rear garden maintenance including any slabs not laid by the construction company that you may form as paths or patios

13.3 Tenants can carry out works themselves in their property, they can also engage a qualified specialist if necessary, for example where works relate to heating or lighting. Tenants would need to apply through the tenant alteration scheme to obtain permission prior to undertaking any works. Applications for such requests would be dealt with in accordance to the Tenant Alteration Policy.

14.0 Rechargeable Works

14.1 Any repairs required to the property caused by wilful actions or as a result of neglect and cannot be classed as fair wear and tear, will be charged for by Nuneaton and Bedworth Borough Council in accordance with the Recharge Policy.

15.0 Contents Insurance

15.1 The Council actively encourages tenants to take out household contents insurance to include the Landlords fixtures and fittings. The Council operate an insurance scheme that will cover the tenant for accidental damage, floods, fire.

15.2 Properties affected by fire damage will be dealt with in accordance to the councils Fire Damage and Major Incident Policy.

16.0 Performance Monitoring

16.1 To ensure that the Council obtains ongoing value for money and is continually monitoring the service delivery the housing service will monitor completion of works by reporting on the following Key Performance Indicators (KPI's):

- The monitoring and expenditure on the relevant budgets
- The quality of the works carried out, usually collated by Tenants' Satisfaction responses (via feedback cards, e-form & telephone samples, or trade officer obtaining feedback during their post inspection visit)
- The percentage of repairs completed at the first visit

The above is subject to change and is only a sample of what monitoring information is available for use.

16.2 KPI monitoring information is usually presented at Senior Management Team or Contractor Operational Meetings where the Residents Partnership will also be involved with this performance monitoring

17.0 Complaints

- 17.1 If a tenant or leaseholder is not satisfied by the way in which their repair has been dealt with, or in the way in which the work has been carried out, a formal complaint may be raised. This will then be dealt with in accordance with the Council's Customer Feedback Procedure.

18. Review Date

- 18.1 This policy will be reviewed every 3 years, or when a change in Legislation is received.
- 18.2 This Policy should be read in-conjunction with the Tenancy Agreement, Repairs Handbook, Rechargeable Repairs, Gas Safety & Open Flue Appliance Management Policy, Tenant Alteration & Home Improvement Policy and Decoration Allowance Policy.

APPENDIX 1

WHO IS RESPONSIBLE FOR WHAT REPAIR

(This is only a guide line table and should be read in-conjunction with the council Tenancy Agreement and Recharge Policy). The following items are deemed to consider fair wear and tear.

C indicates a responsive repair which is the landlords responsibility

T indicates a repair which is the tenant/leaseholders' responsibility

Repairs	Tenants	Leaseholders
structure and outside of buildings, including the roof, external walls and chimney stack	C	C
water, gas, electricity, solid fuel, sanitation and the equipment that has been installed for delivering these services	C	C
Heating and hot water installations (includes communal heating systems)	C	C
Decoration of internal communal areas of buildings	C	C
Decoration of internal areas of property	T	T
Corridors, stairways, entrances and lighting in communal areas of buildings	C	C
Shared facilities such as rubbish bin areas and lifts	C	C
Paths and steps to buildings	C	C
Fences (subject to the Fencing Policy criteria), paving and paths outside the building	C	C
Balconies	C	C
Window sills and frames	C	C
Window and door glazing (unless damaged by tenant/leaseholder, a member of their family or visitor to the property which will then be dealt with in accordance to the Recharge Policy)	T	T
Internal plastering work	C	T
Wash Basins, sinks, baths and toilets (council fittings)	C	T

Kitchen fixtures and fittings (council fittings)	C	T
Wash Basins, sinks, baths and toilets (tenants fittings)	T	T
Kitchen fixtures and fittings (tenants fittings)	T	T
Toilet Seat replacement	T	T
Replacement keys/fobs / lock changes (see Recharge Policy)	T	T
Door Bell (excludes any disabled adaptations installations)	T	T
Communal Aerial Systems	C	C
Individual Aerial Systems (includes gifted items)	C	T
Outside Lights to front or rear of property (includes gifted items) non Council installation	T	T
Communal Outside lights or Emergency Lighting installed by the Council	C	C
Blocked sink or toilet caused by the resident	T	T
Electric extractor fans (installed by the Council)	C	T
Floor coverings, including Altro flooring in a level access shower or kitchen lino	T	T
Electrical white goods	T	T
Blocked drains external	C	C
Communal Clothes Poles, rotary dryers	C	C
Individual clothes pole or rotary dryers	T	T
Pest Control - which includes ant infestations, bee/wasps nests , rats or trapped birds.	T	T
Rain water pipes and guttering	C	C
Hard wired smoke detectors, heat detectors and carbon monoxide detectors	C	C
Battery Operated smoke detectors, heat detectors and carbon Monoxide detectors	T	T
Shower Curtains	C	C
Tenants/ Leaseholders own fixture and fitting such as coat hooks, curtain rails and poles, shelving, fitted wardrobes, toilet roll holders , towel rails/holders	T	T
Garden maintenance at allocated gardens	T	T
Garden maintenance to communal garden areas	C	C