

# Repairs, Maintenance & Major Works Policy

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## 1 What is the aim of this policy?

The aim of this policy is to set out the standard of service tenants and leaseholders can expect and; contribute to the efficient and effective maintenance of Bron Afon's housing stock by:

- Providing an effective and responsive repairs service.
- Complying with statutory requirements relevant legislation.
- Working to meet the requirements of the Welsh Housing Quality Standard (WHQS) as published by the Welsh Assembly Government.
- Keeping the housing stock in good condition by working to a clear programme for long-term maintenance and improvement.
- Supporting Bron Afon's original five objectives and current corporate plan objectives.
- Setting out the improvements & major repairs programme until the end of 2013.
- Supporting the commitments of tenant and leaseholder offer documents
- Consolidating board decisions to date.

## 2 What legislation do we operate within?

Bron Afon has statutory responsibilities when providing a repairs and maintenance service. Legislation relevant to the repair and maintenance service includes:

- *Landlord repairs and maintenance obligations* - Environmental Protection Act 1990, Landlord and Tenant Act 1985, Defective Premises Act 1972.
- *EU procurement rules* - Public Contract Regulations 2006.
- *Disability legislation* - Disability Discrimination Act 1995.
- *Health and Safety legislation* - Control of Asbestos Regulations 2006, Building Regulations 2000 as amended.

## 3 What does this policy cover?

We are committed to keeping all the homes we own and manage in excellent condition. We do this by running a central repairs and maintenance service. This policy provides details on the service provided, how the service can be used

effectively, as well as explaining Bron Afon's repairing responsibilities and the rights and responsibilities of tenants.

This policy covers the following areas:

- (a) Major Works & Planned Maintenance.
- (b) Responsive Repairs.
- (c) Cyclical Maintenance including Duty of Care
- (d) Maintenance Quality.

**(a) Major Works**

A major programme of improvements is underway to bring all tenants' homes up to the WHQS by the end of quarter four 2012/13. 15% of Tenants' homes have been independently surveyed and a further 60% have been surveyed by Bron Afon to identify the work required to reach WHQS and maintain at that level. The stock condition survey will be independently validated at least every 5 years.

The works have been grouped into four packages:

1. Installation of new double glazed windows & new doors
2. Internal WHQS works (kitchen, bathroom, rewire & heating)
3. External WHQS works (Roofs, Render, Gutters etc)
4. All other work including work to gardens and communal areas, environmental works and work to related assets

The significance of the packages is that where works are being done, tenants have all of the necessary work within the same package carried out at the same time.

For example, when a kitchen is upgraded, the bathroom, rewiring and heating will also be improved to the Welsh Housing Quality Standard in that house at the same time. However if one of the components is not required e.g. it may already meet WHQS the component will not be changed but will be replaced on the next cycle.

With regard to external works to buildings, as far as it technically possible and financially sensible and prudent; work to individual properties is grouped together. This improves economies of scale and convenience for tenants, e.g. one set of scaffold.

It is important to note that grouping of major external works is sometimes more difficult to achieve than would first appear, therefore this is an aspiration and not a rule. For example one technical restraint could be safety regulations, i.e. it may not be possible to safely share the same scaffold for both roofing and render. As the scaffolding for the different type of work have different design requirements. An example of a financial restraint may be that to let independent specialist contracts for say, roofing and render could be a lower cost than one contract for the both. As contracts could be let with small specialist contractors, cutting out the middle man.

The work will be prioritised on criteria set out in the offer document and subsequent board reports.

Bron Afon will also carry out improvements to shared external areas up to 2018. These areas include car parks, garages, play areas, open spaces, court yards, paths, drains and roads. Bron Afon will tackle the areas most in need first. Rather than Bron Afon deciding what should get done in each area, tenants and residents in each community and other local partners will identify their priorities and the improvements needed.

Bron Afon will not start a programme of works without consulting tenants, leaseholder and residents. Where we propose carrying out major works, we will write to the tenant in advance, giving details of:

- The type of work to be undertaken.
- The appointed contractor; and;
- An idea of how long the works will take.

Tenants with special requirements will be taken into account at this stage and built into the design of the improvements where possible. Bron Afon's financial plans include £1.3 million each year to pay for planning and carrying out adaptations to tenants' homes where needed for disability and health reasons.

### **Doors and Windows**

The offer document sets out a commitment that by December 2010 Bron Afon will fit secure external doors and double glazed windows to all tenants' homes that need them.

This commitment has been fulfilled.

It should be noted that a small number of properties do still have some single glazed windows; this will be as a result of tenants exercising their choice not to have work done; either by request or failure to permit access. There are also some sheds and stores that are not part of the living accommodation and the windows and doors are not in disrepair. These windows and doors have not been replaced.

In the first circumstance the windows and doors will be replaced when the property becomes void. In the second they will be replaced when they reach the end of their economic life.

### **Internal WHQS Work - Kitchens, Bathrooms, Heating & Rewiring**

Bron Afon is delivering internal improvements primarily using direct labour supported by some specialist contractors. The workforce is a mixture of permanent staff and contract agency labour. The reason for this is that the volume of work will reduce after Q4 2012/13, at this point fixed term and agency arrangements will come to an end.

We prefer this approach to the use of contractors for the following reasons:

- Tests of tenant satisfaction have shown higher levels of satisfaction with the internal workforce than with contractors.
- Cost remain lower than the benchmark external contractors carrying out the same work on voids, making the internal workforce more competitive
- Employing our own workforce makes us less vulnerable to labour shortages and fluctuations in prices arising from use of contractors in current market conditions. The evidence to date is that Staff value the working conditions and employment terms and are willing to stay.
- Using an internal workforce enables us to train more local people to carry out the work. Whilst some commitments may be obtainable from contractors to employ local people, we do not have such direct control over recruitment as we do by employing them ourselves.
- We have more scope to change and adapt the programme as we learn from

experience with an internal workforce than if we have contracts so there is more flexibility available in our approach.

We do most internal works to homes on an area by area basis. This enables us to secure economies of scale and establish a local office whilst the work is being done in the area. An area based approach makes it easier and more cost effective to work with tenants when we consult them on the works to their homes and enables us to ensure that there is supervision on site to monitor quality and pick up snags.

It is possible to do internal works on a single property basis where this is a priority for other reasons, eg because a disabled person needs adaptations and other works could sensibly be done at the same time.

We prioritise the internal works to homes as set out in the offer document on an area basis using a combination of the following criteria:

- health and safety (gas installations and electrical wiring particularly)
- current standard of kitchens
- current effectiveness and economy of heating system
- current standard of bathrooms

The Membership of the organisation provides feedback and makes recommendations for improvements to the programme on a regular basis via the Quality and Design Forum and Service Improvement Monitors.

#### **External WHQS Work - Roofs, Render, Gutters etc**

Bron Afon primarily uses a “*just in time*” approach to the maintenance and improvement of its homes. The just in time approach is supported by stock condition data and financial models.

The immediate high risk back log of repairs evident at the point of transfer has now been completed.

External works are generally done after the internal works. This is more efficient as some internal work requires work externally e.g. drainage pipes, that will damage the external finish.

Unless there are sound reasons for immediate works being required, the external works are done on an area by area basis.

The external works to building is split into three packages:

1. External building related work to medium and high rise blocks
2. External building related work to low rise housing.
3. External works to sheltered housing

Prioritisation takes into account the following criteria:

- Properties in worst repair which will have most repair costs associated
- The WHQS internal improvement Programme
- Works to roofs which are considered critical if later patch repair costs are to be minimized
- The process of issuing legal notices to Leaseholders and the detailed leaseholder negotiations which will follow
- Works which will require Planning Permissions

- Unavoidable decanting of residents
- Constraints placed by external grant providers
- The opportunities to maximize external funding
- The timetable of TCBC's Neighbourhood Renewal Areas programme (NRA)
- The need to programme works to fit the profile of spending in the Business Plan

We use external contractors to carry out external work. Preferring to use small local businesses to bid for elements of the work where it is legal to do so. Where we can guarantee work to contractors, we seek commitment to taking on local trainees to be trained to carry out the work.

### **All other work including work to gardens and communal areas, environmental works and work to related assets**

Where there is no capacity within the existing workforce these works will be done by external contractors.

These works need to be done on an area by area basis. We will involve local communities (non tenants as well as tenants) in discussing, planning and prioritising the work to their communal areas and seek to promote and encourage involvement by all those living in the area in the process. We will use our work with the residents in these areas and other partners to develop wider community action plans covering not just external works but also wider community benefits they want to see for their area.

We will prioritise those areas where there is the greatest need for external works and the greatest opportunity to increase the involvement of local residents.

### **Training and in house workforce**

We will continue to use the expanded internal works programme to create new jobs and training places within the organisation. The Business Plan will be developed on the basis.

### **Moving tenants out and decorating issues**

Except where individual tenants and their households need to be moved out for personal reasons we will carry out improvement works to people's homes whilst they are living there rather than rehousing them on a temporary basis.

For Internal Improvement work we will continue to use multi skilled teams on an area basis and intend to complete works in each tenant's home within three weeks. For the period that should not exceed a week when kitchens and bathrooms are being fitted and those services are not available we will make available temporary portable units that provide tenants with basic cooking and washing facilities alternatively we will contribute towards reasonable out of pocket expenses. Longer periods are required if internal works to remodel the home is required e.g. demolition of walls. We will decorate after works have been carried out.

### **Implementation of the Policy**

We will produce future programmes of works to homes using this policy and other relevant board decisions and policies.

## **Resources**

Future business plans will be modelled on this policy and other relevant board decisions and policies to ensure resources are available including the expanded workforce for internal improvements and contractors for external works.

## **Equality and diversity implications**

By recruiting additional staff rather than using contractors for internal works, we have a greater ability to ensure that we target new jobs and training places at those who have most difficulty entering the paid workforce. We also have more control to ensure that there is equality of opportunity in recruitment.

The policy of targeting work at the homes and areas that need it most first will ensure that our resources are supporting regeneration of those areas most effectively.

## **Community involvement implications**

As set out above, we will use the opportunity for area based improvements to work closely with communities to design, plan and prioritise works to those areas. Where these do not already exist, we will aim to have sustainable local groups existing in these areas when the works have been completed that will continue to work with us in a consultative role on delivery of the community action plans

### **(b) Responsive Repairs**

#### **Bron Afon's responsibilities**

We will repair and maintain:

- The structure and outside of the building (including roofs, walls, floors, ceilings, window frames, outside doors, drains, gutters, outside pipes, chimneys and chimney stacks).
- Internal walls, skirting boards, doors and door frames, door jambs, thresholds, floors and ceilings (but not including painting and decorating).
- Kitchen and bathroom fittings which we have installed (including basins, sinks, toilets and baths).
- Electrical wiring, gas and water pipes.
- Heating equipment and water heating equipment.
- Means of access to the home (such as paths and steps leading to front and back entrances) constructed by us or previously by the Council.
- Garage sheds and outbuildings where constructed by us or previously by the Council.
- Any shared areas around the home (including stairs, lifts, landings, lighting, entrance halls, paving, shared gardens, parking areas and rubbish chutes); and
- Improvement(s) to the home by the tenant, for which we have given permission and we have agreed to accept as a repairing responsibility.
- Play areas and our public open spaces.

#### **Tenant responsibilities**

You must repair and maintain:

- Your garden.
- Hedges and trees within the boundary of your home including those in any yard or garden.
- Door numbers.
- Sink plugs and chains.

- Fuses other than those in the main fuse box.
- Electrical plugs and leads to own appliances.
- Own heating appliances.
- Decorations (except where Bron Afon is responsible, for example, after we have carried out repair work).
- Cookers or fridge provided by you.
- Curtains, blinds and curtain rails.
- Shelving other than shelving fitted by us.

In addition, you are responsible for the replacement of lost keys and key fobs, as well as regularly testing smoke alarms. You must maintain smoke/fire detectors in proper working order at all times and replace/renew the batteries when necessary.

#### Timescales for carrying out repairs

When a repair is reported, it is assessed and depending on the circumstances, an inspection may be arranged for one of our surveyors to visit and pre-inspect the repair. Alternatively, an order will be raised and prioritised via the helpdesk coordinators using our IT system. There is a target for all work to be completed within 30 working days.

Following the redesign of the repairs process in May 2009 the new measure for the repairs service are:

- **Measure 1 True End to End Time**

This measures the true time duration from reporting of repair to its final completion. The figure reflects the period taken to complete a repair from the tenants' not the organisations point of view.

- **Measure 2 Number of visits**

The number of visits taken to fully complete jobs are recorded and used in conjunction with end to end time data to provide a clear picture of problem jobs.

- **Measure 3 Job fixed first time**

In order to establish repairs are fixed and are staying fixed, each job is recorded as fixed first time or not. This measure allows the team leader to monitor the quality of work completed and whether the problem re-occurred.

- **Measure 4 Tenant Satisfaction Survey**

The previous measurements are underpinned by regular tenant satisfaction surveys to gauge the effect on changes to the system and whether the system is current to the demands and needs of tenants.

- **Measure 5**

Works to be completed within 30 working days as per original measure in offer document.

\* **The working day is 8am to 6pm Monday to Thursday & 8am to 5pm Fridays**

#### Reporting repairs

Faults or damage must be reported to us immediately. We will only carry out repairs if we know that a repair is needed.

Tenants & Leaseholders are offered a wide range of ways in which to report repairs to ensure that repairs are reported quickly and easily and in a way that suits you:

- By telephone.
- At housing offices.
- In writing.
- By e-mail.
- Directly to staff who are out in the community undertaking other tasks.

Tenants & Leaseholders are able to report **emergency** repairs outside normal office hours. Telephone numbers for reporting repairs outside of normal office hours are clearly communicated and well publicised in our housing offices, on the website [www.bronafon.org.uk](http://www.bronafon.org.uk) and in the Tenants Handbook.

### Appointments

We will offer appointments for Responsive repairs when tenants and leaseholders request them. We will only offer appointments for external repairs where the presence of our staff/workforce will impact on privacy.

If for any reason we are unable to meet an appointment, we will keep the tenant informed at all times.

### Missed appointments

This cost is ultimately borne by all tenants. If a tenant misses an appointment we have made with them, then a card will be left informing them that the job has been cancelled. They will have to contact Bron Afon as they will need to report the repair again.

If the appointment is to deal with an urgent repair, for example, a water leak causing damage to the fabric of the property or it is a health and safety risk, it may be necessary to force access to the property.

In the event that a contractor is at fault, we will consider paying compensation for loss of earnings. The tenant will need to demonstrate that time was taken from work for the appointment. Similarly re-imburement of travel costs incurred in attending a broken appointment will be considered. The cost claimed will be recovered from the contractor.

### Arrangements for access

Under the terms of the tenancy agreement:

- You must allow staff, contractors, agents and representatives to enter your home to inspect, carry out repairs and other works which are necessary to your property or to adjoining properties. Access will either be by arrangement via telephone or after giving reasonable written notice, except in an emergency (Section 3.18).
- For the avoidance of doubt, you agree that us, our employees, agents, contractors or representatives may break into your home where they or we have reasonable cause to believe that there is an emergency justifying such action and where it is necessary to gain access immediately. We will try and contact you before breaking in and make good any damage caused in these circumstances (Section 3.20).

### Support for tenants

In order to support access for repairs, you are responsible for clearing surfaces, moving furniture and lifting floor coverings to allow repairs to be carried out. Where this is not done and staff or contractors have to lift floor coverings or move furniture, Bron Afon may make a charge for doing so. Please note, Bron Afon cannot be held responsible for any damages.

We will offer assistance and support to tenants experiencing an emergency. Particularly where tenants are vulnerable, we will provide temporary heating, respond promptly to security threats for victims of harassment and assist tenants with cleaning up (for instance after floods) with appropriate equipment.

In the most severe cases access to temporary accommodation may be needed and we have arrangements in place with Torfaen County Borough Council's Homelessness service.

### Right to Repair

As part of this policy, we have confirmed our compliance with the Right to Repair Scheme as described in "The Secure Tenancies (Right to Repair Scheme) Regulations 1994". This gives tenants the right to have certain repairs done within a fixed period of time. For further details please refer to Bron Afon's Compensation Policy.

### Rechargeable Repairs

A rechargeable repair can be:

- The cost of a repair which is charged to a tenant where they, their family or visitors to the home have caused damage. Please refer to Bron Afon's 'Tenant Damage to Property Policy' which explains how Bron Afon's deals with repairs that are chargeable to the tenant.
- Where a tenant has agreed to pay for work to be carried out which is beyond Bron Afon's responsibility. Please refer to Bron Afon's Rechargeable Policy which provides more detail.

### Improvements and alterations

Bron Afon will allow tenants to improve their homes as though the Housing Act 1985, right to Improve applied to their tenancies, provided that approval is obtained in advance. Please refer to the 'Tenant Improvements Policy' for more information.

### Mutual Exchanges

If you exchange your home with another tenant of a local authority or registered social landlord, you accept the new home 'as seen' and any damage caused by the outgoing tenant will become your responsibility and will need to be repaired at your own expense.

To ensure safety of tenant's basic gas and electric test will be carried out. Tenants remain responsible of any prior damage caused to the gas and electrical systems by the outgoing tenant.

### **(c) Cyclical maintenance**

Bron Afon will carry out servicing, cleaning and maintenance works undertaken on a specified cycle in line with legislation and approved codes of practice. Cyclical

Maintenance includes all duty of care inspection testing and subsequent work.

The primary policy with regard to duty of care is “***To comply with legislation and approved codes of practice***”

A risk register of all duty of care will be maintained and works to comply with relevant legislation and approved codes of practice will be determined in line with risk assessments. High risk duty of care functions will have a documented operational management strategy.

#### Appointments

We offer appointments for all cyclical maintenance. We will only offer appointments for external repairs where the presence of our staff/workforce will impact on privacy. Most cyclical maintenance to communal areas will; not be carry out by appointment.

#### **(d) Maintenance Quality**

##### Code of Conduct for Bron Afon Staff & Contractors

Staff and contractors carrying out repairs and improvements will comply with the Bron Afon code of Conduct. This policy will apply equally to those carrying out works to communal areas such as cleaning, grounds maintenance and improvement works:

#### Courtesy and behaviour

Our staff and contractors will:

- Treat everyone with courtesy and respect and will not use abusive or insulting language or behave in an abusive or insulting way towards anyone.
- Not smoke in tenant's homes or use any radio or charge any mobile phone without the tenant's permission.
- Be dressed appropriately and will generally use vans bearing the Bron Afon logo.
- Act professionally at all times.

#### Access

Our staff and contractors will:

- Always carry identification including a photo, identify themselves to the tenant and always show it without being asked before seeking access.
- Explain the purpose of the visit and the expected length of time to complete the work.
- Not enter a home to do repairs if there are unsupervised children or young people (under 16 years old) present.

#### Tenants Belongings

Our staff and contractors will:

- Advise the tenant when carrying out a pre-inspection of any need, to move furniture or floor covering(s) and any precautions they will need to take for the health and safety of the household whilst works are carried out.
- Where furniture or floor coverings have not been moved, report the matter to housing management, who will assess if support arrangements need to be put in place before the work can start.
- Not move belongings without asking first, but ideally these will be moved by the tenant.
- Ensure that belongings are properly protected from damage before carrying

out works.

### Tenant's Property

Our staff and contractors will:

- Provide the tenant with health and safety advice/precautions that should be taken before, whilst works are being done, in particular, the supervision of children and after work is completed.
- Not use toilet and washing facilities without the tenant's permission and will not use these facilities at all, if alternative facilities are available in the area.
- Not use or ask to use the tenant's telephone.
- Not use a radio or personal stereo/MP3 Player in or outside the tenant's home.
- Carry out the work with minimum interference and will not enter parts of the home to which they do not need to have access without the tenant's permission.
- Ensure that during the work there is always at least one room in the home where the household can be warm and have privacy – this includes providing temporary heating when services are disconnected as a result of the work.

### Tools

Our staff and contractors:

- Are expected to use their own equipment and must not borrow any items from the tenant. If power is required, a generator should be used or an agreement reached with the tenant regarding this, including reimbursing the tenants for the cost of power.
- Keep safe all materials and equipment used on site to avoid danger to occupants and visitors.
- Will obtain permission from the tenant before using their electricity and if there is any prolonged use (2 days or more) an agreement will be reached with the tenant about payment.

### Leaving the Property

Our staff and contractors will:

- Ensure that the property is secure when they leave at the end of the working day.
- Make arrangements for necessary follow up visits before leaving the property.
- Advise householders of any additional work required and the impact this will have on their convenience and the duration of the work.
- Ensure at the end of the working day, the home is left safe for use by the household, taking account the presence of children or disabled people.
- Ensure at the end of a working day, that any disconnected supplies of electricity, water, heating and WC are reinstated where possible. If this is not possible temporary arrangements will be put in place.
- Make sure that tools and materials that could be dangerous if mishandled are kept safely out of the reach of children.

### Upon completion of repair work

Our staff and contractors will:

- Clear up and remove all rubbish from the property when the works are complete.

- Ensure that when works are completed and before leaving the property, the tenant is told any information they need to know. For example, how to operate a new piece of apparatus and given written information if it is available

### Vehicles

Our staff and contractors will:

- Only park vehicles legally in safe and suitable locations i.e. not on verges, pavements or blocking resident access.
- Where legal safe or suitable parking location is not available this will be brought to the attention of Bron Afon's supervisory or management staff immediately and a solution determined.

Performance against these standards is monitored through the compliments and complaints system, post inspection visits, tenant satisfaction surveys and satisfaction surveys completed by tenants on completion of works.

### Tenants responsibilities

To help us:

- You can inform staff and contractors of any special arrangements or circumstances that may impact on the work which will require them to amend standard procedures. For example, where you will be leaving part way through the job or where essential equipment should not be disconnected.
- Please do not smoke in the same room as staff and contractors.
- Please do not enter the main areas of work.
- Keep children away from areas of work.
- Keep cats, dogs, birds etc away from the work area.
- Ensure that children under the age of 16 are not left alone in the property whilst the works are in progress.
- Remove all valuable or breakable items before work begins.
- Ensure that the work area is made ready for by moving furniture, floor coverings and personal belongings in advance.

### Pre and Post inspections

A pre-inspection will generally be carried out where:

- The repair cannot be fully explained by the tenant or leaseholder.
- The responsibility for the repair may lie with the tenant or leaseholder.
- A previous repair has not been resolved.
- Where it is not possible to determine the need for materials without first visiting, in such cases a trained craft operative will carry out a technical inspection.

We aim to minimise the number of pre-inspections required. Where a pre-inspection is needed, it will where possible, be carried out by the member of staff who will be carrying out the repair work. The time taken to inspect the repair will be added to the target response time.

Where complicated repairs exist, there may be a need to carry out an in-depth or specialist survey(s). When this is required, all possible temporary repairs will be carried out to maintain the property whilst we continue with our enquiries into the problem. Should the repair fall within this category, the tenant will be advised of the

target completion date(s) relevant to the individual situation. In addition, where there are serious issues, for example, where health and safety requirements cannot be met, temporary housing will be considered.

A system of carrying out post-inspections of completed repair work exists. It involves supervision during the completion of work, satisfaction surveys (by telephone and in person) and post inspections on site. Where work is inspected on site this will be done within 10 working days.

#### Minimum standard of accommodation for relets

When a tenancy ends and a property is empty (void) Bron Afon carries out work to bring the property up to WHQs internally and ensure that all serious Housing Health & Safety Risks are eliminated. Where a property has already been subject to WHQS work we will ensure that the property meets our 'Lettable Standard' for a new tenancy.

The intention of this standard is to strike a balance between ensuring that the property is safe, clean and in a reasonable state of repair and the need to let the property as quickly as possible to reduce rent loss. Some non essential repairs may therefore have to be carried out after you have moved in.

It also enables Bron Afon to help achieve a consistent standard of work across all properties.

This guide is to let you know what standard of repair you can expect when you move into your new home:

### **STRUCTURE AND ENVELOPE**

- Where possible all down pipes /gutters to be in working order.
- Windows and doors will be secure and fully serviceable with glazing intact.
- All gardens to be clear from rubbish.
- All grass and vegetation to be strimmed.
- Functional washing line/rotary clothes line where applicable.
- Drainage systems will be free flowing and functional incorporating replaced grids.
- Boundaries will be clearly visible (identifiable).
- Any existing unattached outhouses/sheds etc within the curtilage of the property will be safe.

### **KITCHENS**

Every kitchen will contain at least the following:

- Single drawer sink unit, double base unit and worktop, double wall unit or equivalent, an electric cooker point and gas cooker point where gas is fitted to the property. Every kitchen will be no older than 15 years or must be in good serviceable condition.
- Where reasonably practicable, space will be provided for cooker, 600mm, washing machine 600mm, 600mm gap & fridge or freezer 600mm gap.
- Stop taps should be accessible, working and labelled. Tenant to be advised of location.
- Wall tiles will be free from major defects, clean and washable.
- Accessible power points.

- All plasterwork/ceilings will be sound and free from major repair.
- All kitchens to be decorated. Tenant to be given choice of paint.
- Sink to include plug and chain.
- Dropper box for all appliances to kitchen.

### **BATHROOM / WC**

- Bath and Basin to include plug and chain.
- New WC seat.
- New shower curtain where applicable.
- The Bathroom and WC must be in reasonable condition, not more than 25years old, clean of all stains, lime scale and free from any enamel chipping.
- An effective bath seal.
- An adequate supply of hot and cold water.
- Door to Bathroom / WC to have privacy locks installed.
- All Bathroom/WC's to be decorated. Tenant to be given choice of paint.

### **GENERAL**

- Decoration of all other rooms is the responsibility of tenant.
- Relevant gas and electrical checks. (certificates to be provided)
- Plaster work/ceilings to be sound and free from major repair.
- Property to be watertight.
- Wall tiles will be in place for splash back and all these will be intact.
- At least 2No smoke alarms must be fitted.
- Internal doors and furniture will be correctly fitting and serviceable.
- Architraves and skirting boards will be complete.
- Floors will be sound, secure and free from major defects.
- All lofts to be cleared.
- All door locks to be changed.
- Hot water cylinder to be lagged.
- At least 2 shelves (slatted) to be fitted in airing cupboard.
- All polystyrene tiles to be removed and ceilings to be made good.
- No rubbish from the property to be left in the bins.

### **CLEANING**

- Property will be in clean condition.
- All woodwork and front door to be cleaned.
- All worktops / sanitary ware / floors to be disinfected.
- All internal glazing / frames to be cleaned.
- Toilet blocks to be fitted.
- All rooms to be deodorised.
- Low energy light bulbs to be fitted.

### **Feedback and monitoring of tenant satisfaction**

Bron Afon has a duty to ensure its resources are used appropriately and that repairs are carried out to a satisfactory standard. Therefore, arrangements are in place to monitor progress of repair work, its completion and the standard of repair work.

Satisfaction with repairs will be continually monitored to ensure the high standards expected by tenants and leaseholders are delivered. When a repair is completed, a satisfaction survey will be undertaken via either a free post return envelope,

telephone or sent via SMS/e-mail.

10% of all responsive repairs and cyclical works will receive a satisfaction survey.  
100% of improvement works will receive a satisfaction survey.

In addition:

- 20% will receive a post inspection of the works on site.
- 20% will receive supervision visits during the works.

With regard to duty of care works the level of inspection and quality control will be in line with the relevant prevailing approved code of practice

Tenants will be contacted where their response shows dissatisfaction with the repair. To ensure that poor workmanship is corrected with minimum disruption, a follow up system exists to ensure that outstanding matters brought to light during this process are resolved or closed within the published target repair response times. Where there is a trend of dissatisfaction, tenants and leaseholders are contacted and asked to take part in reviewing the service area concerned.

Tenant service improvement monitors may also review and make recommendation with regard to quality management systems.

Tenants also play a key role in setting budgets for repairs and monitoring the quality and cost of the repairs service, through their work on the:

- Quality and Design Forum - ensuring that Bron Afon's repair work is carried out to a high standard and tenants are getting value for money. The Forum consists of a group of trained tenants, leaseholders and staff who will support the monitoring process of repairs.
- Membership Committee – monitoring the performance of the repairs service.

### **Complaints**

Bron Afon welcomes comments and compliments about the service. We also view complaints as an opportunity for tenants and leaseholders to let us know what went wrong, for us to investigate, correct the problem and ensure that it does not happen again.

Requests for a service or requests to reschedule repair response times are not considered complaints.

Copies of our Comments, Compliments and Complaints leaflets are available at [www.bronafon.org.uk](http://www.bronafon.org.uk) and at all our offices.

#### **4 What equality & diversity implications are there?**

This policy will be operated in line with Bron Afon's Equality and Diversity Policy.

#### **5 What financial implications are there?**

The repairs, maintenance and major works services will be managed and financially monitored to ensure that repairs and improvements can be delivered to the required standards and that the commitments in the Offer Document can be met within Bron Afon's Business Plan.

<b>Document History</b>	
Version number	2.0
Date approved	12 December 2011
Approved by	Chief Executive
Next review due	3 years or earlier if needed.
Review Committee	Board
Who this policy applies to	Line Managers and Heads of Service as appropriate; Property and Community Housing staff.
Who is responsible for the policy	Director of Property
Reporting arrangements	None.
Risks of not having this policy	Failure to have this policy in place could have financial implications for the service and no set standards for repairs and improvements.
Links with legislation	Landlord repairs & maintenance obligations (Environmental Protection Act 1990; Landlord & Tenant Act 1985; Defective Premises Act 1972); EU Procurement Rules (Public Contract Regulations 2006); Disability legislation (DDA 1985); Health & Safety legislation (Control of Asbestos Regulations 2006, Building Regulations 2000 as amended)
Links with other policies	Compensation Policy; Complaints Policy; Homeloss & Disturbance Policy; Tenant Damage to Property Policy; Recharge Policy.
Consultation	This Policy has consolidated previous board decisions which have been subject to QDF and Membership consultation.
<b>Document Control</b>	
All enquiries with regard to this document should be addressed to the <a href="#">Director of Property</a>	
Expired issues of this document will be retained by the <a href="#">Policy &amp; Research Officer</a>	