

River Clyde Homes

Responsive Repairs

Approved 2005

Review date Annually following Transfer

This policy can be made available on request in a variety of different formats, such as on tape, in large print and translated into other languages. This will be made available by River Clyde Homes at no additional charge. If you, or anyone you know, would benefit from this, please advise any member of staff or contact Katrina Hamilton on 01475 712511

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Linked Policies

[Right To Repair](#)

[Void Management](#)

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1.0 Aims and Objectives of the Policy

1.1 River Clyde Homes aims to ensure that its properties are maintained to, and its tenants are in receipt of, a high quality responsive repairs service which ensures that River Clyde Homes complies with all legislative, guidance and health and safety obligations conferred upon it as a Registered Social Landlord.

1.2 River Clyde Homes recognises that the current level of the responsive repairs service falls short of that which is expected from an RSL. Both in terms of meeting the requirements of Communities Scotland and more importantly the service falls short of what River Clyde Homes is seeking to deliver to its tenants post stock transfer environment.

1.3 This responsive repairs policy will therefore be linked to a three-year action-plan, this will deliver a range of improvements to the service to achieve compliance with the primary policy objective.

2.0 Equal Opportunities

2.1 River Clyde Homes is committed to achieving social justice and equality of opportunity in every area of its work, by aiming to ensure that all services are equally accessible, irrespective of disability, gender, racial or ethnic origin, age, religion, belief or sexual orientation.

2.2 Board members should be aware of River Clyde Homes' [Equal Opportunities Policy](#) and should act in accordance with this policy at all times. They should also be aware

of the scope for discrimination in the granting of tenancies, contracts of employment, and contracts for services. Board members must follow established procedures when involved with such issues, to prevent either direct or indirect discrimination from occurring.

2.3 Under the [Equal Opportunities Policy](#) River Clyde Homes monitors the ethnic origin, gender and disability profile of a number of functions including the composition of the Board. Board members are encouraged to supply this information. The aim is to ensure that River Clyde Homes' Board reflects the communities it serves. Where such a reflection is not evident, steps will be considered to address the position.

3.0 Compliance with Performance Standards

3.1 This policy aims to comply with the following activity standards

- GS3.1 Responsiveness to service users. We place the people who want to use our services at the heart of work. We treat people with respect and are responsive to their views and priorities. ”
- AS2.1 Repairs- “We provide an effective responsive repairs service for our tenants.”
- AS2.2 Stock Management-“We follow sound stock management strategies to ensure our house are in demand, maintained, modernised and adapted as people’s need change.”
- AS2.3 Lifetime maintenance- “We know the condition of our houses and have costed plans for their lifetime maintenance and improvement. We can demonstrate that resources will be available for the future planned work, taking account of the financial frameworks in which we operate. We are delivering maintenance programmes efficiently and effectively.”

- AS2.4 Adaptations- “We are responsive to the particular needs of applicants and the changing needs of existing tenants, and we adapt our properties efficiently to meet these needs. We have good records about the adapted house we own.”

4.0 Legislative Framework

4.1 River Clyde Homes aims to comply with legislation, guidance and good practice in the repair and maintenance of its homes. Account has been taken of

- The Scottish Secure Tenants (Right to Repair) regulations 2002
- The Housing (Scotland) Act 2001
- The Housing (Scotland) Act 1987, as amended
- Communities Scotland Performance Standards (as detailed above)
- Raising Standards in Housing

5.0 Managing Diversity

5.1 River Clyde Homes values the diversity of individuals and communities living, working, studying and conducting business within Inverclyde and their contribution to the political, economic, cultural and social life of the area. Diversity refers to the wide range of racial, ethnic, national and cultural groups that are now represented in the Inverclyde area.

6.0 Responsive Repairs (Day to Day Repairs)

6.1 Repairs to properties can largely be defined under three headings. Planned, cyclical and responsive. Both planned and cyclical repairs are carried out on the basis of an identified forward programme, whilst responsive repairs are those repairs which are carried out on an ad-hoc basis either at the request of a resident who has

reported a fault or have been identified through the property inspection process carried out by the landlord. In addition void property repairs forms a specific sub set of responsive repairs and for that reason void repairs will be dealt with under a separate void management policy heading.

7.0 Reporting a Repair

7.1 The cornerstone to any effective reactive repairs service is an efficient repairs reporting system. The efficiency of the reporting system will be underpinned by the ability of tenants to have clear, unambiguous information on the nature of the responsive repairs service, how to report repairs, how repairs requests will be responded to and what the tenant should expect from the repairs contractor.

7.2 Tenants will be able to report repairs in a number of ways: -

- By telephone. Tenants can phone directly a River Clyde Homes office. This service will be significantly upgraded by the introduction of a freephone telephone service linked directly to a dedicated repairs reporting team. It is part of the River Clyde Homes action plan for repairs that this service will be introduced at the point of the housing stock transferring.
- By visiting a housing office. Tenants can report a repair by visiting any River Clyde Homes office.
- Outwith office hours, River Clyde Homes will operate an emergency repairs service. This will be a phone service and will respond to repairs categorised as emergencies only.
- Tenants can also report repairs in writing by sending a request to the appropriate River Clyde Homes office.
- River Clyde Homes will also investigate the possibility of by the end of its three year action plan, having the capacity to receive repairs on-line and or requested by e-mail and text message

7.3 When reporting a repair, residents will be asked to provide basic information to assist River Clyde Homes in categorising and programming the repair request. In order that the repair can be carried out, the following information from the tenant or resident is required when a repair is reported:

- their name,
- their address,
- a contact telephone number,
- a brief description of the fault,
- a time when (if required) access to the property is available.

7.4 When tenants report a repair, they will receive a reference number. As the service moves to a more telephone based system, the reference numbers are likely to be provided verbally.

8.0 Responding to Repair Requests

8.1 River Clyde Homes will by the end of year three of its operation be delivering a reactive repairs service within the response times set out below: -

- Emergency Repairs – We will attend an emergency repair within 4 hours to deal with hazards and we will attempt to restore services within 24 hours.
- Urgent Repairs – We will attend an urgent repair within 3 working days.
- Routine Repairs – We will attend a routine repair within 7 working days.

8.2 To achieve this standard, River Clyde Homes has set out an Action Plan of Improvement with which the deliverers of the repairs service must comply

8.3 In all instances the repairs service must achieve a minimum of 95% compliance with response times.

8.4 In year 1 of River Clyde Homes operation, the repairs response times will be as follows:

- Emergency Repairs – We will attend an emergency repair within 4 hours to deal with hazards and we will attempt to restore services within 24 hours.
- Urgent Repairs – We will attend an urgent repair within 7 working days
- Routine Repairs – We will attend a routine repair within 20 working days

8.5 In year 2 of River Clyde Homes operation, the repairs response times will be as follows:

- Emergency Repairs – We will attend an emergency repair within 4 hours to deal with hazards and we will attempt to restore services within 24 hours.
- Urgent Repairs – We will attend an urgent repair within 5 working days
- Routine Repairs – We will attend a routine repair within 10 working days

8.6 In year 3 of River Clyde Homes operation, the repairs response times will be as follows:

- Emergency Repairs – We will attend an emergency repair within 4 hours to deal with hazards and we will attempt to restore services within 24 hours.
- Urgent Repairs – We will attend an urgent repair within 3 working days
- Routine Repairs – We will attend a routine repair within 7 working days

8.7 From day one of River Clyde Homes ownership of the housing stock, a dedicated repairs team will deal directly with residents reporting repairs.

8.8 Within the first year of its operation a repairs centre will be established linked to an appointment based repairs service. Initially appointments within this service will be rolled out on an am or pm timeslot, however by year three this will move to a two-hour time slot.

8.9 When a tenant reports a repair they will be advised of the categorisation of repair, they will be given an appointment time and advised of the timescale for completing the repair.

9.0 Categories of Repairs

9.1 Emergency Repairs: River Clyde Homes regards the following types of repairs as 'Emergency Repairs'.

- No heating or hot water, if you have a vulnerable person in your home – a young baby or someone who is elderly or disabled.
- Gas appliances giving off fumes, Transco will be contacted immediately. A telephone number for Transco is noted in the tenant's handbook and will be regularly available in newsletters.
- Water burst, major leak, and water penetration.
- Blocked toilet, but only if there is not another toilet in the house or flat. A toilet that will not flush, but only if it is the only toilet and you are unable to flush it with a bucket of water as a temporary solution.
- Complete power failure
- Power off in part of the home but only if it is a danger to health and safety because it is needed for essential equipment like a stair lift or nebuliser.

9.1.2 Security Issues

- If a home is insecure as a result of a break-in or due to the failure of a security component such as locks, doors or windows this will be treated as an emergency.
- If the property is insecure due to the direct actions of the tenant, the repair may fall under the category of a rechargeable repair (See point 10)

9.1.3 Multi Storey Flats

- Lift breakdown will be treated as an emergency where floors are serviced by only one lift.
- Fire alarm breakdown and fire doors will be treated as an emergency

9.1.4 House Fires

- River Clyde Homes will check the electricity, the wiring and gas pipes work if there has been a fire in a house or flat. Appliances must not be used until River Clyde Homes have completed these checks.

9.2 Emergency Systems

9.2.1 To assist River Clyde Homes in dealing with emergency repairs, a telephone contact point will be available 24 hours per day 365 days per year. This service will be supported by trained and experienced staff who will co-ordinate emergency repairs.

9.2.2 River Clyde Homes contractors and in-house staff will have the resources to respond to emergency repairs within the tight timescales set.

9.2.3 The emergency phone procedures are regularly updated. The telephone number for the contact centre and for emergency services and are available at all times.

9.2.4 To count as an emergency repair the problem must be very urgent. It has to be a threat to health, safety or security. If after assessment, it is the view of River Clyde Homes the repair should not be categorised as an emergency, the individual reporting the repair will be informed and an appropriate appointment made to carry out the repair in line with repairs policy.

9.3 Urgent Repairs

9.3.1 River Clyde Homes regards urgent repairs as those, which are of a lesser priority than emergency. These repairs will be carried out in line with the response times identified. Examples of an urgent repair are noted below

- Door entry systems not working
- Close lighting not working
- No hot water
- Faulty smoke alarm
- Storm damage repairs
- Toilet cistern not flushing properly
- Choked sinks or drains
- Faulty light switch, sockets or light pendant
- Faulty secondary lock

9.4 Routine Repairs

9.4.1 River Clyde Homes will respond to all routine repairs within the timeframes specified above. Items such as redecoration when this is associated with damage caused by another fault, for example, where water penetration causes damage to walls and ceilings, wear and tear to kitchen worktops and units and minor joinery work are regarded as routine repairs.

9.4.2 River Clyde Homes ability to complete repairs to tenants may be restricted by the lack of specialist parts or materials. River Clyde Homes will attempt to provide temporary repairs whilst waiting on specialist parts. We do not expect to wait longer the 28 days for specialist parts, however should that be the case the tenant will be informed of the delay and appropriate temporary repair carried out

10.0 Rechargeable Repairs

10.1 In some circumstances the tenant will be responsible for repairs. River Clyde Homes is willing to assist tenants by offering to complete repairs that are the responsibility of the tenants. River Clyde Homes will advise the tenant of the likely costs and seek permission and a deposit for the cost of the work, prior to starting the work.

10.2 In other circumstances River Clyde Homes will recover the repair cost of the damage if caused by the neglect of the tenant.

10.3 Tenants responsibility for repairs is explained in the Scottish Secure Tenancy and River Clyde Homes repairs service standards manual.

11.0 Tenants Responsibilities

11.1 Whilst River Clyde Homes has responsibilities to ensure the repairs identified are carried out, tenants also require to be aware that they have some responsibilities for repairs.

Tenants are responsible for

- Light Bulbs
- Fixture and fittings including curtain rails
- Replacement of lost keys
- General good housekeeping (the tightening of loose screws)
- Sink and bath plugs

11.2 Whilst tenants would be expected to carry out these works themselves River Clyde Homes will carry out this type of repair for tenants who meet the following criteria:

Everyone in the household is aged 70 and over or if aged under 70 is in receipt of attendance allowance or DLA (high rate mobility) or DLA (highest rate care)

Tenants in receipt of housing support.

11.3 Tenants will also be responsible for replacement glazing, where glazing or windows are broken by the tenant and where locks require to be replaced due to tenant damage or loss of keys.

11.4 River Clyde Homes will carry out the repair but tenants will be recharged for this replacement.

12.0 Repair Monitoring

12.1 River Clyde Homes will monitor the progress of the repair request by ensuring that a dedicated staff team implement our computerised repair system. We will check to ensure that repairs are carried out within the agreed timescales and investigate circumstances when the agreed timescales are not met.

12.2 River Clyde Homes, by the end of year 3 of its action plan will inspect 30% of all repair requests after the repair is complete. This target will be stepped up on an annual basis from 10% in year 1. A Repairs Officer will randomly request completed repairs for inspection purposes. In addition to this random selection, other repairs will also be inspected due to the costs, the unusual nature of the repair or at the request of a tenant in receipt of the repair.

12.3 An important function of any repair monitoring is to receive feedback directly from those in receipt of the repair. This will occur in two ways, firstly from day one of River Clyde Homes all repairs will be required to be signed off by the tenant to certify completion and satisfaction. From year two onwards when the freephone reporting system is operational and a dedicated repairs staff is in place, a call back system will be introduced where recipients of repairs will be contacted post completion and asked to complete verbally a questionnaire on the repairs service performance.

12.4 The questionnaire will endeavour to establish as to whether the repair operative arrived within the programmed timeframe, if the repair was completed to their satisfaction, if the operative conducted themselves in an appropriate manner and the property was left in the state of tidiness the repair operative found it in when they entered. The recipient of the repair will also be asked questions with regard to the effectiveness of the reporting system and the staff who dealt with the original report.

12.5 This call back system will run in tandem with the post inspection system, however it is envisaged that in the longer term, this will become the main means of establishing satisfaction with the repairs service

12.6 On a monthly basis the Board or an appropriate sub-committee of River Clyde Homes will receive reports in relation to the repairs performance and budget.

13.0 Tenant Information

13.1 River Clyde Homes will publicise extensively its repair policy, its commitments to tenants and tenants responsibilities. River Clyde Homes will also have in place a clear complaints policy, which tenants will be made aware of and should the repairs service fail to meet the required standards then tenants will be able to register dissatisfaction through this procedure.

13.2 All information relating to River Clyde Homes repairs service will be disseminated through the tenants handbook, specific repairs service information leaflets, regular newsletters and the organisations website.

13.3 All information can be made available on request in a variety of different formats, such as on tape, in large print and translated into other languages. This will be made available by River Clyde Homes at no additional charge. If you, or anyone you know, would benefit from this, please advise a member of staff.

Review

14.1 This policy will be reviewed every year for the first three years to ensure that progress is measured against the Action Plan for Improvement and two yearly following this. The next review will be twelve months after transfer unless an earlier review is required as a result of legal, regulatory or best practice requirements.

