

YMCA TOGETHER

# Repairs and Maintenance Policy

December 2021

## Aim of Policy

This Policy sets out YMCA Together's approach to responsive repairs, empty property maintenance, planned maintenance and cyclical maintenance.

The implementation of this Policy will ensure YMCA Together delivers an effective and efficient repairs and maintenance service to homes and communal areas whilst maintaining value for money. It also responds to the needs of, and offers choices to tenants, with the objective of completing repairs and improvements right first time.

## Policy

YMCA Together predominantly provides specialist supported accommodation and offers an intensive housing management service so we are committed to undertaking repairs and/or replacements of small to medium components on failure due to wear and tear or tenant misuse.

To ensure components are not prematurely replaced, regular cycles for the servicing of equipment, inspection and testing required by regulations will be carried out.

There will be external and internal (communal areas) redecoration programmes to maintain the appearance of properties and extend component life.

Emergency repairs can be reported 24 hours per day, seven days a week via a range of channels. Outside of normal working hours the service will as a minimum make the property safe and secure.

YMCA Together will endeavour to ensure that responsive repairs are completed in one visit, 'right first time'.

YMCA Together will arrange appointments, at the first point of reporting, for all non-emergency internal and external repairs.

Repair requests will be confirmed by phone, in writing or in a text message to the tenant. This will include a description of the repair, the date and time of appointment and the name of the contractor.

With the exception of timescales prescribed under the 'right to repair' legislation, responsive repairs will be responded to according to their level of priority, such as whether they are an emergency, urgent or routine. Where circumstances are appropriate or necessary, such as a tenant with support needs, a repair may be escalated to a higher priority.

If a repair cannot be completed within the stated timescale (e.g. if materials have to be specially ordered) the contractor will inform the tenant of the revised timescale, which may, due to the nature of the works, be progressed as investment works outside of this Policy.

Policy No.	Issue No.	Policy Owner	Reviewed by	Authorised By	Date
HS002	1	Deputy Chief Executive	Jason Thomas	SLT	December 2021

YMCA Together will publicise repairs and maintenance which are the tenant’s responsibility. Where it is identified that tenants have caused damage to the property, undertaken unauthorised alterations or left possessions and/or rubbish in the property when vacating, YMCA Together may seek to recover the costs incurred from tenants to rectify the damage and/or issues identified.

Where a non-emergency repair has been requested and it is evident that this is due to tenant damage, YMCA Together reserves the right to not carry out the work unless the tenant pays for the full cost of the works in advance of the works being carried out.

Where it is established that materials or parts have been ordered for works which is of a specialist nature and the tenant fails to allow access to undertake the work, YMCA Together may proactively seek to recover the costs incurred from the tenant.

Where improvements cause damage to the tenant’s decoration, this will either be made good or a decoration voucher will be issued to enable the tenant to purchase the necessary decorating materials, this does not include where day to day repairs have been undertaken.

YMCA Together repairs empty properties promptly and to the published lettings standard, so that properties are let as quickly as possible to people in housing need.

Planned maintenance works will be carried out on a regular basis to ensure the Health and Safety of tenants and their visitors, to meet statutory and legal obligations, prevent deterioration of the building components and/or improve the appearance of homes and estates.

YMCA Together will deliver some repairs as longer-term investment works. For example, where pre-inspection and/or ordering and manufacture is required or for larger quantities of repairs that may potentially be done as a long-term investment.

YMCA Together will discharge all legal obligations to all leaseholders by providing an efficient and effective repairs and maintenance service for those repairs that are their responsibility.

### **Responsive Repairs Timescales**

YMCA Together will categorise all responsive repairs and maintenance into 3 categories and will aim to respond to repairs and maintenance as below:

- ▶ **Emergency** – within 24 hours
- ▶ **Urgent** – within 7 days
- ▶ **Routine** – within 14 days

### **How the policy will be delivered**

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YMCA Together will ensure that all call handlers receive structured training in all aspects of the repairs service and are provided with repairs diagnostic software to support the effective ordering of repairs and deliver a 'right first time' repair service to tenants.

YMCA Together will carry out an annual review of each contractor's performance, which will identify any actions necessary to be taken including determining or not extending contracts and/or not inviting to tender for future contracts.

Delivery of the arrangements within this Policy will be primarily through YMCA Together staff, external service providers and third-party audit mechanisms.

In order to ensure that a high-quality repairs service is provided, a randomly selected list that includes a range of values and types of work will be checked through internal and external audits. The results of the checks will be utilised to drive improvements and specific coaching and training for individual operatives.

Where employees become aware that there are problems with effective operation of this Policy, they should report this to the Policy Owner.

#### Related documents

- ▶ YMCA Together Home Standards Policy
- ▶ YMCA Together Asbestos Policy
- ▶ YMCA Together Asset Management Policy
- ▶ YMCA Together Legionella Control and Water Hygiene Policy
- ▶ YMCA Together Leasehold Management Policy
- ▶ YMCA Together Electrical Safety Policy
- ▶ YMCA Together Fire Safety Policy
- ▶ YMCA Together Gas Safety Policy
- ▶ YMCA Together Equipment and Adaptations Policy
- ▶ YMCA Together Rechargeable Repairs Procedure
- ▶ YMCA Together Tenancy Agreement (re: Right to Repair)

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YMCA enables people to develop their full potential in mind, body and spirit. Inspired by, and faithful to, our Christian values, we create supportive, inclusive and energising communities, where young people can truly belong, contribute and thrive.

SUPPORT & ADVICE

ACCOMMODATION

FAMILY WORK

HEALTH & WELLBEING

TRAINING & EDUCATION