

confederation of co-operative housing

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maintenance

model policies & procedures

introduction

- These rules are for co-ops managed by general meeting. This means that the whole membership forms the governing body of the co-op.
- This document assumes day to day management is dealt with through working groups



01:03:01

repairs + maintenance

policy

introduction

This policy governs the manner in which repairs and maintenance of the Co-op's property is carried out, and covers the co-op's residential property, defined as boundaries of the co-op under the terms of the mutual occupation agreement. The repairs procedure will be co-ordinated by the Repairs Officers with the assistance of co-op members and tenants. Tenants as members of the co-op are expected to take a proactive role in implementing the repairs and maintenance procedure. They should familiarise themselves with the repairs process, emergency procedures and contact numbers and seek training where needed.

aims

1. To keep in good repair the external structure of dwellings and the common parts of property shared by all tenants of the co-op.
 - 1.1 Keeping in good repair the structure and exterior of the premises including drains, gutters and external pipes.
 - 1.2 Keeping in good repair and proper working order the installations such have been provided by the co-op for the supply of water, gas, and electricity and for sanitation.
 - 1.3 Keeping in good repair and proper working order the installations for space and water heating, which have been provided by the co-op.
 - 1.4 To keep the lift in good repair and proper working order.
2. The co-op aims to maintain its properties, their fixtures and fittings, in a good state of repair so that it can continue to provide safe and comfortable homes.
 - 2.1 The repairs carried out by the co-op or approved contractors will be done in a professional and safe manner in accordance with Health and Safety guidelines. The co-op may be liable if through possible negligence it has allowed works to be done in such a way as to cause injury or damage.
 - 2.2 The co-op will use building contractors to carry out the majority of repairs and will supply a list of approved contractors. Only approved contractors must be used by the co-op and tenants
3. The co-op will abide by its legal obligations as landlord as defined by the Landlord and Tenant Act 1985 and the Housing Act 1996. It will also abide by

its obligations to provide housing fit for habitation after works have been carried out as defined by the Defective Premises Act 1972.

Within these objectives the co-op will also seek to maintain close financial control over its expenditure on repairs and maintenance and obtain value for money. Nothing within this policy will be a t variance with the Financial Standing Orders of the co-op.

1 responsibilities

1. EMERGENCY ACCESS

If there is a risk of personal injury and / or serious damage to property, then the co-op or its representatives have the right of access without notice to make the property safe and secure.

1.1 The co-op will appoint two contractors able to carry out the majority of likely emergency repairs. If, and only if, a tenant is unable to contact any of the Repairs Officers, a member of the co-op staff / working group (e.g. during public holidays), the tenant may authorise the contractors directly. Tenants should be aware that the co-op must pay extra for such an emergency service and that they will be liable for any costs if the Repairs Officer decides that the tenant has used the service unnecessarily, or it has been used to repair damage caused by the tenant (including self inflicted "lockouts").

2. REPAIR PRIORITIES

The co-op divides repairs into three groups:

2.1 EMERGENCY REPAIR

**Target time for completion: 48 hours,
reporting time 12 hours.**

An emergency is any defect that threatens the safety, or security of occupants (e.g. blocked drains, unsafe wiring) NOTE: GAS LEAKS should be reported FIRST to TRANSCO.

Emergencies also include damage caused by racial or other forms of harassment, criminal damage, vandalism or break-ins where the building has to be made secure, and self-inflicted "lockouts".

2.2 URGENT REPAIRS

**Target time for completion: within 7 days,
reporting time 2 days**

An urgent repair will be carried out to any defect that is causing serious inconvenience to the occupants (e.g. leaking roof, no hot water, or infestation by vermin.). The circumstances of the tenant(s) will be taken into account when considering whether or not a repair is urgent. Priority will be given to those households where there are young children or people who are housebound or suffering from illness. Re-let repairs also come into the category of Urgent repairs in order that the rent stream is not adversely affected.

2.3 ROUTINE REPAIRS

Target time for completion: 1 month, reporting time 1 week.

All other repairs, including cyclical. Not all repairs will fit into these categories and sometimes it will not be possible to carry out repairs within these target times (e.g. when a surveyors report is necessary to decide on the cause of damp). Tenants will be informed when any variation to the targets is necessary.

3. tenant responsibilities

The tenant has the following responsibilities to enable the co-op to meet its statutory duties and responsibilities:

- 3.1 It is the responsibility of the tenant to formally notify the Repairs Officer of any necessary repair work to their property as soon as possible.
- 3.2 It is the responsibility of the tenant to take care of their home and not to allow damage to occur through negligence or abuse, either by the tenants, their pets or by their visitors. Failure to abide by these responsibilities is breach of the tenancy agreement. Tenants are reminded that properties must be maintained in a lettable condition at all times – this includes no pet fouling or infestation.
- 3.3 It is the tenant's responsibility to inform the co-op of any infestation, or dampness. Tenants also need to report any criminal damage, vandalism, or break-ins to the Police within 24 hours and obtain a crime report number.
- 3.4 Failure to report a repair or those caused by acts of omission, or commission will be the tenant's financial responsibility.

3.5 It is the tenant's responsibility to keep in good repair and proper working order, the installations that they have supplied and fitted under the conditions required for tenant improvements (section 5.13 Tenancy Agreement). These additional alterations may include installations for the supply of water, gas, electricity, space and water heating, and sanitation.

3.6 It is the responsibility of the tenant to make adequate access arrangements and then ensure that the Repairs Officer, co-op staff, and building contractors are able to obtain access at reasonable times to carry out repairs and inspections within their target times. It is the tenant's duty to inform the Repairs Officer of any failure by contractors to make scheduled work times.

4. tenant repairs

Tenants may only carry out their own repairs with the prior approval of the Repairs Officer and in accordance with the Financial Standing Orders. Tenants carrying out their own repairs will be reimbursed for the cost of materials only, and only if a receipt is provided. Tenant repairs are usually limited in their scope, and usually of a minor nature where costs are small. The Maintenance Group will devise a list of approved Tenant repairs, a copy of which will be available from the office by 1st February 2001.

5. tenants' improvements

Tenants must not make improvements, alterations or additions to either their home (which may be subject to conditions) or to the co-operative's communal property (including the erection of a television aerial, satellite dish or any external decoration) without first obtaining written approval from the Maintenance Group and all other necessary approvals e.g. planning permission, fire regulations, warranties, etc., etc. Tenants are reminded that they incur sole financial responsibility for the cost of any improvements, alterations or additions that they may make to their home. Any work so carried out will be subject to inspection by the co-op or its approved contractor. The costs of such inspection (if any) being met by the tenant. The tenant will make good or pay to the co-op the cost of any remedial work due to damage, unsatisfactory work or negligence, and also the cost of restoring the flat to its original state in the event of any UNAUTHORISED improvement having been made – e.g. unauthorised cat flaps etc.

6. authorisation for repairs

The budget for repairs and maintenance will be set by the General Meeting and supervised by the Treasury Working Group. It will receive regular reports from the Maintenance Group on the actual spending against the budget.

Repairs will be authorised by Repairs Administrators and / or Repairs Officers on the following basis:

- 6.1 Estimated cost up to £150.00 - at least ONE estimate required
- 6.2 Estimated cost up to £300.00 - at least TWO estimates required
- 6.3 Estimated Cost up to £1000.00 - at least THREE estimates required
- 6.4 Estimated cost up to £2000.00 - at least THREE QUOTES required, as well as the prior approval of the Treasury Group.
- 6.5 Estimated cost OVER £2000.00 - The co-op will go out to tender using the system approved by the Housing Corporation.

It is feasible that a Repairs Administrator requests enough estimates but does not receive the number of replies stipulated above. In these circumstances the Repairs Administrator may reserve the discretionary right to request funds are released from the Treasury in order to expedite effective decisions if it can be shown that delays in obtaining further estimates would result in an overrun on an urgent deadline, or that it could seriously affect our status as a Landlord, or otherwise cost the co-op more in the long term.

The Repairs Officers may also authorise the use of a surveyor to inspect defects and make recommendations where the repair is not obvious or where major expenditure may be incurred or where damp and rot guarantees may have to be invoked

It is the responsibility of the Treasury Working Group in conjunction with the Maintenance Group to monitor expenditure on repairs and to ensure that the co-op is getting value for money.

7. tenants rights

7.1 Tenants are entitled to expect that repairs will be carried out according to the target times, or to receive an explanation of why this is not possible. Tenants should report any delay to the Repairs Officer.

7.2 Tenants are also entitled to expect up to 7 days written notice of any disruptive work or access to the property that the co-op or its agents have deemed necessary.

Claims for compensation will be considered where the co-op has failed to carry out its responsibilities.

8. complaints by tenants

Any tenant who is dissatisfied with any aspect of the co-op's repair service should complain in the first instance to a Repairs Administrator or the Deputy Maintenance Co-ordinator responsible for repairs. If they are not satisfied with the result of this complaint, they can invoke the co-op's Complaints Procedure.

9. monitoring repairs and maintenance performance

9.1 The Maintenance Group will be responsible for the production of quarterly monitoring returns, copies of which will be presented to the General Meeting for information. The monitoring returns will indicate the number of jobs requested within each repair target time, the number completed on time, and the average cost of repairs.

9.2 The Maintenance Group will also be responsible for the upkeep and annual production of information for projected costs of cyclical maintenance, budgets, financial audits, etc.

procedure.

1 introduction

Members and Tenants They should endeavour to identify repairs and other problems with their property at an early stage. Then having contacted a Repairs Officer and obtained a LOGGED Repair Report Form complete and return the form to the Repairs Administrator without delay.

The Maintenance Group appoints a number of Repairs Officers to be approved at a General Meeting. The responsibilities of the Repairs Officers are described in the Maintenance Group Manual and form part of their job descriptions.

2. repairs procedure

2.1 REPORTING EMERGENCIES

In case of emergency, (e.g. gas leak) the tenant should refer to the emergency procedure before contacting the co-op's representatives and telephone the relevant number. Only emergency repairs may be reported by phone.

2.2 REPORTING NON-EMERGENCIES

For all other circumstances, tenants must report a problem by first completing a Repair Report Form. They should hand this directly to a Repairs Administrator to process, with details of access availability. The "Repair Reported Date" on the form is entered as received. This is used to work out the deadline for completion.

2.3 ASSESSING REPAIR WORK

The Repairs Officers will inspect the work in question, preferably with the tenant, in order to ascertain the priority, nature and specification of the problem. The Repairs Officer will then complete the relevant parts of the report form before authorising a repair. The tenant receives written acknowledgement / authorisation for the repair, and the expected completion date.

Repair authorisation will be to either: Tenant, or Contractor.

2.3.1 TENANT REPAIRS;

are as outlined in Point 4 of the policy document.

i. The tenant is issued with a written copy of the authorisation and another copy is incorporated into the Repair Report Form and filed in the Office.

ii. The tenant follows the authorisation details, completes the job, signs the authorisation form, attaches receipts, contacts the Repairs Officer and awaits inspection and reimbursement.

iii. It may be that some Tenants feel unable to carry out repairs, and in such circumstances it would be feasible for an appropriately experienced member of the Maintenance Group to carry out such repairs, this must not be the same person as the Repairs Officer.

2.3.2 APPROVED CONTRACTORS;

will complete the majority of repairs, and all those which require Public and Personal liability insurance.

i. The Repairs Officer will and draw up any work specifications for the potential contractors if required.

ii. The Repairs Administrator will consult the Approved Contractors list, seek or tender for the required number of estimates as stipulated in Policy 6.

iii. Once estimates have been obtained, the Repairs Administrator will, upon approval from the Maintenance Group or General Meeting as necessary, decide which contractor will undertake the work.

iv. The Repairs Administrator will then liaise with both Contractor and Tenant to confirm details and dates. A written authorisation will then be sent out to form part of our legal contract with the contractor, and a copy incorporated into the Repair Report Form and filed in the co-op's Office.

v. Once the work has been completed a Repairs Officer will inspect the work, and if satisfied, both the Repairs Officer and Tenant will sign the written authorisation, confirming completion and satisfaction.

2.3.3 POST INSPECTION

As soon as possible after completion of the repair work, a Repairs Officer will conduct an inspection of it to ensure quality, value and consistency with any invoices. The remaining parts of the Repair Report Form will then be completed, collated with other relevant documentation, and prepared for processing.

2.3.4 PROCESSING

Documentation is sent to the Treasurer / Bookkeeping Group to warrant appropriate payments. The information on the Repair Report Form is entered onto the database. The Documents are filed. The tenant keeps their copy of the repair acknowledgement / authorisation form.

2.3.5 PAYMENT

Payment will be made to the Contractor / Tenant after the invoice / receipt, signed authorisation form and original estimate, if applicable, have been checked by the Repairs Officer and passed to the Treasurer. Any contractor repairs necessary that are caused by the tenant, lodgers, agents, visitors or pets, or by the tenants failure to report will subsequently be recovered from the tenant.

3. maintenance procedure

3.1 Every twelve months the Maintenance Group will arrange for an internal / external inspection of all the co-op property by suitably qualified persons. Any problems noted will be recorded on each property file. A decision will then be made as to whether to repair immediately or whether it should be left until cyclical maintenance.

3.2 The Maintenance Group will arrange for cyclical maintenance. This will include external redecoration of all the co-op's property and repairs to previously mentioned defects.

3.3 All gas appliances provided by the co-op will, according to law, be inspected annually. All gas appliances provided by the tenant, must be fitted according to law, and inspected at the tenant's own expense.

3.4 The Maintenance Group will arrange for annual servicing of all boilers and water heaters in accordance with the manufacturers' recommendations.

4. list of approved contractors

4.1 The Maintenance Group will maintain the Approved Contractors list. It will be reviewed at least annually and contractors can be added or removed by recommendation of the Repairs Officers and Staff. The Annual General Meeting must approve the list, and the General Meeting must approve any amendment to it.

4.2 Contractors will be accepted onto the approved list if they offer a suitable service at a fair price to a satisfactory standard, if they agree to abide by the co-op's equal opportunities policy, and if they abide by legal requirements concerning professional qualifications, tax, insurance and VAT. Only written appraisals, business manifestos, and documents of support will be taken into account.

4.3 Contractors can be removed from the approved list if they can no longer fulfil the co-op's requirements, or if a complaint has been made against them by a tenant and, after investigation, the complaint has been upheld.

5. repairs officer's responsibilities & procedures

5.1 On being notified, in any appropriate manner, of a repair request by a tenant, the Repairs Administrator will issue a numbered and sealed Repair Report Form to the tenant and log the same in the Log Book in the co-op's office.

5.2 On receipt of the completed form from the tenant, the Repairs Administrator will arrange an inspection of the repair request by a Repairs Officer at the earliest opportunity and complete the other details on the form, e.g. access details etc.

5.3 The Repairs Officer will then inspect the request and make his / her assessment, completing the details on the Repair report form, and specifying the nature of the repair.

5.4 The Repairs Officer will then return the completed form to the Repairs Administrator who issued it, for further action.

5.5 The Repairs Administrator will then take whatever action is necessary to obtain the required quotes or estimates from the Approved Contractors, and then expedite the repair in accordance with 2.3.2iii above.

5.6 All details requested in the Log Book must be completed from the form at the same time.

5.7 Should the work not be carried out in the required target time then the Repairs Administrator will investigate the reasons for this and liaise further with the tenant, and contractor as necessary to get the work completed.

5.8 Once the work is done then the Repairs Officer will inspect the work to ensure that it has been done properly, and within the estimate or quote given, checking it against any work specification given originally to the Contractor.

5.9 Assuming all is well, and the work has been completed to a satisfactory level, then payment of the invoice will be authorised in the manner set out earlier.

5.10 Each step of the repair should be logged in the Log Book and on the Repair Report Form.

5.11 If the repair request is as a result of an apparently ongoing problem, then this should be noted on the form and previous job numbers cross referenced – this information should be available from the property file for each flat. of facilities which form part of any agreement (eg. meeting rooms) must represent good value and be on a not-for-profit basis.