

**confederation  
of  
co-operative housing**

unit 19  
41 old birley st.  
hulme  
manchester  
M15 5RF  
t: 0161 232 1588  
f: 0161 226 7307  
e: info@cch-uk.org  
w: www.cch-uk.org

**repairs + maintenance**

**model  
policies  
&  
procedures**

introduction

- These policies and procedures are for co-ops managed by management committee



01:03:01

# repairs + maintenance policy

## objectives of this policy

The objectives of the repairs and maintenance policy are:

- to ensure that the co-op meets its legal repairs and maintenance obligations
- to ensure that the co-op operates a high quality, sensitive, responsive and efficient repairs and maintenance service
- to ensure that repairs and maintenance are properly budgeted in accordance with the co-op's annual budgets and financial procedures

### 1 REPAIRS FOR WHICH THE CO-OP IS RESPONSIBLE

1.1 The co-op is responsible for ensuring that the following items are kept in good condition:

- all exterior and structural maintenance of properties and communal areas including roof, walls, floors, drains, gutters, external pipes, doors, windows, fencing and gates
- installations for the supply of water, gas and electricity, sanitation, heating (including central heating systems, gas fires, gas water heaters, immersion heaters, electric fires)
- redecoration of the outside of property and communal hallways
- entryphone, security and fire-fighting or protection systems

### 2 REPAIRS FOR WHICH THE TENANT IS RESPONSIBLE

2.1 The tenant is responsible for maintaining the following items in a satisfactory condition:

- interior decoration unless a repair carried out by the co-op has caused damage
- replacing light bulbs and lost keys
- any repairs caused by neglect or damage by the tenant or their family or guests

- keeping tenant's gardens clean and tidy
- bell batteries and bulbs
- draught exclusion

### 3 REPORTING REPAIRS

3.1 Tenants are obliged to report repairs as soon as possible to the appropriate repairs officer, either in person, by telephone or by letter.

3.2 The repairs officer will inform the tenant whether the repair is to be considered as an emergency, urgent or standard, and will take details of access to the property. Once an arrangement is made when the tenant is going to be in, the tenant may be liable for a call out charge if they are not in at the time arranged.

3.3 The repairs officer will give the tenant a jobsheet outlining:

- a job number
- details of the repair
- category of repair
- the contractor who has been called to deal with the repair
- access arrangements
- details of what to do if the repair is not completed at the expected time, or to the tenants satisfaction

The jobsheet will also contain a blank section to be completed by the tenant, which will identify when the job has been completed and whether the tenant was happy with the level of service. The tenant should make every effort to return this part of the jobsheet.

3.4 If a tenant is not in at a pre-arranged time, then the job will be cancelled and the tenant will have to report the repair again.

3.5 If a tenant is not in and no time had been previously arranged for the contractor to call, the contractor will leave a card asking the tenant to arrange a convenient time for them to call.

## 4 REPAIR CATEGORIES

### 4.1 Emergency repairs – within 2 hours

An emergency and make safe repairs service will be available 24 hours every day including public holiday periods, to remove danger and make the property and its occupants safe.

Emergency repairs between the hours of 6pm in the evening and 9am in the morning and at weekends should be reported through the co-op's emergency call-out system. If a repair reported through this system is subsequently reported by the relevant contractor not to have been an emergency, this may result in the tenant being charged for the call-out.

At other times, emergency repairs should be reported to through the co-op's normal repairs reporting system.

If a tenant has a gas leak, they should immediately turn the gas supply off and report it immediately to Transco on 0800 111999. They should then notify the repairs officer as soon as possible subsequently.

All tenants should ensure that they are aware of where their main gas and water taps, and main electric switches are, and should turn them off if an emergency situation arises involving these services. If there is an uncontrollable plumbing leak, the tenant should drain their water tank by turning taps on (having turned the main water tap off, and having ensured that any water heater has been turned off).

### 4.2 Category 1 Urgent 1 day - within the same working day

This will include repairs that need to be done the same day to remove danger to occupants, prevent serious damage to the property and to make sure that tenants can get into their homes. In some cases these repairs may only include making the property safe.

### 4.3 Category 2 Urgent 8 day - within 8 working days

This category will include small urgent repairs to make sure that homes are safe and to put right anything that seriously interferes with tenants' comfort.

### 4.4 Category 3 Normal - within 23 working days

This category will include all other repairs which are needed to keep the property in reasonable condition.

4.5 Particular consideration will be given to the repair needs of special groups, such as the elderly, lone women and other vulnerable groups

4.6 Repairs arising from harassment, domestic violence and offensive graffiti will be treated as urgent repairs.

## 5 MAJOR REPAIRS

5.1 Some extensive or complex repairs may take longer for the co-op to complete or arrange.

5.2 In such an eventuality, the co-op may consider compensating the tenant for reasonable out of pocket expenses. Such expenses will not include loss or potential loss of earnings, and receipts may be required for compensation.

5.3 Standby appliances will be provided if all heating facilities are lost for 24 hours.

5.4 Decanting, moving the tenant to acceptable alternative accommodation, may be offered if any of the following apply for more than 24 hours due to repairs undertaken by the co-op:

- loss of an area for preparing food
- loss of electricity
- loss of hot water
- loss of a flushable toilet
- loss of some other service that is required for normal day to day living requirements

Priority for decanting will be given to the following households:

- households with children under 5
- elderly people
- people with disabilities

If decanting is deemed necessary, removal and other reasonable expenses will be paid for by the co-op.

## 6 DIY

6.1 All repairs done by a contractor incur call out costs for the co-op. Therefore there may be situations where a tenant or the repairs officer may deal with the repair themselves to save costs.

6.2 However, tenants or repairs officers should only attempt to carry out repairs themselves where:

- it is safe for the tenant or the repairs officer to carry out the repair
- tenants who attempt to carry out repairs themselves accept liability for any loss or damage caused by their negligence

6.3 Under no circumstances should tenants or a repairs officer carry out repairs on gas or electrical fittings which require that repairs contractors have trade skills and assurances.

6.4 If a tenant carries out a repair themselves, they will be entitled to claim for the cost of materials, provided they have agreed the repair in advance with the repairs officer.

## 7 FINANCIAL AUTHORITY

7.1 Repairs officers are authorised to arrange non-emergency repairs up to the value of £500.

7.2 Repairs costing over £500 require three written quotations and can only be authorised by the governing body of the co-op, unless there are reasons why an emergency repair is needed. In such an eventuality, the repair should be reported to the next meeting of the governing body of the co-op, and the reasons for authorisation should be given.

7.3 Repairs costing over £2000 will go out to tender using the system approved by the Housing Corporation.

## 8 CONTRACTOR LIST

8.1 The co-op will maintain a contractor list for repairs.

8.2 The co-op will ensure that all contractors have the relevant up to date qualifications and certification for work carried out, appropriate insurance certificates and tax status.

8.3 All contractors will be asked for a copy of their equal opportunities policy and will be made aware of the co-op's equal opportunities policy and that any behaviour contravening the co-op's equal opportunities by contractors will result in removal of the contractor from the co-op's contractor list.

8.4 The contractor will be responsible for ensuring that:

- their repairs workers carry identity cards with phone numbers on them
- their repairs workers observe health and safety procedures
- every care is taken of tenants possessions and their decorations, including the use of dustsheets and any other protective measures
- following repairs, properties are left in a safe and clean condition, and that any debris is removed on the day that a job is completed.

## 9 STANDARDS

9.1 The following standards should apply:

- front doors should have a Yale and 5 lever mortice lock
- back doors should have a 5 lever mortice lock
- all ground floor and any other accessible windows should have window locks
- all communal and external lights should be kept in good working order
- smoke alarms should be fitted in all properties and in communal areas

- communal areas should be kept clear for rapid evacuation
- sewerage and drainage should be kept clear and in good working order
- manhole covers should be kept safe to walk on
- all gas installations and appliances should be fitted and maintained in accordance with current gas safety regulations
- at least one source of heating should be maintained in safe working order
- all water plumbing and appliances should be kept in good working order, without leaks
- all electrical wiring and appliances (if owned by the co-op) should be kept in good working order
- plastering will be done where necessary on grounds of health and safety
- all rotted structural and frame timbers should be made good
- broken or missing window-panes should be replaced
- all rubbish should be cleared from the property and its garden before the commencement of a new tenancy
- no second hand materials will be used except upon the written authority of the tenant

## 10 CYCLICAL MAINTENANCE

- 10.1 The co-op will arrange external redecoration of all properties and redecoration of communal areas once every 5 years.
- 10.2 The co-op will ensure that fencing and gates and other external fixtures are maintained or replaced if necessary once every 5 years.
- 10.3 The co-op will inspect guttering, roofing, windows and doors and will maintain or replace them if necessary once every 5 years.
- 10.4 Cyclical maintenance work will be subject to 3 quotations for the work and possibly subject to tender arrangements and will be approved by the governing body of the co-op.

## 11 PLANNED MAINTENANCE

- 11.1 The co-op will arrange a stock condition survey of a percentage (high enough to be indicative of stock condition in all properties) of its properties once every 5 years.
- 11.2 The co-op will identify a lifespan for all components in its properties and will consider replacing them at the end of this lifespan. In particular, kitchen and bathroom fittings will be considered for replacement once every 15 years, and will replace boilers once every 20 years.
- 11.3 The co-op will ensure that it raises enough income through rents to cover its future planned maintenance liabilities.

## 12 MONITORING REPAIRS SERVICE

- 12.1 The co-op will ensure that at least 10% of works carried out are inspected after completion. In particular, the co-op shall inspect any repairs where dissatisfaction has been expressed by a tenant.
- 12.2 The co-op shall collect information on all jobs response times against the target time set. This information shall be presented at least quarterly to the governing body of the co-op.
- 12.3 All repairs shall be accompanied with a satisfaction slip. If it becomes apparent that there is an issue with the perceived level of quality of repairs, or conduct of employees, then this shall be reported to the governing body of the co-op, with recommendations for addressing this perceived lack of quality.
- 12.4 The co-op shall include in its annual report a summary of the repairs service, which shall detail:
- the level of repair expenditure
  - the number of repairs carried out
  - the percentage completed within the target timescales
  - the average repair waiting times
  - other information deemed appropriate
  - customer satisfaction