

Radian Technical Services**Radian Repairs and Maintenance Policy****Version: 1****Approved: Radian Board on 2 June 2009****1 Statement of Intent**

This Policy sets out Radian's approach to the responsive repairs and maintenance service in relation to maintaining resident's homes.

2 Definition

Radian's main objectives are to satisfy our resident's needs and deliver a service in line with our published service standards. We will also ensure we maintain our properties to a universally high standard.

Radian's repairs and maintenance aims and objectives are:

- 2.1 To ensure that the Group meets its statutory and contractual obligations to its residents.
- 2.2 To provide a repair service which is responsive to the needs of differing resident groups.
- 2.3 To ensure that repairs and maintenance have regard to the age, character, and locality of the property.
- 2.4 To ensure the repairs and maintenance services are demonstrably efficient, effective and provide value for money.
- 2.5 To ensure all residents are clear about their maintenance responsibilities.
- 2.6 To involve residents in the recruitment of contractors and meet with them and maintenance staff on a regular basis to discuss any problems.

3 Policy

- 3.1 It is Radian's intention to use innovative methods of procurement to ensure the Group and its residents benefit from continuous improvement. We will ensure we procure in line with regulations in force such as the Public Contracts Regulations 2006.
- 3.2 To maintain the Group's capital assets by keeping its housing stock in a good state of repair.

3.3 Radian will generally only undertake repairs for which we have a statutory, regulatory, legal or contract obligation.

3.4 Equal Opportunities and Diversity

Radian aims to ensure that the service provided is to the best possible standard for all residents regardless of their race, colour, ethnic or nation origin, religion, gender, sexuality, disability, age, marital status.

The Repairs and Maintenance Policy will be operated in accordance and conjunction with Radian's Equality and Diversity Policy (available as a separate document).

We are committed to recognising diversity and embracing the opportunities and challenges it provides for Radian as a landlord, service provider, employer and local purchaser.

3.5 Response Repairs Service Reporting

Repairs requests can only be reported by telephone or in person at our offices during weekday office hours as shown below. However repair requests can also be reported by email, internet (via Radian website), letter or to an officer who is visiting a resident in their home. Office opening times for subsidiaries are:

Location	Opening Times
Longwood Park	Monday-Friday 09.00 am – 12 noon
Drum Housing	Monday-Friday 08.30 am – 5.30 pm
Swaythling Housing	Monday-Friday 09.00 am – 5.00 pm
Windsor Housing	Monday-Thursday 08.45 am – 5.15 pm Friday 08.45 am – 4.45 pm
Turnstone Support Windsor	Monday-Thursday 08.45 am – 5.15 pm Friday 08.45 am – 4.45 pm
Aylesbury	Monday-Friday 09.00 – 5.00 pm

Radian will operate an out of hours telephone service for emergencies at all other times. Out of hours emergency repairs must be reported by telephone only.

3.6 Repairs and Maintenance

Radian's specific repairs and maintenance obligations will be contained within individual tenancy agreements or leases and additional guidance is provided in the residents handbooks.

Generally Radian is responsible for:

- The structure and exterior of buildings including outbuildings provided by us, with the exception of gifted timber sheds.

- Plumbing, heating and electrical installations, including internal fixtures and fittings.
- Any shared or common areas, hallways, services, unadopted footpaths, roads and parking areas.
- Radian will pre inspect repairs requests before issuing to contractors should the need be identified.

3.7 Repair Priorities

Radian gives all repairs a priority according to their urgency and the risk they may pose. Appendix 1 details Radian's priority categories.

3.8 Appointments

Radian, via its contractor, will offer an appointment for each repair where possible and appropriate. We will keep appointments to the best of our ability. Radian's in-house contractors operate Opti-time, a job logging and appointment system to manage the repairs service that we offer.

Radian or its contractors will keep the resident informed with regards to any delay which may affect the completion of the repair.

All contractors and trades staff working for Radian will be expected to show their identification badge when visiting properties to undertake repair works or inspections.

Radian expects all of its staff, contractors and tradesmen to agree to abide by a code of conduct (Appendix 4) as well as health and safety legislation and our Equality and Diversity Policy.

3.9 Compensation for Failure to Repair

Radian aims to complete all repairs within the target times stated and to a satisfactory standard.

Radian operates its repairs service in accordance with the "Right to Repair" scheme. Should we fail to complete a qualifying repair on two occasions within our set timescales, residents may be entitled to a compensation payment.

3.10 Rechargeable Repairs

Where a repair is due to resident neglect, willful damage or misuse by the resident, their family or visitors to the household we may recharge the resident for the actual costs of the work plus an administration fee.

Residents will be expected to undertake minor repairs as defined within the conditions of an individual's tenancy agreement and described within the residents handbooks.

3.11 Void / Empty Properties

Properties which become void (empty) will be inspected and works will be undertaken to ensure the property meets Radian's void standard before it is re-let.

Occasionally a property will become void at the time its components are reaching the end of their life cycle. Radian will then carry out any required upgrade/refurbishment to those items to ensure they meet the Decent Homes standard.

3.12 Maintaining homes to a high standard

Radian will undertake larger planned maintenance works (such as heating and electrical systems, replacement kitchens and bathrooms) under contracts that may run for five years or more and will often exceed the Decent Homes Standard – this is called our Decent Homes Plus service.

We will collect and collate information about properties during surveys. We will survey each property every five years to make sure we have up to date information to inform us when this type of works will be required.

Appendix 2 details the replacement periods Radian applies.

3.13 Servicing and Cyclical Maintenance

We will undertake certain works in pre-set cycles. For example we undertake external decorations every five years and aim to undertake periodical electrical checks every 5 years. Exact cycles will depend on condition and therefore will be flexible to a certain extent.

We do however have a legal duty to undertake a gas safety check every 12 months.

As with planned works we will write to residents prior to the work and make suitable access arrangements.

3.14 Repairs Outside Radian's Cyclical Maintenance Programme

We will aim to match colours and styles when undertaking repairs to kitchens and bathrooms etc, however, we cannot guarantee to do so on all occasions.

3.15 Contract Management

Approved Contractors

Radian will maintain a list of approved contractors, which is periodically reviewed to ensure the details held are up to date and that performance is monitored. Residents will be consulted on contractor performance and quality standards with recommendations for changes approved by the Board. Any

contractors who have not performed adequately will be removed from the approved list.

Consultant Selection

Radian will maintain a list of approved consultants, which will be reviewed by officers on a performance and quality basis, and will be approved by the Board.

Consultation

Radian recognises and values the importance of consultation and with specific regard to repairs, cyclical and planned maintenance, we will carry out consultation exercises whenever major repair, planned works or changes to service provision are considered. This consultation will involve residents groups or forums as appropriate.

Quality Control

In order to ensure that service provision and works carried out are of a continued high standard, Radian will undertake a range of quality control checks. Appendix 3 details the list of quality checks in use.

We will strive to constantly improve the service by the use of customer feedback, practical experience, sector best practice and analytic tools.

See Appendix 3 Quality Control.

Complaints and Appeals

Radian subsidiaries operate a formal complaints and appeals policy covering all departments and detailed information is provided in the residents handbooks, a leaflet is also available on request.

Asbestos Management Plan

Radian recognises the risk associated with asbestos and acknowledges its responsibility to reduce the exposure to asbestos of its employees, tenants and other people affected by its activities.

To achieve this Radian undertakes a programme of surveys that allow us to identify, record and manage asbestos in properties we control. We manage asbestos by following guidance and regulations issued by the Health and Safety Executive (HSE).

Should we need to remove any asbestos from residents' homes, or any other areas, we will ensure that only contractors who are licensed by the HSE do the work and that the safety of those who may be affected remains the main priority.

4 Legal & Regulatory Framework

Public Contracts Regulations 2006
Health and Safety at Work
Gas (Installation and Use) Regulations 1998

5 Links to other Policies

Contract Management Policy
Void Policy
Asbestos Management Plan
Equality and Diversity Policy
Vulnerable Residents Repairs Policy

6 Related Procedures

Your right to compensation if we fail to repair

7 Malcolm Farmer

Head of Assets and Maintenance

8 Review Details

For review annually.

Approved by (including date of approval)

Radian Board 2 June 2009

Review Cycle

Annually

Date of next review

June 2010

1 Associated Documents

None

2 Appendices

Appendix 1 Repair Priorities
Appendix 2 Replacement Periods for Planned Maintenance
Appendix 3 Quality Control
Appendix 4 Code of Conduct

Repairs Priorities

Critical repairs: within 4 hours (Priority P1E)

To avoid immediate danger to resident, the property or members of the public e.g., structural wall damaged or insecure ceiling or water in contact with electrics

Emergency repairs: within 24 hours (Priority P1)

To avoid potential further damage to the property and inconvenience to the resident, e.g. complete failure of heating and hot water during winter months, failure of lighting or electrical sockets, burst pipes, major leaks, ceiling collapse.

Urgent repairs: within 7 calendar days (Priority P2)

Repairs that affect the resident's comfort or convenience, e.g. immersion heaters not working (when another form of water heating is available), loss of heating in one or two rooms, minor water leaks, faulty electrical switches or sockets.

Essential repairs: within 14 calendar days (Priority P3E)

Repairs that could normally wait but where the resident is vulnerable and a routine repair of 31 days would be unreasonable, e.g. less urgent but cannot wait 31 days (i.e. minor repairs affecting your comfort or convenience).

Routine repairs: within 31 calendar days (Priority PR3)

Repairs that can generally wait, with only slight inconvenience to the resident, e.g. minor problems with toilets, baths, sinks, doors or windows sticking, plaster repairs, brickwork and other non-urgent internal and external repairs.

Planned/cyclical repairs: specified date (Priority P4)

Generally these are programmed repairs planned in advance which we will confirm with the resident before going ahead e.g. replacement kitchens, bathrooms, boilers, doors.

Routine Repairs for Vulnerable Residents

Staff may routinely adjust the urgency of a repair to suit the needs of particular user groups and individual customers if health and safety or security is an issue. Most repairs will be raised as urgent with a seven day priority, however, we will aim for them to be carried out within 3 days unless different timescales are preferred by the tenant.

Replacement Periods

Radian will work to the following replacement times:

Kitchen	20 years
Bathroom	30 years
Boiler	15 years
Consumer unit	15 years
Wiring	30 years

On occasions components will last for longer, or shorter, than their expected life cycle. When this happens we will react to ensure we maintain residents comfort and safety.

When we undertake planned maintenance works we will offer residents a choice appropriate to the works being undertaken. For example when replacing a kitchen residents will have choice in relation to the colour of the units and worktop. We will also aim to accommodate residents own appliances within the layout.

We will give prior written notice and confirmation of when works will take place and do our best to be flexible in terms of arranging suitable access to complete the works.

Quality Control

- **Inspections** - For repairs works, a minimum of 10% of completed works will be inspected. Cyclical and planned works will be inspected during progress and completion.
- **Customer Feedback** - A customer reply form is issued with every order (except sometimes emergency jobs) and tenants are invited to give us their assessment of the quality of works and service provision by completing a pre-paid postal response return.
- **Tenant Satisfaction Survey** - The Group carries out a tenant satisfaction survey every 3 years. Comments and feedback on performance will also be requested from residents' groups/forums.

Code of Conduct

Radian expects high standards from both contractors and residents. The code of conduct operates alongside Radian's Equality and Diversity policy, which all contractors are expected to comply with.

*** Notice**

We make appointments whenever possible and endeavour to accommodate customer needs. There are exceptions when appointments are not suitable such as emergencies, block repairs or some external repairs.

Sometimes arrangements need to be broken and it is at these times that both the contractor and resident must

- Notify the other party as soon as possible
- Give an apology
- Give a reason
- Arrange a new appointment

*** Identification**

- All our contractors have identification and we expect them to show it when you answer the door. If identification is not shown, then deny access.
- All contractors must wear smart & clean company uniforms.
- Residents must dress appropriately when contractors visit their home.

*** Access**

- Where possible contractors should not be left in the property on their own
- Contractors should enquire of any likely issues in advance (e.g., night workers, small children, disabilities)
- If the key is left with a neighbour, the neighbour is to be with the contractor at all times
- The contractor will not carry out works if the person left in charge is under 16 years of age
- Contractors vehicles are not to cause an obstruction to others

*** Behaviour**

- Health & Safety of all is to be the highest priority
- All parties are to refrain from bad language, rudeness and being over familiar
- Contractors are to refrain from using radios, CD players etc.
- Contractors are not to smoke
- Residents who smoke are to be considerate to contractors
- All parties are to show consideration to the needs of the other
- Respect and confidentiality are to be ensured by all

*** Work space**

- Children and pets are to be kept away from the work area at all times
- Contractors are to minimise dust, noise and disturbance during works
- Contractors are to ensure that no mess remains after work is undertaken

*** Mobile phones and telephones**

- Contractors have mobile phones for business purposes only
- The use of residents telephones is strictly forbidden