

1.0 Scope of Policy

- 1.1 The Policy applies to all properties where Soha has an obligation to provide a repairs and maintenance service. It covers Soha's approach to responsive repairs, planned and cyclical maintenance.

2.0 Aim

- 2.1 Soha aims to have an excellent, customer-focused repairs and maintenance service which offers value for money and fulfils our statutory obligations.
- 2.2 We aim to be proactive in maintaining our stock in advance of problems developing and will therefore ensure the balance of expenditure is weighted towards Planned rather than Reactive Maintenance.
- 2.3 We aim to provide equal access to the service and will not discriminate on grounds of race, colour, ethnic or national origins, religion, sexual orientation, disability, gender, age or any other matter which may cause a person to be treated with injustice. Contractors delivering the service are expected to follow Soha's Equality and Diversity Policy.

3.0 Policy Statement

- 3.1 Soha will provide a day to day responsive repair service and deliver a proactive planned maintenance programme in order to effectively maintain our stock and provide our residents with decent homes to live in.
- 3.2 Soha will keep in good repair the structure and exterior of all our dwellings and common areas together with the components that make up each property. We will ensure installations for the supply of water, gas, electricity; sanitation and heating are in good working order and service communal equipment supplied by Soha in accordance with current legislation and/or best practice.
- 3.3 All Soha Contractors will be expected to carry out Basic Disclosure Barring Service (DBS) checks on all operatives who work in Soha properties and gardens in accordance with Soha's Disclosure and Barring Service Policy.

4.0 Day to day repairs (Responsive Maintenance)

- 4.1 Soha will provide a variety of ways for tenants to report repairs, including by telephone, in writing, in person, by email, via our website and via the Soha App. We will also provide appropriate interpretation and translation services.
- 4.2 A seamless out of hour's service will be available for emergency repairs.
- 4.3 Information on Soha's repair responsibilities will be given to all tenants in the tenancy agreement and will be publicised in a repair leaflet and on our website and in Hometalk magazine. Where a repair is reported that is a tenant's responsibility, or if damage has been caused by a tenant or member of the household, we will recharge for the cost of this repair in accordance with our recharge price list and Rechargeable Repairs Policy.
- 4.4 Soha will prioritise repair orders according to the urgency and nature of the work. Guidelines for staff will set out how they may change the priority if the tenant or a member of the household is disabled, elderly or vulnerable.
- 4.5 Tenants will be offered convenient appointments times when they report a repair.

5.0 Planned Maintenance

- 5.1 Detailed maintenance programmes will be produced and will be available for all staff via our Housing Management system.
- 5.2 Soha's Asset Management Strategy drives our approach to demand and sustainability, tenant involvement, energy efficiency, and Value for Money (VfM). Soha's approach to procurement and achieving excellent VfM is detailed within the Procurement Policy, Value for Money Strategy and Financial Regulations. Soha's aim is to deliver a high quality maintenance service and achieve good value for money.
- 5.3 Our capital investment is developed from our stock condition database, including information on construction dates, component life cycles, together with actual condition.
- 5.4 Soha will undertake a 5 year rolling programme of stock condition surveys to ensure we are investing in our properties within appropriate timescales. Surveys will focus on our older transfer stock (pre 2000) and properties with the longest timespan since the last survey.
- 5.4 Soha will build effective and enduring partnerships with high performing contractors, suppliers and consultants. VfM will be assessed through the use of benchmarking clubs such as Housemark or similar.
- 5.5 Our properties will be measured against the Decent Homes Standard. In addition we will work to our own Homes Standard, which will be agreed with Soha's tenants, setting more aspirational targets for our stock.
- 5.6 We will improve the thermal efficiency of our stock in accordance with Government targets and Soha's Environmental Strategy by adopting a 'fabric first' approach and by focusing on properties with the lowest EPC ratings. This will help improve the affordable warmth and energy efficiency of the stock, whilst helping to reduce fuel poverty.
- 5.7 Soha will aim to consult with tenants to agree on mutually convenient starting dates for planned maintenance works and, where possible, Soha will provide choice to tenants on planned projects (for example, choices between comparable products during kitchen or bathroom refurbishments).

6.0 Cyclical Maintenance

- 6.1 Soha will undertake the cyclical testing and maintenance of components, including gas heating systems, electrical circuits, lifts etc. in accordance with current legislation, Health & Safety guidelines and other appropriate industry standards.

7.0 Aids and Adaptations

- 7.1 Soha will, in accordance with its Aids and Adaptations policy, provide an adaptations service that meets tenants' needs.

8.0 Resident Involvement and Consultation

- 8.1 In addition to the Resident Involvement described throughout this policy, Soha will involve residents in setting and monitoring service standards, reviewing and modifying contract specifications, selecting Contractors and monitoring their performance.

9.0 Responsibility

- 9.1 The Director of Property Services is responsible for the effective implementation of this policy.

10.0 Monitoring and Review

- 10.1 Planned, Cyclical and Responsive Maintenance performance, customer satisfaction and expenditure will be regularly monitored and benchmarked externally against other organisations to check high quality, tenant satisfaction and key performance indicator

targets are being met. Soha will also carry out an appropriate percentage of post inspections suitable to each particular category of work and will address any underperformance.

10.2 Planned and responsive performance and expenditure will be reported monthly to SLT and quarterly to Soha's Repair Portfolio Holders and Board.

10.3 Repair and maintenance contracts will be tendered strictly in accordance with Soha's Financial Regulations and Procurement Policy. Robust contractor selection procedures will be followed when choosing new contractors and Soha will seek legal advice as required to resolve procurement issues or queries.

11.0 Context

Housing Act 1988

Construction (Design and Management)
Regulations 2015

Control of Asbestos Regulations 2012

Regulator of Social Housing

Regulatory Framework 2012

Procurement Policy

Construction Act 2011

Health and Safety Legislation

Asset Management Strategy

Empty Properties Policy

Value for Money Strategy

SLT Approved	16 March 2022	Board Approved	Not applicable
EIA Completed	07 March 2022	Review Date	March 2026

Policy	SP05 - Repair and Maintenance Policy
Initial review carried out by	Richard Smith – Head of Asset Management
Signed	
Date	07 March 2022
Proposed action agreed by	Lee Hayward – Director of Property Services
Signed	
Date	07 March 2022

Q1 Are there any concerns that, under this policy, different people could be treated differently because of their:

	For each please answer yes, no, or don't know. Provide evidence where this exists. If necessary, ask the views of experts
1. Age?	We may increase the priority of a repair if a tenant is elderly.
2. Disability?	We may increase the priority of a repair if a tenant is disabled.
3. Ethnicity?	Translation services may be used if English is the tenants first language
4. Faith?	No
5. Gender?	No
6. Sexuality?	No

7. Other groups?	We may increase the priority of a repair if a tenant is vulnerable
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Q2 Does the different treatment mean that any of these groups of people could experience a less favourable service than others or that the needs of some groups would not be met?

No

Reasons / evidence

Repairs are generally completed to a consistent standard. However Soha may provide an enhanced service to elderly, disabled or vulnerable tenants by completing their repairs quicker, if the work is deemed a higher priority due to a tenants age, disability or vulnerability.

Q3 Can this be justified on the grounds of promoting equality of opportunity? Is there a particular commitment to one or more of the groups covered to address equality?

YES

Reasons / evidence

Please see response to Q2 above. Soha will assist tenants by carrying out repairs quicker if work deemed a higher priority due to their age, disability or vulnerability.

Q4 Can the policy, function or service be amended so that no-one experiences a worse service and the overall aims and objectives are still fulfilled?

N/a

Reasons / evidence

No tenant group is expected to experience a worse repair service than others. The service is intended to be personalised to address need.

Q5 Should there now be a more detailed review of the existing or proposed policy?

No