



Repair and Maintenance Policy

Approved by SMT	
Approved by Committee/Board	Customer Services Committee
Effective date	
Review date	
Policy developed by	Head of Repairs and Maintenance
Consultations	Tenant Repair Group Responsive Maintenance Group Employees Senior Managers Executive Management Group
Associated procedure	Tenants handbook Housing Health and Safety Rating System Construction Design and Management 2015 (CDM) and Contractor Assurance policy – Asset Management Strategy Property Investment Works policy Connexus Compensation Policy Gas and Heating Policy Electrical Test and Inspection Policy Covid-19 Safe Methods of working Document Complaints Policy Fire Safety Policy Health and Safety Policy Lift Management Policy Water Hygiene Policy Code of conduct for visiting or working in customers homes

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Introduction

1. Purpose

- 1.1 The delivery of a quality repair and maintenance service is of high importance to Connexus and is one of the most important services offered to customers. It is a key service that customers refer to when forming a view of the overall services provided by Connexus as their landlord. It is also a key component of our overall Asset Management Strategy, ensuring that the life of individual building components is maximised and value for money is optimised.
- 1.2 The purpose of this policy is to set out the measures Connexus has in place to ensure it maintains the properties it owns and manages and also that Connexus ensures compliance with the Regulatory Consumer Home Standard.

2. Policy Statement

- 2.1 This policy sets out Connexus responsibilities and commitment to providing homes that are safe and well maintained.
- 2.2 This policy should be read in conjunction with the Tenancy Agreement, which sets out the responsibility of Connexus and its customers in maintaining and looking after our properties and homes. Further guidance is also available on our website www.connexus-group.co.uk
- 2.3 This policy should also be read in conjunction with the code of conduct for visiting or working in customers homes.

3. Policy Scope

- 3.1 This policy applies to properties owned and/ or managed by Connexus where there is a repair obligation. It applies to all Connexus colleagues, contractors and customers affected by repairs and maintenance activities including cyclical maintenance but excluding home improvements

4.0 Definitions

- 4.1 Responsive Repairs Service – Where Connexus endeavour to attend to a repair deemed as an emergency within 4 hours of reporting, and offer an appointment at a mutually agreeable time for all other repairs
- 4.2 Cyclical Maintenance – periodic safety checks such as gas servicing and electrical checks, also external maintenance such as painting.
- 4.3 Out of Hours Service – Connexus response to customers with emergency repairs that cannot wait until the following day which are completed outside of standard working hours
- 4.4 Planned Work – where we replace or renew different parts of the home when they reach the end of their serviceable life.

5.0 Roles and Responsibilities

- 5.1 The Director of Operations and Senior Managers will oversee the implementation of this policy in their respective business areas.
- 5.2 All Connexus colleagues and contractors are required to adhere to this policy

6.0 Connexus Responsibilities

- 6.1 We will provide a response repairs service that is flexible, cost effective and which maintains consistently high levels of customer satisfaction.
- 6.2 We will provide an out of hours service for customers with emergency repairs that cannot wait until the next working day.
- 6.3 We will work with customers, and take account of individual needs and preferences, to provide a range of options which ensure that all customers have access to the repairs service.
- 6.4 We will ensure that the safety and wellbeing of customers, colleagues and contractors comes first and we will take whatever immediate action is required in a situation where a risk to life is identified.
- 6.5 We aim to carry out repairs at the time agreed with the customer, to a good standard of workmanship and in a safe manner
- 6.6 We will carry out essential planned work so that homes are structurally sound and weather tight with hot water and heating. Investment in our properties will be made with consideration to cost effectiveness and value for money. Refer to our standards on investment works which sit outside this policy
- 6.7 We will repair and maintain communal areas and services provided for common use by customers, utilising service charges and depreciation funds as agreed and appropriate.
- 6.8 Repairs that are due on new build properties within the first 12 months of handover will ordinarily be dealt with by the developer.
- 6.9 We will seek to adopt operational procedures that respect the environment and use methods that improve our environmental sustainability performance.
- 6.10 We will engage with our customers in a participative and empowering manner so that they have the opportunity to contribute and influence the future direction of the repairs and maintenance service.

7.0 Customer Responsibilities

- 7.1 We require customers to report any repairs, faults or damage to us as soon as possible.
- 7.2 We expect properties to be kept in a good and clean condition in line with tenancy agreement, lease or license
- 7.3 Customers are required to provide access for essential health and safety cyclical checks, so that we can keep homes safe and comply with our statutory duties. If access is not provided, formal legal proceedings will be taken and the tenancy may be at risk.
- 7.4 Customers should always obtain written permission prior to carrying out any work or permanent improvement to a property.
- 7.5 Customers should ensure that they have adequate insurance to cover all of their responsibilities and belongings in the event of damage being caused to their own, or Connexus owned, assets or equipment.
- 7.6 If a repair is the result of action by either a customer or a third party visiting a property, the customer will be charged before Connexus carries out the repair. If the damage poses a health and safety risk to the customer, the responsible officer may agree to add the charge to their account, subject to a payment plan being agreed. This is not limited to, but includes, accidental or deliberate damage, neglect or faulty appliances. In the event of damage caused by a criminal accident, the customer should report the incident to their local policing team, obtain an incident number and inform the Connexus housing team.
- 7.7 If customers do not comply with their tenancy conditions, subject to meeting our legal responsibilities as their landlord, we may introduce measures to the service that manage our approach.

8.0 Statutory Duties

- 8.1 This Policy will operate within all prevailing legal and regulatory standards.
- 8.2 This policy also operates in the context of :-
 - The Social Housing White Paper
 - The Building Safety and Fire Regulation
 - Net Zero Carbon (reducing our carbon footprint)
 - Decent Homes 2 – a home that is wind and weather tight, warm and has modern facilities.

9.0. Measurement

- 9.1 To ensure that the repairs and maintenance service continues to reach consistently high service standards Connexus will:

Monitoring Arrangements

- Set challenging and realistic performance targets.
- Regular review by the Customer Repair Group
- Learning Outcomes from customer feedback, including complaints and dissatisfaction
- Performance will be benchmarked on an annual basis alongside other organisations in the sector

Reporting

- Report performance monthly to Executive Management Team (EMT),
- Report Quarterly to Customer Services Committee and Board.
- Bimonthly to the Customer Repair Group

Appendix 1 – Connexus, Customer and Leaseholder Repair Responsibilities.