



Cornwall Rural Housing Association Limited

Repairs and Maintenance Policy

1.0 Introduction

- 1.1 At Cornwall Rural Housing Association Limited (CRHA) our customers are at the heart of what we do, and we take a “customer first” approach with a vision of creating homes to make life better.
- 1.2 Our aim is to provide a reliable and high performing repairs service, and our customers will continue to be a priority focus for us giving peace of mind, safety, security and achieving 100% compliance for all home safety inspections and servicing.
- 1.3 This policy sets out the measures Cornwall Rural Housing Association (CRHA) has in place to ensure it maintains the properties it owns and manages. The Policy brings together in one document the four key areas of:
 - Responsive Repairs/Void maintenance – Outlining CRHA's approach to reactive repairs and maintenance issues that require an immediate or short-term response.
 - Planned works – Larger works and batched works that have a lead-in period and may be subject to consultation.
 - Statutory Compliance and Cyclical maintenance – Periodic maintenance and safety testing.
 - Asset management – Other elements of providing a maintenance service including legal compliance and tenants' rights e.g. Stock condition, office facility maintenance.
- 1.4 As a registered provider of social housing, CRHA will comply with the standards outlined by the Regulator of Social Housing (RSH) in the Consumer Standards. We are committed to meeting these standards and will assess how best to achieve compliance.

The Consumer Standards include:

- Safety and Quality Standard
- Transparency, Influence and Accountability Standard
- Tenancy Standard
- Neighbourhood and Community Standards
- Decent Homes Standard.
- Consumer standards Code of Practice

We will ensure that the repairs and maintenance service meet the standards set out in the Safety and Quality Standard, which state that registered providers are required to;

- Maintain high standards in managing their housing stock through the use of accurate data and regular assessments.
- They must keep up-to-date, accurate records of each property's condition based on physical inspections and use this stock condition data to ensure that homes are of good quality, well-maintained, and safe. This includes ensuring:
 - Compliance with health and safety legal requirements.
 - Adherence to the Decent Homes Standard.
 - Proper delivery of repairs, maintenance, and planned improvements.

In addition, Registered Providers must:

- Make it easy for tenants to report repairs and maintenance issues.
- Set clear timescales for repairs and maintenance and communicate these effectively to tenants.
- Keep tenants informed about the progress of repairs, maintenance, and improvements through timely and clear communication.
- Understand and fulfil maintenance obligations for communal areas.
- Ensure that repairs, maintenance, and improvements address tenant needs and provide value for money, in line with stock condition criteria.

1.5 Access and Communication

- 1.5.1 CRHA is dedicated to ensuring that our services are accessible to all. We will explore and implement alternative methods of access and service delivery to address any barriers, whether perceived or actual, that might make it difficult for individuals to work with CRHA or use its services.

1.6 Equality, Diversity, and Inclusion

- 1.6.1 CRHA is committed to ensuring that no individual or group is treated less favourably than others. We will carry out our responsibilities with a firm commitment to the following core equality areas: Age, Disability, Gender, Race, Gender Identity, Sexual Orientation, and Religion or Belief.

2.0 Policy Statement

- 2.1 This policy outlines CRHA's responsibilities and commitment to providing safe, well-maintained homes and supporting the efficient and effective maintenance of our asset base.

- 2.2 CRHA is committed to providing a high-quality repairs and maintenance service that ensures customer satisfaction, fulfils our statutory obligations, preserves the value of our housing stock, and delivers value for money.

- 2.3 The objectives of this Policy are: -

- To provide safe, warm, and high-quality homes that remain in demand.
- To deliver an efficient and effective reactive repairs service that is responsive to customer needs, employing a 'Right First Time' approach to ensure timely completion of repairs.
- To achieve value for money in procurement practices.
- To minimize void repair periods and reduce rental losses associated with vacant properties.
- To maintain high standards of customer service and satisfaction.
- To offer services that demonstrate our commitment to equitable access for all customers, while addressing the needs of vulnerable individuals.
- To ensure the repairs service is consistently delivered to all customers.
- To implement effective systems for monitoring performance in maintenance and repair activities, providing a framework to achieve the desired quality of work and customer satisfaction.
- To supply customers with regular performance updates and a variety of opportunities to participate in the development of repairs and maintenance services.

- 2.4 CRHA will ensure that the repairs and maintenance service is clear and accessible to all customers. All online and printed information regarding repairs and maintenance will be customer-approved, and various methods will be available for reporting repairs, including:

- By contacting CRHA directly at 01208 892000 between 9:00 AM and 5:00 PM.
Emergency Out of Hours Service: Call 0844 892 0013 (available Monday to Friday from 5:00 PM to 9:00 AM, and 24 hours on weekends and bank holidays).
- By sending an email to repairs@crha.org.uk.
- Through the My CRHA Portal.
- In person or in writing at 19 Callywith Gate, Launceston Road, Bodmin, PL31 2RQ.
- Via our social media platforms, including Facebook, Messenger, and WhatsApp.
- During scheduled customer visits conducted by the Tenancy Management Officer throughout the year. Additionally, the Property Services Office will perform periodic Stock Condition Surveys.

3.0 Delegation and Responsibilities

- 3.1 The Head of Homes and Customers is responsible for implementing this policy.
- 3.2 The Property Services Manager is responsible for the day-to-day implementation of this policy. The Head of Homes and Customers and other members of the Property Services team have delegated authority for the instruction of works and payment.
- 3.3 The Property Services Manager will oversee the management of the repairs service in line with this policy and is responsible for the regular monitoring of the service to ensure that it is conducted in line with this policy and that all KPI's are being met.

4.0 Legislation and Regulation

- 4.1 External legislative and regulatory requirements include the need to comply with a range of health and safety duties imposed on social housing providers, as follows: -
- Landlord and Tenant Act 1985 (Section 11)
 - Right to Repair Regulations (1994)
 - Commonhold and Leasehold Reform Act (Section 20)
 - Defective Premises Act 1972
 - Environment Protection Act 1990
 - Gas Safety (Installation and Use) Regulations 1998
 - Electrical Safety Regulations 1994
 - Compensation for Improvements Regulations 1998
 - Right to Repair Regulations 1994
 - Control of Asbestos Regulations 2006
 - Social Housing (Regulation) Bill
 - Housing Health & Safety Rating System 2004
 - General Data Protection Regulation 2018
- 4.2 Internal requirements include the following: -
- Gas, oil, and solid fuel compliance policy
 - Asbestos compliance policy
 - Oil compliance policy.
 - Electrical safety policy
 - Compliance and servicing policy
 - Void policy and allocations policy
 - Complaints and Compliments policy

5. Responsive Maintenance (day to day repairs)

- 5.1 As a landlord, CRHA has a statutory duty to conduct repairs, replacements, or removals in our customers' homes where we hold responsibility. This includes:
- The structure and exterior of homes, including roofs, walls, windows, hard surfaces, external doors, and loft insulation.
 - Heating systems, including central heating, gas fires, fireplaces, flues, ventilation, and chimneys.
 - Water and drainage systems, including pipes, basins, sinks, toilets, baths, drains, and guttering.
 - Utility services within the curtilages of the property or communal areas, including gas pipes, electrical wiring, and any fixed appliances provided.
 - Communal areas and green spaces that we own or manage, including external pathways and trees.
- 5.2 The above list is not exhaustive, and the individual Tenancy Agreement and relevant Tenancy Handbook should be referred to.
- 5.3 Information on CRHA's repair responsibilities will be given to all customers at the point of signing for the tenancy (Tenancy Agreement and Tenancy Handbook) and will be publicised on our website.
- 5.4 In certain circumstances CRHA may have to conduct repairs that are not our responsibility and recharge the responsible party. This may be the case where we need to rectify damage caused by misuse, neglect, or accidental damage.
- 5.5 CRHA's repair response times are: -
- Emergency – Within 24 hours
 - Urgent – 7 calendar days
 - Non-Urgent – 28 calendar days
- 5.6 Each repair request will be assigned a priority level that reflects its urgency, considering any additional circumstances related to our customers.
- 5.7 CRHA will prioritize repairs for vulnerable customers when their vulnerability significantly impacts their health and safety.
- 5.8 Responsive repair performance indicators will be regularly monitored to ensure that cost, quality, and performance targets are met. Key performance indicators that will be recorded and monitored include:
- Customer satisfaction with the repairs service
 - Average cost of repairs per property
 - Number of responsive repairs per property
 - Repairs completed right the first time.
 - Number of repair appointments made and kept.
 - Average time taken to complete a repair.
 - Proportion of responsive repairs categorized as emergencies.
- 5.9 CRHA provides high-quality homes that are desirable for residents and ensuring that our properties are fit and decent for habitation. When a property becomes vacant (Void), CRHA will conduct a comprehensive void inspection to identify any necessary remedial work. This

work will be conducted by our approved contractors, and the property will be thoroughly cleaned to ensure it is in a lettable condition for the next customer.

- 5.10 CRHA will ensure that any vacant property is made safe and secure, with all fixtures and fittings present, in sound condition, and fully operational. All mandatory health and safety checks, inspections, and tests will be conducted, and relevant certificates will be provided, including:

- Gas Safety Checks
- Periodic Electrical Installation Tests
- Fire, Smoke, and CO Detector Checks
- Updated Energy Performance Certification (when required)
- Security Lock Changes
- Solid Fuel Servicing/Open Fire Servicing
- Any other relevant servicing or testing pertinent to the property.

*This list is not exhaustive.

6.0 Emergency Out of Hours Service

- 6.1 CRHA provides an Out of Hours Service, available exclusively for emergency repairs. This service will respond to emergencies when there is an immediate risk to a customer's health and safety or when delaying the repair could result in further damage to the property. If a customer's repair is not classified as an emergency, we will schedule a mutually convenient appointment during normal working hours, in line with our priorities and timescales.
- 6.2 For emergency repairs, CRHA may only be able to perform temporary repairs or make the situation safe. If such repairs occur outside of our standard operating hours, permanent repairs will be postponed until regular hours, and CRHA will arrange the earliest available appointment for the requested repair.

7.0 Planned Maintenance

- 7.1 CRHA's approach to planned maintenance is guided by the Decent Homes Standard, with a focus on energy efficiency, Value for Money (VFM), and incorporating customer engagement and feedback.
- 7.2 Our planned investment program is derived from our stock condition database, which includes data on installation dates, component life cycles, and actual conditions based on inspections rather than solely on lifecycle expectations.
- 7.3 Expenditure on planned maintenance will be subject to the limitations of the business plan. A realistic program of works will be established, balancing the requirements identified in the stock database with financial feasibility.
- 7.4 CRHA will cultivate effective and sustainable partnerships with high-performing contractors, suppliers, and consultants.
- 7.5 The procurement of building works and services will adhere to our Financial Regulations. CRHA may engage with procurement affiliations, such as Advantage Southwest, to ensure Value for Money and access to expertise.
- 7.6 Our properties will be evaluated against the Decent Homes Standard and the Housing Health & Safety Rating System (HHSRS).

- 7.7 We aim to enhance our average SAP rating by concentrating on properties with low thermal efficiency, thereby improving both affordability and energy efficiency. Our goal is to ensure that all homes achieve a minimum Energy Performance Certificate rating of “C” by 2030.
- 7.8 CRHA will engage in comprehensive consultations with customers during planned works, which will include:
- Providing thorough briefings to customers regarding the scope of work and details of the contractor responsible for its execution.
 - Supplying customers with a list of contacts for any queries or concerns, along with information about the dates and times access will be required.
 - Offering customers a choice of fixtures and fittings where applicable.
 - Educating customers on the use of new appliances supplied by CRHA and informing them of whom to contact for any issues following completion.
 - Coordinating various elements of investment works to minimize disruption as much as possible.
 - Ensuring compliance with all legal requirements related to the maintenance and upkeep of CRHA properties, including Gas Safety, Health, and Safety, and Right to Repair regulations.

8.0 Cyclical Maintenance

- 8.1 The safety and well-being of our customers is a fundamental priority for CRHA. We will conduct periodic inspections and testing in both our customers' homes and communal areas.
- 8.2 Statutory compliance and cyclical maintenance consist of tasks performed at regular intervals, such as external painting, landscaping, and periodic testing. CRHA will implement a comprehensive program of statutory compliance and cyclical maintenance, which will include:
- Gas Servicing - Annual safety checks on gas appliances and installations.
 - Electrical Testing - Periodic inspections and testing of electrical systems (e.g., every 5 years).
 - Fire Safety Inspections - Regular checks of fire alarms, smoke detectors, and emergency lighting.
 - Asbestos Surveys and Inspections - Regular surveys to identify and manage any asbestos-containing materials.
 - Lift Inspections - Routine checks and maintenance of passenger and service lifts. (Where applicable)
 - Heating System Servicing - Annual servicing of heating systems to ensure efficiency and safety.
 - Cyclical Painting and Decorating - Exterior and interior painting schedules (5 yearly).

9.0 Management of Damp and Mould

- 9.1 When CRHA is informed of damp within a property, an inspection will be prioritised with 14 days to determine the cause and severity of the issue. This assessment may include checking for:
- Condensation
 - Rising Damp
 - Penetrating Damp
 - Bridging Damp
 - Interstitial Damp
 - Surface Damp
 - Flood Damage

9.2 Following the initial investigation, If damp is caused by condensation, CRHA will:

- Provide customers with effective advice on managing condensation.
- Consider installing a positive input ventilation unit on a case-by-case basis if the property is found to be defective.

9.3 Following the initial investigation, If damp is linked to a building defect, CRHA will:

- Promptly communicate the assessment findings to customers, providing detailed information on the necessary remedial actions.
- Provide a timeline for the completion of the remedial work.
- Instruct an approved contractor to commence the required repairs within 7 days.
- Maintain direct communication with the customer regarding the progress of the work and inform them of any potential delays.
- CRHA will maintain detailed records of actions taken, ensuring transparency and accountability.
- In cases of excessive damp that pose a serious risk to the health and safety of our customers and that cannot be remedied within 24 hours, CRHA will consider arranging temporary accommodation until repairs can be completed.

This approach aims to minimize risks to our customers, prevent further damage to the property, and reduce any inconvenience to our customers' families.

10.0 Housing Health and Safety Rating System (HHSRS) Category 1 Hazards

10.1 The Housing Health and Safety Rating System (HHSRS) is a UK risk assessment tool that evaluates potential hazards in residential properties to ensure the health and safety of occupants. There are twenty-nine categories of hazard.

10.2 If a Category 1 hazard is identified (through customer reporting or CRHA inspection), CRHA will take the following approach:

- The hazard will be inspected and assessed by CRHA or an approved specialist within 14 days.
- Assessment findings will be promptly communicated to customers, including detailed information on necessary remedial actions.
- A timeline for completing the remedial work will be provided.
- An approved contractor will be instructed to conduct the required repairs within 7 days.
- Direct communication will be maintained with the customer regarding the progress of the work and any potential delays.
- If the hazard poses a serious risk to the health and safety of our customers and cannot be remedied within 24 hours, CRHA will consider arranging temporary accommodation until repairs are completed.

11.0 Pest and Insect Infestation

11.1 CRHA will address reports of pest and insect infestations, including vermin, in line with the Tenancy Agreement. Upon receiving such reports, CRHA may investigate the issue and, where appropriate, advise the customer to contact the relevant local authority's Environmental Health & Safety team. In some circumstances, CRHA may provide additional support to customers with increased vulnerabilities who require further assistance.

12.0 Quality Management

12.1 To maintain consistently high standards for the reactive repairs and maintenance service, CRHA will:

- Conduct post-inspections across all work streams.
- Implement a sample of short callback surveys for completed repairs, subject to customer availability.
- Reach out to customers who have expressed dissatisfaction to address any outstanding or ongoing issues.
- Regularly analyse customer satisfaction data, including compliments and complaints.
- Benchmark performance against relevant comparators and share performance information.

13.0 Performance

13.1 Performance will be monitored using the following Key Performance Indicators (KPIs):

- Emergency repairs completed on time.
- Urgent repairs completed on time.
- Outstanding repairs as a percentage of all reported repairs.
- Non-urgent (routine) repairs completed on time.
- Average number of days taken to complete repairs.
- Average number of responsive repairs per home.

13.2 In alignment with the Regulator of Social Housing's Tenant Satisfaction Measures (TSMs), CRHA will conduct regular customer surveys to assess our effectiveness in keeping properties well-maintained, ensuring building safety, engaging respectfully, handling complaints effectively, and managing neighbourhoods responsibly.

14.0 Consultation

14.1 This policy was reviewed in consultation with a select customer panel on the 12th of July 2023

14.2 The updated policy document has been presented to all key staff members to ensure they are fully informed about its development.

15.0 Policy Monitoring and Review

15.1 This policy will be regularly reviewed and updated to reflect any regulatory changes.

15.2 Monitoring results will inform future policy reviews, ensuring that:

- The current policy adheres to legislative and regulatory requirements and reflects best practices.
- The aims and objectives of the policy are being met.
- The outcomes of the policy meet the needs and aspirations of our customers.
- The policy provides value for money.

Date of Review	Changes to the policy	Date of next Review
October 2024	Policy created October 2024	October 2027

