

the **calico** group

Policy

Title: Responsive Repairs Policy

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Approved by: Calico Homes Board

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This document relates to:



Policy

1. Introduction

- 1.1 The Responsive Repairs Policy details how we will deliver a customer focussed responsive repairs service to Calico Homes tenants.
- 1.2 Calico is committed to the provision of quality homes and to delivering a cost-effective repairs service to homes and communal areas that responds to the needs of and offers choice to customers.
- 1.3 This policy outlines our approach to prioritising and completing repairs, providing a flexible framework for us to operate within. This means customers have a clear understanding of the expected timescales for the completion of any responsive repair.
- 1.4 This policy applies to all customers who have signed up to a Calico Homes tenancy agreement.

2. Context

- 2.1 This policy has been developed to ensure that Calico Homes is fully compliant with all relevant legislation and regulations relating to the completion of responsive repairs in customers homes and shared areas.

3. Policy Aims and Objectives

The aims of the policy are:

- To communicate clearly and transparently how we will provide a customer focussed repairs service, establishing clear expectations for customers about what repairs we are responsible for and how quickly we aim to complete them.
- To demonstrate how we will make the repairs service accessible, tailoring the service to best meet the needs of the individual.
- To set out how we will ensure compliance with ongoing legal and regulatory requirements.

The policy supports delivery of the Calico Homes vision and strategic objectives as set out below.

The Calico Homes Vision

“Going one step further with customers and local communities to provide affordable, safe and quality homes and personalised services; supporting customers to live their best lives in challenging times.”

The Calico Homes objectives:

- To provide safe and well-maintained homes through investment in existing and new properties.
- To support customers to sustain tenancies.
- To provide good quality and personalised repairs, customer and neighbourhood services.
- To develop trusting relationships and to empower customers and communities to take the lead on the things that matter most.
- To strengthen the business so it is strong, well-governed, environmentally friendly and provides value for money customers.
- To create a place where people want to work now and in the future.

4 Customer Scrutiny, Oversight and Monitoring

- 4.1 Calico Homes values transparency and accountability in our repairs process. We believe that our customers should have visibility into the progress of their repairs and the quality of service they receive.
- 4.2 We commit to publishing information about our performance so that customers can see how the service is performing, and what our average repair times are.
- 4.3 We encourage customers to provide feedback on their repair experience. Whether positive or negative, customer input helps us continuously improve our services.
- 4.4 This policy has been developed using feedback received from the Calico Homes Customer Experience Network.

5. Responsive Repairs Policy Statement

- 5.1 As a landlord we take responsibility for meeting our repair obligations as set out in the tenancy, lease, or licence agreement. Customers also have responsibilities relating to repairs. These can also be found in the tenancy, lease, or licence agreement. More detail about repair responsibilities can be found at Appendix 1 of this policy.
- 5.2 Calico asks that customers report repairs promptly and allow representatives of Calico access to their homes to carry out property inspections, responsive repairs, and any other work that Calico deems necessary to ensure our properties are safe and secure. This includes

enabling us access to carry out electrical, gas and any other safety checks.

- 5.3 Failure to allow reasonable access to carry out an inspection or repair may result in escalation action in accordance with the tenancy, lease, or licence agreement. Any associated costs will be recharged to the customer if this is assessed to be appropriate.
- 5.4 We will make appointments in consultation with customers for all routine repairs. Missed appointments cost money and we ask that customers cancel in advance should they be unable to keep an appointment that has been made. Failure to do so may lead to work being reprioritised.
- 5.5 We ask that customers keep their homes, gardens and any communal areas clean and in good condition so that our teams can carry out any necessary repair and maintenance work safely.
- 5.5 If Calico undertake a repair which is a tenant responsibility, Calico can charge the costs of the work back to the tenant. Costs will be assessed on a case-by-case basis, as set out in our Rechargeable Repairs Policy.
- 5.6 Most repairs are carried out directly by the Calico Homes in house Repairs team or by Ring Stones, our Group construction company. In addition, Calico has the right to instruct contractors to complete any works required as necessary.

6. Repairs Priorities and definitions

- 6.1 Calico will publish repair response times so that it is clear to customers how long they are likely to wait for a repair to be completed. The table below summarises our current priority timescales. We will publish the actual average time it is taking Calico to complete different job types on our website so customers have information about our current performance.
- 6.2 In the event of extreme external circumstances, we may need to review repair priorities. Customers will be notified of any changes via our various communication channels including our website.

Priority Level	Timescale	Example of job types
Emergency	24 hours	No heat or hot water No electrics Uncontrollable leak Home insecure Major H&S risk
Routine	20 working days	Routine electrical Responsive roof repairs Routine joinery

Planned Works	Up to 6 months	External building work (no H&S risk) Fencing (no H&S risk)
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7. Reasonable Adjustments

- 7.1 It is our policy to ensure that discretion is used in cases of identified vulnerabilities such as disability, frailty, domestic abuse, concern for welfare or any other identified need. Calico will use information provided by customers and held in our systems to assist in identifying responsibilities. We will also ask customers requesting a repair if there are any issues that need to be considered to help us make appropriate decisions when prioritising repairs.
- 7.2 In cases where abuse is identified or suspected at the point of a repair request being made or a repair being carried out a safeguarding notification will be made.

8. Right to Repair

- 8.1 You have the right to have repairs completed in a reasonable timescale.
- 8.2 In some cases you have a legal "Right to Repair" – you may be able to get some compensation if certain repairs are not done on time under section 96 of the Housing Act 1985 (as amended) and the Regulations made there after applied to the tenancy. Further details about Right to Repair can be found at [Right to repair scheme | Department for Communities \(communities-ni.gov.uk\)](https://www.communities-ni.gov.uk)

9. Monitoring

- 9.1 Monitoring of the delivery of this policy will include the production of daily, weekly and monthly reports to enable operational managers to effectively monitor the performance and progress of the service.
- 9.2 Board members are responsible for overseeing delivery of this policy. To do this they will receive regular updates about performance of the service and delivery of the policy on a quarterly basis with extra reporting by exception if required.
- 9.3 We will monitor customer satisfaction levels and seek feedback following every repair. Where dissatisfaction is indicated, we will attempt to contact the customer to understand what has gone wrong and look to make things right.
- 9.4 Customer feedback received via transactional surveys and the Tenant Satisfaction Measures will be used to actively improve the service being offered.

10 Repairs restrictions

10.1 There are times where we will not offer our customers our full responsive repairs offer and will only offer emergency and urgent provision:

- Where the customer is in the process of purchasing the property via the Right to Buy/ Right to Acquire process
- Where the customer is refusing us access to complete a regulatory repair/service e.g., Landlord Gas Safety check
- Where the customer or other individuals linked to the property present a safety concern to Calico Group colleagues or contractors. Customers will be made aware if this decision has been made and any decision will be regularly reviewed.

11. Regulatory and Legal Compliance

- Social Housing (Regulation) Act 2023
- Landlord and Tenant Act 1985
- Defective premises Act 1972
- Housing Act 2004
- Homes Fitness for Human Habitation Act 2018
- Decent Homes Standard 2010
- Health and Safety at Work act 1974
- Management of Health and Safety at Work Regulations 1999 (as amended)
- Equality Act 2010
- Right to Repair Regulations 1994

12 Links with other Calico Strategies, Policies and Procedures

- The Humanitarian Offer – Calico Group Customer Strategy
- DMC Policy
- Building Safety Strategy
- Responsive Repairs procedures
- Lettings Policy
- Rechargeable Repairs Policy
- Complaints Policy and Procedures
- Electrical Safety Policy
- Gas and Heating Policy
- Health and Safety Policy
- Asset Management Strategy
- Compensation Policy
- Reasonable Adjustments Policy
- Tenancy/License/Lease agreements
- Employee Code of Conduct