

Policy Name	Responsive Repairs and Handy Person Service Policy
Version No.	2.0
Approval Date	September 2024
Category	Operational
Classification	Internal

Responsive Repairs and Handy Person Service Policy	
Author	Aran Duggan (Head of Property and Environment)
Contributors	Asset Management Team, Operations Team
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Version Control

Version	Date	Description	Updated By	Approved By
1.0	2019	New Policy	Luan Meadows, Asset and Maintenance Manager	Angela Harding
2.0	July 2024	Full Review	Aran Duggan, Head of Property & Environment	Matt Rickards, Executive Director of Operations

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1. Policy Purpose & Aim

The purpose of this policy is to set out ExtraCare's approach to providing responsive repairs and Handy Person services to residents. The policy aims to ensure that ExtraCare delivers high-quality, efficient and cost-effective repairs services that meet regulatory requirements and resident expectations.

2. Objectives

The key objectives of this policy are to:

- Provide a responsive, accessible and efficient repairs service to residents;
- Ensure all properties are maintained to a good standard of repair;
- Meet all relevant health and safety and regulatory requirements;
- Achieve high levels of resident satisfaction in relation to the repair service;
- Deliver value for money in the provision of repairs and maintenance;
- Ensure fair and consistent treatment of all residents;
- Protect ExtraCare's assets through appropriate maintenance; and
- Minimise disruption to residents during repairs and maintenance work.

3. Scope of Policy

This policy applies to all ExtraCare properties, including individual resident apartments/bungalows (regardless of tenure) and communal areas. It covers responsive repairs, planned maintenance, void property works, and the Handy Person service. The policy applies to all ExtraCare staff involved in delivering or managing repairs services, as well as to residents, contractors, and subcontractors.

4. Responsibilities

Board of Trustees	• Ultimate responsibility for ensuring ExtraCare meets its maintenance obligations.
Executive Leadership Team	• Strategic oversight of repairs services; and • Ensuring adequate resources are in place to deliver the policy.
Head of Property and Environment	• Operational responsibility for repairs services; • Monitoring performance and compliance with the policy; and • Reviewing and updating the policy as necessary.
Head of Operations	• Support the delivery of this policy.

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Head of Development and Growth	Ensure asset management is considered as part of new developments and modernisations; specifically, the ability to easily and cost effectively carry out repairs and maintenance in accordance with the Construction Design and Management Regulations.
Regional Building Surveyors	- Overseeing safe, timely and cost-effective repairs delivery in their region to the standards as set out within our contracts; and - Monitoring contractor performance
Regional Operations Managers	Working collaboratively with Regional Building Surveyors to ensure an effective service is delivered.
Location Managers	- Liaison with residents on repairs issues as necessary; and - Collaborate with Regional Building Surveyors and Maintenance Supervisors as necessary to ensure an effective service is delivered.
All Staff	- Reporting repairs promptly; and - Supporting delivery of repairs services.
Residents	- Reporting repairs promptly; and - Providing access for repairs as required.
Contractors	- Delivering repairs to required standards and timescales as per the contract; - Complying with all relevant health and safety regulations; and - Maintaining good communication with ExtraCare and residents and adhere to all other relevant ExtraCare policies.

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5. Monitoring & Review

The implementation of this policy will be monitored through:

- Monthly KPI reporting on repairs performance;
- Quarterly review of repairs data at Executive level;
- Annual review of resident satisfaction survey results;
- Regular audits of repairs processes and quality;
- Post-inspection of 10% of completed repairs; and
- Regular contractor performance reviews.

The policy will be reviewed every 3 years, or sooner if required due to legislative/regulatory changes or operational issues identified through monitoring.

6. Risk Management

This policy helps to mitigate the following key risks identified on ExtraCare's Asset Management Risk Register:

- Regulatory non-compliance;
- Health and safety risks to residents;
- Reputational damage from poor repairs service; and
- Financial risks from inefficient maintenance.

The policy provides a framework for delivering repairs services in line with regulatory requirements and good practice, helping to control these risks.

7. Statement of Commitment

ExtraCare is committed to providing high-quality, responsive repairs services to all residents that ensure they feel safe and satisfied in their homes. Our commitment aligns with the Tenant Satisfaction Measures (TSMs) set by the Regulator of Social Housing, particularly those related to keeping properties in good repair and tenant satisfaction with repairs.

We will:

- Deliver an efficient, accessible repairs service that meets residents' needs and contributes to their feeling of safety in their homes;
- Complete repairs within agreed timescales, ensuring prompt resolution of issues that may affect residents' safety or comfort;
- Ensure all properties are maintained to a good standard, meeting or exceeding the Decent Homes Standard;

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- Achieve value for money in repairs delivery while maintaining high-quality outcomes;
- Treat all residents fairly and consistently, respecting their diverse needs and preferences;
- Meet all relevant legislative and regulatory requirements, including those related to building safety;
- Continuously improve our repairs services based on resident feedback and satisfaction levels;
- Minimise disruption to residents during repair work, respecting their homes and privacy;
- Ensure the health and safety of residents, staff, and contractors at all times;
- Provide clear and timely information about repairs and maintenance work; and
- Respond effectively to complaints about repairs and maintenance, using feedback to drive service improvements.

Through these commitments, we aim to maintain high levels of resident satisfaction with their homes and our repairs service, contributing to overall tenant satisfaction and residents' sense of safety in their homes.

8. Additional arrangements

8.1 Responsive Repairs Service

ExtraCare will provide a responsive repairs service to rectify any defects or failures in residents' homes or communal areas. This includes:

- Emergency repairs (e.g. no heating/hot water, major leaks);
- Urgent repairs (e.g. partial loss of power, minor leaks); and
- Routine repairs (e.g. dripping taps, damaged fixtures)

8.2 Handy Person Service

Dependent on resource availability, a Handy Person service may be provided to carry out minor repairs and odd jobs for residents. This may include tasks such as:

- Changing light bulbs;
- Putting up shelves/pictures;
- Unblocking sinks; and
- Minor electrical/plumbing work

Charges will apply for Handy Person services, and these will only be carried out when sufficient resources are available. Priority will always be given to compliance tasks and core repair work.

The provision of the Handy Person service is at the discretion of the Maintenance Supervisor and/or Regional Building Surveyor. These professionals will assess the availability of resources and the priority of tasks to determine when and how the Handy Person Service can be delivered. This ensures that essential maintenance and repair work is not compromised while still offering additional support to

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residents when possible. Residents should be aware that the Handy Person Service is not guaranteed and may not be available at all times or in all locations. ExtraCare will strive to communicate clearly about the availability and limitations of this service to manage resident expectations effectively.

8.3 Repairs Responsibilities

ExtraCare is responsible for keeping the structure and exterior of properties in good repair, including:

- Walls, roof, windows, external doors;
- Basins, sinks, baths, toilets and pipework;
- Heating and hot water systems;
- Electrical wiring; and
- Communal areas and facilities.

Residents are responsible for:

- Internal decoration;
- Fixtures and fittings they have installed;
- Reporting repairs promptly; and
- Allowing access for repairs.

8.4 Reporting Repairs

Residents can report repairs by:

- Phone to reception;
- Repairs slips to the maintenance team; and
- Repairs slips to reception.

All repair requests will be logged and given a unique reference number.

8.5 Repair Priorities and Timescales

Repairs will be categorised and responded to within the following timescales:

Priority	Response Time	Example
Emergency (Immediate)	Within 4 hours	Total loss of electricity
		Uncontrollable water leak
		No heating or hot water
		Blocked main drain
Emergency (Same Day)	Within 24 hours	Partial loss of electricity
		Partial loss of water
		Blocked sink, bath or basin
		Insecure external door/window
		Toilet not flushing
Urgent	Within 7 calendar days	Minor plumbing leaks

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Routine	Within 28 calendar days	Internal doors catching
		Loose fixtures and fittings
		Dripping tap

ExtraCare will aim to complete all repairs within these timescales. However, some complex repairs may require longer to fully resolve. In such cases, we will keep residents informed of progress.

For out-of-hours emergencies, a call-out service will be provided to make the situation safe. Follow-up work may then be scheduled during normal working hours.

Repair priorities may be adjusted based on individual circumstances, such as resident vulnerability or the potential for the issue to worsen if not addressed quickly.

8.6 Decanting Residents in Exceptional Circumstances

In rare cases where repairs are extensive, pose significant health and safety risks, or render a property uninhabitable, ExtraCare may need to temporarily relocate residents. This process, known as decanting, will follow these steps:

On-site Guest Suite: Our first option will be to relocate the resident to a guest suite within their current village, if available. This minimises disruption and allows the resident to maintain their routines and social connections.

Neighbouring Village Void: If an on-site guest suite is unavailable or unsuitable, we will consider available void properties in neighbouring ExtraCare villages. This option keeps residents within our broader community and familiar surroundings.

Local Hotels: As a last resort, if neither of the above options is feasible, we will arrange accommodation in a suitable local hotel. We will ensure the hotel meets the resident's needs and is as close to their village as possible.

8.7 Access Arrangements

Residents must provide access for repairs as required. At least 24 hours' notice will be given, except for emergencies.

If access is refused, ExtraCare reserves the right to take action to gain entry in cases of emergency or where there is a health and safety risk.

Contractors must always show identification before entering a property and respect residents' privacy and possessions.

8.8 Quality Assurance

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10% of all completed repairs will be post-inspected to check quality. Contractors' work will be regularly monitored.

8.9 Resident Satisfaction

Satisfaction surveys will be carried out following completed repairs. Results will be monitored and used to drive service improvements.

8.10 Void Property Works

ExtraCare will carry out necessary repairs and maintenance to void properties to ensure they meet the required standard before re-letting. This includes:

- Safety checks (gas, electric, water);
- Repairs to bring the property up to the required standard;
- Deep cleaning; and
- Redecoration where necessary.

Void works will be completed in line with the Void Property Standard and within agreed timescales to minimise rent loss.

8.11 Health and Safety

All repairs and maintenance work will be carried out in accordance with relevant health and safety legislation and ExtraCare's Health and Safety Policy. This includes:

- Risk assessments for all repair activities;
- Use of appropriate personal protective equipment (PPE);
- Safe working practices, especially for high-risk activities (e.g. working at height, electrical work);
- Proper handling and disposal of hazardous materials (e.g. asbestos); and
- Compliance with Control of Substances Hazardous to Health (COSHH) regulations.

8.12 Contractor Management

ExtraCare will:

- Use only approved contractors who meet our standards for quality, health and safety, and customer service;
- Provide contractors with clear specifications for all work;
- Regularly review contractor performance; and
- Ensure contractors comply with our policies and procedures, including safeguarding and data protection.

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ExtraCare continues to explore the use of new technology and tools and will maintain effective IT systems to support the repairs service, including:

- A repair reporting and tracking system;
- Mobile working solutions for repairs operatives;
- Integration with the contractors IT system where required; and
- Clear communication channels will be maintained between ExtraCare, contractors, and residents throughout the repairs process.

8.14 Resident Liaison

ExtraCare will appoint a contract Resident Liaison Officer for major works or complex repairs to:

- Keep residents informed about the scope and progress of works;
- Address any concerns or issues raised by residents; and
- Minimise disruption to residents during works.

8.15 Resident Alterations and Improvements

Residents must seek written permission from ExtraCare before carrying out any alterations or improvements to their property. Please refer to the Alterations Policy for full guidance.

Failure to seek permission before carrying out alterations or improvements may be considered a breach of the tenancy agreement/lease and could result in legal action.

ExtraCare will inspect all resident alterations upon completion to ensure compliance with agreed specifications and quality standards. We will also inspect the property when the tenancy ends and may charge the resident for returning the property to its original condition if necessary.

9. Other Relevant ExtraCare Policies & Documents

General	Asset Management Strategy Void Property Standard
Related Policies	Health and Safety Policy Complaints Policy Equality, Diversity and Inclusion Policy Procurement Policy Data Protection Policy Alterations Policy Incident Managing and Reporting Policy Trustee Escalation Statement

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10. Relevant Legislative & Regulatory Requirements

Legislation	Regulation	Guidance
- Landlord and Tenant Act 1985 - Health and Safety at Work Act 1974 - Housing Act 2004 - Homes (Fitness for Human Habitation) Act 2018 - Gas Safety (Installation and Use) Regulations 1998 - Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020	- Regulator of Social Housing's Regulatory Framework - Housing Ombudsman's Complaint Handling Code	- Decent Homes Standard - Charter for Social Housing Residents