

Reactive Repairs Procedure

| | | | |
|-----------------------------|----------------|--|-----------------------------|
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| Owner: | Jackie O’Neill | Job Title: | Head of Property Management |
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Version Control

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| Jan 2020 | Jackie O’Neill | V. 4.0 | Review update / New format |
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Reactive Repairs Procedure

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1.0 Introduction

1.1

This procedure describes our arrangements for dealing with reactive (routine) repairs, both during and outwith office hours. It is one of a series of procedures supporting our Maintenance policy and covering all aspects of our Maintenance services.

1.2

Reactive Repairs are categorised under 3 headings, with a maximum response time for each category, as follows (see Appendix 1 to the Maintenance policy for examples of the types of repairs in each category):

1. Emergency - 12 hours
2. Urgent - 03 days
3. Routine - 14 days (10 working days).

1.3

This procedure has the following sections:

- Section 2 - Initial action
- Section 3 - Emergency repairs
- Section 4 - Issuing works orders
- Section 5 - Pre-and post inspections
- Section 6 - Contractor abortive calls
- Section 7 - Amending/cancelling repairs
- Section 8 - Insurance claims
- Section 9 - Computer system
- Section 10- Satisfaction questionnaire
- Section 11- Regular reports
- Section 12- Implementation and review

2.0 Initial Action

2.1

Within office hours repairs, apart from gas heating faults, will normally be reported by tenants, service users, Project and Head Office-based staff by phone (including voicemail) or email. Reports will normally be received by the Maintenance Assistant (MA), or the Maintenance Officer (MO).

Gas heating system repairs will be reported directly to the relevant contractor, according to the information provided to staff and tenants.

2.2

For all properties other than Head Office the MA/MO will wherever possible confirm the full address details and contact telephone number for the person the contractor should be advised to contact.

2.3

If the MA/MO is unable to speak directly to a tenant but there is sufficient detail in the message – name, address, problem, trade required etc. - the MA/MO will issue the works order to the contractor and send the copy to the tenant.

Where there is insufficient detail in the message, the MA/MO will try to contact the tenant. If no contact has been made after several attempts and the work is not urgent, the MA/MO will write to tenant asking them to make contact (Appendix 1).

2.4

In the case of repairs to tenanted properties, the MA/MO will assess whether the repair is:

- a 'qualifying repair' under the Right to Repair Scheme (for further details see the Right to Repair procedure ref: M14);
- rechargeable, i.e. the fault or damage is the tenant's responsibility and they will be liable for the costs of repairs (for further details see the Rechargeable Repairs procedure ref: M13).

2.5

The MA/MO will also assess from the information provided:

- whether the repair is an emergency, urgent or routine;
- whether the fault or damage is a 'defect' that is the responsibility of the contractor who carried out the original work, because it has occurred during the defects liability or product warranty period;
- the name of the contractor who will attend to carry out the repair;
- the target date for completion;
- whether or not a pre-inspection of the problem will be needed before a works order can be issued – see section 4 below.

2.6

Where the MA/MO is in contact with the tenant/person reporting the repair, the relevant parts of the above information will be given verbally. The MA/MO will also advise that the contractor will contact the person direct to arrange access.

2.7

Tenants and staff should report emergency repairs to the relevant contact number provided (see Appendix 2 and Section 3 below on Emergency Repairs).

Non-emergency repairs should be reported to Head Office by phone or email, to be dealt with the following working day.

3.0 Emergency Repairs

3.1

The MA/MO will ask the person reporting the problem relevant questions to establish that the problem is an emergency. Repairs relating to gas heating systems should be reported directly to the relevant contractor.

3.2

When it is clear that it is an emergency the MA/MO will:

- advise the caller to remain in the property until a contractor arrives;
- advise on any immediate action they can take, e.g. in the case of a burst or leaking pipe, turning off the water supply at the stop cock.

3.3

If the caller is not able to remain in the property, in particular as a result of a fire, flood or other serious damage, the MA/MO will obtain a contact telephone number for passing on to the contractor.

The MA/MO will also ensure that Housing Services staff are aware of the situation, so that the Housing Officer may make temporary decant arrangements, if required.

3.4

The MA/MO will telephone the relevant contractor, pass on the job, contact details and order number, and complete the recording of the repair on the system and issue the works order as confirmation.

3.5

If the first contractor cannot attend within the required timescale the MA/MO will contact an alternative contractor and authorise them to attend.

3.6

The MA/MO will follow up progress and the outcome with the contractor, and will take any further action required, e.g. keeping the tenant advised of the action being taken etc.

3.7

The contractor will confirm that the repair is an emergency before attending. If it is recognised that the problem is **not** an emergency as currently defined by us, the caller will be advised to contact our office when it re-opens.

3.8

The contractor will fax details of out-of-hours callouts to the MA on the following working day. The MA will record the repair details and issue a confirmation works order.

3.9

Where the cause of the problem is identified as the tenant's responsibility, or if the call-out was not an emergency, the MA will initiate the rechargeable repairs procedure (for further details see the Rechargeable Repairs procedure M13).

4.0 Issuing Works Orders

4.1

The MA/MO will print off the works orders in accordance with current procedures (see the procedure M12 and the Maintenance Computer procedures 'Inputting Repairs' & 'Issuing Works Orders').

For repairs covered by the Right to Repair Scheme, both the Contractor's copy and the tenant's copy will contain the phrase 'Right to Repair' and the target timescale in the designated field.

The works order will also state whether or not the repair is rechargeable.

4.2

The contractor's copy of the order will normally be emailed or faxed, and only if necessary will it be posted.

The tenant's/staff copy (acknowledgement of order) will be posted to the tenant or project location reporting the repair. In the case of repairs to communal areas, e.g. in a block of flats, the acknowledgement will be sent to the person in the block reporting the repair.

5.0 Pre & Post Inspections

5.1

The following types of repair will normally be pre-inspected:

- a) potential major damage
- b) where the reported details are not clear enough to enable a works order to be issued (excluding emergency repairs);
- c) where the damage may be a potential insurance claim;
- d) where a tenant/resident has special needs or may be 'vulnerable'.

5.2

The Head of Property Management will decide who should inspect the repair and that staff member will arrange access directly with the person reporting the repair.

5.3

The MA/MO will produce a Pre-Inspection Request form (Appendix 3) and pass it to the person carrying out the inspection. Following the inspection the report will be passed to the MA who will record the details on the system, produce the required works orders then file the report in the current Pre-Inspection file.

5.4 Repairs to be Post-inspected

The following types of repairs will be post-inspected:

- all repairs where the costs are over £1,000;
- sample of repairs where the costs are below £1,000 – normally as part of carrying out visits to particular areas for other reasons, or because there is a particular repair issue to be checked on;
- medical adaptations (Stage 3 adaptations) apart from small items such as installing grab rails;
- sample of repairs carried out by a new contractor during the first 6 months following their appointment;
- repairs where the tenant/local manager has stated they are not satisfied with the quality of work etc.

Our target is that a minimum of 10% of all repairs will be post-inspected.

5.5

The Head of Property Management will decide who should inspect the work and that staff member will arrange access directly with the person reporting the repair.

5.6

The MA will produce a Post-Inspection Report form (Appendix 4) and pass it to the person carrying out the inspection. Following the inspection the report will be passed to the MA who will;

- add the required details to the Capita post-inspection screen;
- file the report in the current Post-Inspection file.

5.7

The MA (or the HoPM/MO as appropriate) will follow up any matters arising from the post inspection with the contractor, including ensuring that the contractor carries out any remedial work required as soon as possible, following which a further post inspection may be carried out.

5.8

Repairs costing over £1,000 will normally be inspected before the contractor's invoice is paid. However where this is not possible within the target time for payment, e.g. because of geographical location and/or difficulties in arranging access, the invoice will be paid and a letter sent to the contractor advising that payment is being made but a "Post Inspection" inspection will be carried out, and if any remedial work is required the contractor will be required to carry this out at their own expense (Appendix 5).

6.0 Contractor Abortive Calls

6.1

Contractors must arrange a date and time for all visits with the tenant and should not attend without prior arrangement. If a contractor is unable to gain access at the first visit they will leave a card asking the person to contact them to make another appointment.

6.2

If access is not gained at the second pre-arranged visit the contractor will submit an account which will be paid (but **only** if the second visit was pre-arranged). The MA will then recharge the cost to the tenant.

6.3

The MA will write to the tenant, confirm that 2 attempts have been made to gain access and ask the person to arrange access with the contractor.

The tenant will be advised that if no contact has been made with the contractor by a specified date then it will be taken that they do not wish any work carried out and the order will be cancelled (Appendix 6).

7.0 Amending or Cancelling Repairs

7.1

If the person reporting the repair needs to alter a booked appointment they should contact the MA/MO who will pass the request on to the contractor and ask them to contact the tenant and re-arrange the appointment. If the revised date means that the target completion date has to be extended the contractor should confirm this to the MA/MO who will amend the details on the system.

7.2

If the repair is to be cancelled the person should contact the MA/MO who will cancel the order on the system and advise the contractor.

8.0 Insurance Claims

8.1

Where the costs of some or all of the repairs may be reclaimed from our insurers, the MA/MO will initiate the insurance claims procedure. For further details see the procedure M27 Insurance Claims – Damage to Properties.

9.0 Computer System

9.1

All repairs processing will take place through the Capita computer system. All relevant information will be recorded in the required fields, and the appropriate codes will be entered where required.

9.2

When the computer system is not available e.g. due to system upgrades, or temporary breakdown, the MA/MO will note the relevant details on the Word-based copy of the works order sheet (Appendix 7) and will fax this to the contractor.

9.3

The MA/MO will ensure that the information is transferred to the computer system as soon as possible once the system is available again, and that the formal works order is sent to the contractor so that they may quote the correct works order number on their invoice.

10.0 Satisfaction Questionnaire

10.1

The copy acknowledgement of the works order will include a satisfaction questionnaire giving the tenant/staff member the opportunity to comment on the contractor's performance and/or standard of work etc.

10.2

Returned questionnaires will be checked by the MA/MO who will either follow up any concerns/issues raised directly or pass the matter to an appropriate colleague for follow up. A post-inspection may be arranged to confirm the details of any issues raised. Serious matters, or concerns raised about a particular contractor, will also be followed up as part of a performance review meeting with the contractor.

10.3

A summary of the satisfaction returns will be included in the regular reports to the Housing & Property Services Sub-Committee.

11.0 Regular Reports

11.1

The following information will be reported to each meeting of the Finance Sub-Committee: Each report will cover the period since the previous report.

- Total number of repairs and performance against target for the three categories of repair – Emergency, Urgent and Routine, with reasons for any repairs not completed on time;
- Cost of rechargeable repairs;
- Number of post inspections completed, and percentage of total repairs;
- Value of rechargeable repairs and no. of properties involved.

The MA/MO will collate the information required for each report. (See Appendix 8 for a sample).

12.0 Equality Impact Assessment (E.I.A.)

There are no negative equality implications identified in relation to the revision of this document, consequently an E.I.A. has not been completed.

13.0 Data Protection Impact Assessment (D.P.I.A.)

The potential data protection assessment implications around the collection of personal data which has been identified in relation to the revision of this procedure has been addressed on the departments D.P.I.A.

14.0 Implementation and Review

The Head Of Property Management is responsible for ensuring that this procedure is implemented when required.

The Head Of Property Management will include a report on contractors' performance against Right to Repair response times targets as part of the regular reporting arrangements to each meeting of the Finance Sub-Committee.

The Head Of Property Management will ensure that this procedure is reviewed at least every three years.

Appendix 1 – Letter to tenant following repair request (Unable to contact)

Ref: XXXX/XX

[Date]

[Name]

[Address]

[Address]

[Town]

[Postcode]

Dear [Salutation],

Repair request

I am writing about your message by [phone or email] on [Date] about [details of what the message was about].

I have tried to call you several times for some additional information about the problem and the work that is needed but unfortunately I have not been able to contact you.

I need some more details before I can arrange for one of our Contractors to visit you. If you still wish this work carried out, please telephone me on 0131 478 8143 as soon as possible.

If I have not heard from you by [Day and date] we shall take it that you no longer wish this work to be carried out and will take no further action.

Yours sincerely

Name

Property and Maintenance Officer

Appendix 2 – Reporting a Repair info sheet

Reporting a Repair

Reporting a Repair during normal Office Hours:

Monday to Thursday: 8am to 4:30pm
Fridays: 8am to 3:30pm

Please telephone **0131 478 8143**.

When reporting a repair you should give as much detail as possible in order that the work required can be properly assessed. You will be informed of the length of time in which your repairs should be completed and the name of the Contractor who will attend. You should also give a contact telephone number, to enable the Contractor to contact you to arrange access.

To confirm your reported repair has been processed ARK will post you a Maintenance Works Order Acknowledgement form which will provide details of: the Contractor, the Fault Reported, and the Target Date for the Contractor to attend; as well as giving you the opportunity to provide feedback upon our performance in dealing with the repair.

All Gas Central Heating problems should be reported direct to the appropriate contractor for your area detailed at the bottom of the page.

Reporting an Emergency Repair at Night, Weekends and Holidays:

All **Emergency Repairs** required outside normal Office Hours should be reported by telephoning:

| Area | Emergency Contractor |
|---|--|
| Buckie, Forbes and Macduff | John MacDonald Joinery: 07823 440 883 |
| Aberdeen, Fraserburgh, Inverurie, Peterhead and Portlethen | 1 Call Property Maintenance: 01224 638 888 |
| Arbroath, Blairgowrie, Forfar and Perth, Clackmannanshire, Falkirk, Fife, Lothians, Scottish Borders | All in One Property Maintenance 07756 147 365 or 07810 883 676 |

Please only use these numbers only if you have a Genuine Emergency.

For ALL Gas Central Heating Repairs, please contact

**Heatcare on 01343 842 042
For Gas Escapes phone Transco on 0800 111 999**

Emergency Repairs

You should use this guide to determine what action you should take.

Can you contact Ark Housing Association to report the problem?

|
YES

↓

Phone 0131 478 8143 as soon as possible, giving the following information:

Name

Address

Contact Telephone Number

Details of the problem.

←NO→

←YES→

|
NO

↓

Is the problem seriously affecting the occupation of your property?

|

YES

↓

Can it wait till the following morning or next working day? You may be charged for the Call Out if the problem is not an emergency!

|

NO

↓

Contact the appropriate Contractor for your area listed overleaf.

N.B. You may be charged for call out services if you use a contractor not listed or if the problem is not an emergency.

Emergency Repairs are only those which seriously affect the occupation of your property, by posing a danger to health and property or by making your home insecure.

These include:

Water coming in and affecting electrical equipment;

Complete blockage of the soil or waste pipe;

Dangerous structural condition, e.g. falling masonry;

Total lack of water and/or heating throughout the home;

Total loss of light and/or power to the home;

Total loss of security due to broken windows or damaged doors.

Appendix 3 – Pre-inspection request form

PRE-INSPECTION REQUEST FORM

[HARD COPY OF PROCEDURE ONLY]

Appendix 4 – Post Inspection request form

POST-INSPECTION REQUEST FORM

[HARD COPY OF PROCEDURE ONLY]

Appendix 5 – Letter to contract for works over £1,000.00

Ref: XXXX/XX

[Date]

[Contractor's name]

[Address]

[Address]

[Town]

[Postcode]

Dear [Salutation],

Works order no. [order no.] – Post inspection

We are required to post-inspect all repairs where the cost is more than £1,000, before authorising the invoice for payment.

The above work comes into this category but we have not been able to carry out our inspection within a reasonable time.

I am writing therefore to let you know that your invoice for this work will be authorised for payment. However we will still be carrying out our inspection as soon as possible, and should we find that any of the repairs have not been completed to the required standards you will be required to carry out any remedial work necessary at your expense.

If you have any questions about this letter please contact me on 0131 478 8143.

Yours sincerely

Name

Property and Maintenance Officer

Appendix 6 – Letter to tenant – No access

Ref: XXXX/XX

[Date]

[Name]

[Address]

[Address]

[Town]

[Postcode]

Dear [Salutation],

Access Problems

Maintenance Works Order [Order no.]

As requested, on [Date] we arranged for our Contractor to contact you to [details of what contractor was asked to do].

Unfortunately our Contractor [Contractor's name] has been unable to gain access to your property to investigate and carry out the work required, despite having agreed two appointment dates and times with you.

As a result, you will be charged for the Contractor's second 'no access' call, at a cost of £[amount]. A separate account will be sent to you for this amount.

If you still wish this work carried out, please telephone [Contractor's name] on [Contractor's full phone no.] to arrange access to carry out the work. Please note that it is important that you keep to any arrangement agreed with the Contractor, or you will have to pay a further charge.

If you have not agreed a new appointment date and time by [Day and date] we shall take it that you no longer wish this work to be carried out and we will cancel the order to the Contractor.

If you require any further information please contact me on 0131 478 8143.

Yours sincerely

Name
Property and Maintenance Officer

Appendix 7 – Works Order

Tel: 0131 478 8143
Fax No: 0131 478 8181

Ark Housing Association Ltd
The Priory
Canaan Lane
Edinburgh
EH10 4SG

ARK MAINTENANCE WORKS ORDER

ALL CONTRACTORS MUST COMPLETE AND ATTACH THIS WORKS ORDER TO THE INVOICE FOR THE WORKS AND SUBMIT WITHIN 30 DAYS OF WORK COMPLETION. Please make your invoice chargeable to - Ark Housing Association

| | |
|---|--|
| Contractor: Heatcare Oil & Gas Ltd | Works Order No: A0037068 |
| Fax No: workorders@heatcareo | Issue Date: 1st April 2016 |
| Tenants Details: | Target Date: 15th April 2016 |
| | Contact: Stephen Whitehead |
| | Right to Repair: no |
| The Priory 37 Canaan Lane Edinburgh EH10 4SG | Access: (ALL TENANTS MUST BE PHONED IN ADVANCE TO ARRANGE ACCESS) Contact Tel No to Arrange Access: Acces Telephone |

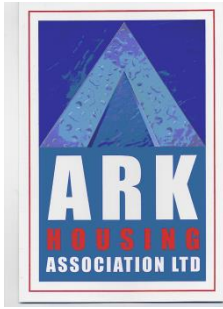
Please carry out the following works by **15th April 2016**

DESCRIPTION OF WORKS

ASBESTOS - WHEN YOU ARE WORKING IN ARK PROPERTIES YOU MAY FIND MATERIALS THAT CONTAIN ASBESTOS FIBRES. IF YOU COME ACROSS ANY SUSPECT MATERIAL, STOP WORK IMMEDIATELY AND NOTIFY ARK HOUSING ASSOCIATION ON 0131 478 8143.

For payment to be made for this work, the Completion Details below must be FULLY COMPLETED and signed by the Tenant/Support Worker and securely attached to your invoice for payment.

| | |
|---|------------------------------|
| Completion Details | |
| Date AND Time Work Started: _____ | Date Work Completed: _____ |
| Hours on Site: _____ | No of Workers on Site: _____ |
| Travelling Time: _____ | Signed by Contractor: _____ |
| Detail reason repair completed after the Target Date: _____ | |
| _____ | |
| _____ | |
| Tenants Signature: _____ | Date: _____ |
| We ask tenants to sign, only to confirm attendance. | |



ARK HOUSING ASSOCIATION LTD
 THE PRIORY
 CANAAN LANE
 EDINBURGH
 EH10 4SG
 TEL NO: 0131 447 9027
 FAX NO: 0131 478 8181

MAINTENANCE WORKS ORDER

PLEASE RETURN THIS WORKS ORDER WITH YOUR INVOICE WITHIN 30 DAYS OF COMPLETION OF THE WORK TO ENSURE PROMPT PAYMENT

| |
|---|
| Name of Contractor: |
| Contractor Fax No: |
| Tenants Details: Name Address Post Code |

| | |
|---|--------------|
| ORDER NO: | Bold |
| Issue Date | 01 July 2021 |
| Target Date | Bold |
| Contact | |
| Right to Repair | |
| Access (Tenants must be contacted in advance) | |
| Tenant's Tel No | |

Please carry out the following works and complete by

| | |
|----|--|
| 1 | |
| 2 | |
| 3 | |
| 4 | |
| 5 | |
| 6 | |
| 7 | |
| 8 | |
| 9 | |
| 10 | |

**ASBESTOS-WHEN YOU ARE WORKING IN THE ASSOCIATION'S PROPERTIES YOU MAY FIND MATERIALS THAT CONTAIN ASBESTOS FIBRES.
 IF YOU COME ACROSS ANY SUSPECT MATERIAL, STOP WORK IMMEDIATELY AND CONTACT THE ASSOCIATION ON 0131 478 8143**

COMPLETION DETAILS

| | |
|---------------------------------|------------------------------|
| Date Repair Commenced: _____ | Date Completed: _____ |
| Hours Contractor On Site: _____ | No Of Workmen On Site: _____ |
| Travelling Time: _____ | |
| Signed By Tradesperson: _____ | |

| | |
|---|-------------|
| Customers Signature: _____ | Date: _____ |
| We ask customers to sign only to confirm attendance | |

Appendix 8 – Performance Report

ARK HOUSING ASSOCIATION LTD

HOUSING & PROPERTY SERVICES SUB-COMMITTEE

Committee:
Housing & Property Services
Date:
Paper No:
Agenda Item: Maintenance

PERIOD:

PERFORMANCE REPORT

| | |
|---|--------------------------------|
| EMERGENCY REPAIRS | Response Time: 12 Hours |
| No. of Repairs Reported | |
| No. of Repairs Responded to within timescale | |
| No. of Repairs not practically complete within timescale | |
| Percentage of Repairs | |

| | |
|---|--------------------------------------|
| URGENT REPAIRS | Response Time: 3 Working Days |
| <i>No. of Repairs Reported</i> | |
| No. of Repairs Responded to within timescale | |
| No. of Repairs not practically complete within timescale | |
| Percentage of Repairs | |

| | |
|---|---------------------------------------|
| ROUTINE REPAIRS | Response Time: 10 Working Days |
| No. of Repairs Reported | |
| No. of Repairs Responded to within timescale | |
| No. of Repairs not practically complete within timescale | |
| Percentage of Repairs | |

CUSTOMER SATISFACTION REPORTS

| Total no. of Satisfaction Surveys Carried Out | Total no. of Satisfaction Surveys Returned by Tenant | % of satisfied tenants based on the returned Satisfaction Surveys | Any additional comments |
|---|--|---|-------------------------|
| | | % | |

RECHARGEABLE REPAIRS

| | | |
|-------------|--|--|
| | ARK Housing Association | ARK Services Ltd |
| Cost | £Amount generated by number of properties | £Amount generated by number of properties |

| POST INSPECTIONS REPORTS | | | |
|--|--|---|------------------------------------|
| Total Amount of Repairs Carried out | Total Amount of Inspections Carried Out | Percentage of Post-Inspections Carried Out | Target for Post Inspections |
| | | % | % |