Archie Homes

Repairs Policy

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Policy checklist	
Policy owner	Archie Homes
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Archie Homes will provide this policy, on request at no cost, in large print, in Braille, in audio or other non-written format, and in a variety of languages.

1.0 Introduction

This policy sets out Archie Homes' approach as a landlord to repairs and maintenance for our customers' homes (houses and flats).

- We understand that good housing is an important element for stability and living well.
- We believe that a quality repairs and maintenance service is important.
- Our aim is to deliver a customer focused, high quality, "Right First Time" (RFT) and cost-effective responsive repair service.
- Through the effective delivery of this service, we will look after our customers, demonstrate value for money, and protect the value of our core assets.

2.0 Our responsibilities

2.1 Under Section 11 of the Landlord and Tenants Act 1985, our repairs obligations for affordable rented customers' homes are:

- To keep in repair the structure and exterior of the dwelling-house (including drains, gutters and external pipes),
- To keep in repair and proper working order the installations in the dwelling-house for the supply of water, gas and electricity and for sanitation (including basins, sinks, baths and sanitary conveniences, but not other fixtures, fittings and appliances for making use of the supply of water, gas or electricity), and

- To keep in repair and proper working order the installations in the dwelling-house for space heating and heating water.

3.0 Response timelines

- Category 1: Emergency repairs – To be attended to within 24 hours, and completion within 5 working days.
- Category 2: Urgent repairs – To be attended to within 5 working days and completed within 21 working days.
- Category 3: Non-urgent repairs – To be attended to within 21 working days and to be completed within 60 working days.

4.0 Cyclical Maintenance

The safety and well-being of our customers is a fundamental objective. Archie Homes will undertake the cyclical testing and maintenance of components, including gas heating systems, electrical circuits, lifts etc in accordance with current legislation, Health & Safety guidelines and other appropriate industry standards.

5.0 No Access

In an emergency we may have to enter a home without your prior consent. We only consider this as a last resort when all other means of access have been considered. The following situations are emergencies.

- A risk to people
- Water leaks
- Gas leaks
- Electrical problems causing loss of power to some or all of the property
- Concern for the well-being of a person

6.0 Vulnerable Customers

We will ensure that our service is tailored to meet the needs of vulnerable customers. This may include a quicker response period where a customer's needs put them at increased risk or discomfort as a result of any repair requirements.

7.0 Shared Ownership Customers

As a leaseholder, customers living in Shared Ownership homes (flats and houses) are responsible for repairs to the property outside of the defect liability period. The defect liability period of 12 months begins from the date that the property is handed over from the developer. A defect repairs service will be provided to Shared Ownership customers during this liability period to ensure any defect repairs are reported to the Developer and resolved. For any non-cosmetic changes to the property, the customer must seek permission first.

8.0 Grant led Shared Ownership

8.1 An initial repair period affects any Grant Led Shared Ownership customers. For a period of 10 years form the date of the lease start date, the customer can claim back £500 per year towards essential repairs. If the customer does not make a claim or use the full £500 this can be transferred over into the following year, the maximum amount that can be claimed is £1000. If the amount transferred over isn't used it cannot be

transferred in subsequent years. For customers who staircase to 100%, the ability to claim ends on the final day of staircasing.

8.2 To make a claim the customer must seek permission prior to having the work carried out, to confirm the repair is eligible. The customer should then arrange for the work to be carried out by a TrustMark tradesperson.

Essential repairs are defined as:

- Essential repairs to the outside of the building
- Essential structural repairs to walls, floors, ceilings and staircases
- Essential repairs to utilities (gas, electric and water)
- Essential repairs to heating systems

Claims cannot be made for the following repairs:

- Fixtures/fittings
- Appliances
- Repairs as the result of deliberate damage, wear and tear or failure to arrange routine servicing and maintenance (e.g. boiler servicing)
- Damage that would be covered by insurance
- Anything within the defect period
- Anything covered by a warranty
- Repairs carried out by a non-TrustMark tradesperson

9.0 Performance Reporting

We will monitor our repairs performance on a regular basis and at Quarterly Archie Homes Board meetings. Learning from service failure will form part of our regular reporting to the Archie Homes Board.

10.0 Best Practice and Review

This policy has been developed regarding examples of best practice and guidance. There will be an automatic review of this policy whenever there is a change of statutory or regulatory provisions or when other Best Practice information becomes available that will impact on the policy. In any event there will be a substantive review of this policy every two years.