

## COSSINGTON HOUSING CO-OPERATIVE REPAIRS AND MAINTENANCE POLICY

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### *Aims of the repairs policy*

The following are the aims of the repairs policy:

- a safe, secure, and healthy living environment for our members
- a high quality, sensitive, responsive, efficient, and cost-effective- repairs service
- enough money available to pay for responsive and planned maintenance repairs
- effective monitoring and review of repairs service delivery through the Management Committee
- meeting legal and contractual repairs obligations
- meeting health and safety requirements

### Delegated Authority

- 1 The co-op delegates it's Housing team to operate its repairs procedure and authorises it to:
  - respond to member requests for repairs
  - call out repairs contractors to carry out repairs work to the levels of authority set out below
  - maintain the co-op's contractor list and have dialogue with contractors as necessary
  - ensure that the co-op's annual gas and other servicing programmes are delivered
  - plan the co-op's planned maintenance programme.
- 2 The Management Committee has designated the Chair (or another committee member in the Chair's absence) to:
  - oversee the delivery of the repairs service
  - attend periodic meetings with the CEO to discuss delivery of the repairs service with CHC listed contractors
  - ensure that any items of significance regarding repairs are reported to the Management Committee.

### Repairs responsibilities

- 3 The co-op is generally responsible for maintaining the structure and fabric of the home, which will usually include:
- all exterior and structural maintenance of homes and communal areas including the roof, walls, floors, drains, gutters, external pipes, doors, windows, pathways, boundary walls, fencing and gates
  - installations for the supply of water, gas and electricity, sanitation, heating (including central heating systems, gas fires, gas water heaters, immersion heaters, electric fires)
  - any kitchen units and cupboards and furnishings provided by the co-op
  - external and communal hallway redecoration
  - entry phone, security and firefighting or protection systems.

### Damp and mould caused by the deterioration in the fabric of the building

- Access for Damp and Mould Inspections and Repairs

Where damp and mould are reported or identified, the landlord will take all reasonable steps to inspect and remedy the issue within statutory timescales in accordance with Awaab's Law. Tenants are required under their tenancy agreement to provide reasonable access to all affected areas to enable inspection and remedial works, including ensuring that furniture and belongings do not obstruct access.

Where access cannot be gained due to tenant refusal or obstructions, the landlord will make and document reasonable attempts to secure access, including offering alternative appointments and explaining the health and safety implications. Any delay arising solely from a failure to provide access may extend statutory investigation or repair timescales for the period of non-access. Persistent failure to allow access may be treated as a breach of tenancy and escalated in accordance with tenancy enforcement procedures.

- 4 However, co-op members are responsible for the following:

- cutting or replacing keys and replacing locks not due to wear and tear and replacement of locks due to loss of keys
- sheds (unless brick sheds) and additional/lost keys to them
- TV aerials in non-communal blocks
- repairs to battery operated bells
- replacement door chains, bolts, numbers, letterboxes and doorbells, toilet seats, plugs, and chains and any additional filing beyond standard on or around sinks, basins and baths, toilet roll holders, towel rails, tumble dryer outlets and cosmetics of internal doors, including rehangng or shaving after carpet fitting
- damage to windows or any other part of homes that are caused by a third party without a crime reference number
- installing or repairing washing lines
- any and all plumbing for white goods not supplied by the co-op and garden taps
- blocked drains or pipes within the boundary of the house or where blockages are caused beyond the boundary by pouring of fat, grease, oil or other material
- exposed pipework (boxing in)
- maintaining and repairs to portable heating appliances
- bleeding radiators and cleaning of extractor fans
- any worktops not fitted by the co-op
- replacement fuses, plugs, lightbulbs, and fluorescent tubes
- loft ladders, lighting and timber works to loft area
- any fixtures and fittings or other non-standard items that have been installed by the tenant (e.g. power showers or different doors)
- coat hooks, curtain rails and batons, window blinds
- doorstops, draught excluders, and weather strips
- internal decoration and coving
- minor cracks (except where damage is caused by subsidence or programmed works).

5 Where the co-op may have to carry out works relating to list in clause 4 above for health and safety reasons or to protect the property, the co-op will charge the cost of the repair to the member.

- 6 Where the co-op has to lift laminated block wood or tile flooring to gain access and make repairs to the fabric of the building, the Co-op will not be responsible or accept liability of this. It will be the tenants responsibility to relaying and making good the original laminated, block wood, tile flooring.

### Prioritising responsive repairs

- 7 Responsive repairs are isolated repairs that are carried out “on demand” in response to requests from members. The co-op will prioritise repairs as either emergency, urgent or standard.

Definition	Examples	Target
<b>Emergency repairs</b>		
Repairs which may result in harm to people or damage to property	<ul style="list-style-type: none"> <li>• electrical faults and dangerous fittings</li> <li>• burst water pipes</li> <li>• leaking roofs</li> </ul>	24 hours (or sooner in some cases)
<b>Urgent repairs</b>		
Repairs which could severely inconvenience residents if not addressed urgently.	<ul style="list-style-type: none"> <li>• faulty hall or bathroom lights</li> <li>• small water leaks</li> </ul>	5 working days
<b>Routine repairs</b>		
Repairs that can be deferred without causing serious inconvenience	<ul style="list-style-type: none"> <li>• broken bathroom tiles</li> <li>• doors coming off their hinges</li> </ul>	14 calendar days
<b>Major /Capital works</b>		
Repairs that have been planned in refurbishment works to assets, causing no harm or disruption.	<ul style="list-style-type: none"> <li>• New roofs. Kitchen, bathroom</li> <li>• Major structural/construction works</li> <li>• Void works</li> </ul>	28 Calander days

- 8 Carrying out an emergency repair will involve making the home safe and secure. Subsequent necessary repairs will be carried out according to the priority of works needed.

- 9 Members should report gas leaks or smell of gas fumes immediately directly to the National Gas Network (Cadent Ltd)
- 10 Routine repairs may be delayed if specialist work is required (i.e.. erecting scaffolding) or deferred if they are intended to be part of a forthcoming planned maintenance programme.
- 11 As part of the prioritisation process, The Housing Team will take account of whether the member or someone living with them has any particular needs that mean that the repair should be carried out quicker than the designated timescale and whether the time of year means that the repair should have a higher or lower priority. Particularly high priority will also be given to repairs arising from harassment or racial harassment, domestic violence or abuse, the co-op's safeguarding responsibilities or offensive graffiti.

## Annual servicing

- 12 To comply with legal obligations, the co-op will ensure:
  - a register of our homes with a gas supply is maintained with up to date gas service dates
  - a contract with a suitably qualified contractor to service and maintain gas appliances is established and delivered to appropriate standards
  - our members are required to allow access to have gas appliances serviced on an annual basis. The co-op will take legal action where members do not arrange access for their annual gas service
  - any electrical appliances that require annual testing provided by the co-op will be checked on an annual basis.

## Health and safety

- 13 The co-op will comply with its Health and Safety Policy in relation to implementing our Repairs Policy, particularly in relation to the following areas:
  - carrying out fire safety risk assessments and checks and providing information to our members

- maintaining our asbestos register
- legionella inspections
- ensuring that contractors we use comply with our and their Health and Safety Policy.

## Planned and cyclical maintenance

- 14 The co-op will arrange periodic stock condition surveys of the co-op's homes to ensure that the co-op is able to plan for ongoing planned and cyclical maintenance of the co-op's homes. These surveys will ensure that the co-op's homes meet the Government's Decent Homes Standard.
- 15 The co-op will agree a lifespan for all major components in the co-op's homes and will consider replacing them at the end of this lifespan. The co-op will annually publicise works to be carried out in our planned maintenance programme to members.
- 16 The co-op will develop a 30-year business plan that includes sufficient resources to cover future planned maintenance liabilities.

## Delivery of the repairs service

- 17 The co-op will periodically review the best way to provide a cost effective and high quality responsive repairs service.
- 18 The Housing Team will implement this repairs policy and will:
  - receive repairs requests from members
  - log and prioritise repairs
  - maintain and manage the co-op's contractor list. Inclusion of new contractors on the contractor list will be agreed by the Management Committee.
  - commission works to contractors
  - carry out pre and post inspections as necessary
  - manage the co-op's gas servicing programme
  - deliver the co-op's planned maintenance programme in accordance with the co-op's Asset Management Policy

- report on the repairs service to the Chair and the Management Committee
  - meet periodically with the Chair to discuss delivery of the repairs service.
- 19 The Housing Team will pre-inspect repairs where there is uncertainty regarding the works that need doing, or where there is a repeat request to carry out the same repair that had been carried out previously. The Housing Team will ensure that it is aware of repeat repairs and where appropriate will ask the contractor who carried out the previous works to attend again for no additional cost.
- 20 Members can report repairs during working hours to the service provider, in person, by phone or by email. The Housing Team will ensure that contractors allocated to carry out the work ring the tenant to arrange a suitable time for the repair to be carried out (if access to the home is required). Appointments will be arranged by the contractor with the member.
- 21 Members can report emergency repairs to our Out of Hours (OOH) team, which operates Monday to Friday from 5:00 PM to 9:00 AM, and 24 hours over weekends and Bank Holidays. The OOH team will assess the issue and determine whether it requires immediate attention or can be addressed the following day. Their primary duty is to make the issue safe, and, where feasible and cost-effective, complete the repair. If full repair isn't possible, the area will be made safe and passed to the Housing team for follow-up the next working day.
- 22 Where there are repeat instances of a tenant contacting the OOH team for non-emergency issues, the OOH team will inform the Housing team. The Housing team will then follow this up formally with the tenant involved and may apply a recharge cost.

## Authorising repairs expenditure

23 The Housing Team will assess the likely cost of a repair and ensure that financial approval is obtained in accordance with the following limits (all figures excluding VAT):

- **Value £1,000 or less** – no quotation necessary and be approved by Housing staff.
- **Value £1,001 to £10,000** – Can be approved by the CEO or Chairperson or Officer
- **Value over £10,001-£20,000.** - at least two written quotations are required and can be approved by the CEO or Chair (or another committee officer in the Chair's absence)
- **Value over £20,001-£30,000** - three written quotations and to be approved by 2 management committee members and CEO.
- **Value over £30,001**- Formal tender arrangement will be required and works may only proceed with the approval of the Management Committee.

## Contractors

24 The Management Committee will agree a repairs contractor list to carry out responsive and other repairs and shall work with the CEO to ensure that there are sufficient contractors with the skills needed to carry out works required.

25 When a contractor is included on the contractor list, the CEO/Chairperson will ensure that contractors:

- provide an hourly rate for their work
- have relevant up to date qualifications and certification for work carried out
- have appropriate insurance certificates

- provide information on their accounts and tax status
  - provide their health and safety policy ( if applicable)
  - provide their equality and diversity policy. (if applicable)
- 26 The CEO will ensure that the co-op receives the above information on an annual basis where information is updated on an annual basis, and that policies comply with equivalent co-op policies.
- 27 The CEO will ensure that the above information is obtained for contractors already on the contractor list who may not have provided the information previously.
- 28 The co-op will provide a 24-hour emergency service to deal with emergency repairs. Members will be provided with an emergency phone number and will not be required to phone any other contractors to arrange emergency repairs.

## DIY repairs

- 29 Co-op members may carry out small repairs themselves where it is safe for them to carry out the repair. The co-op does not allow members to carry out any repairs relating to gas, electricity or water supply to the home.
- 30 Members who wish to carry out their own repairs should notify the Housing Team in advance. The Housing Team will determine whether it is safe for the member to carry out the repair. Members who carry out repairs themselves will be required to accept liability for any loss or damage caused by their negligence.
- 31 If a member carries out repairs without seeking authorisation through the service provider, the co-op may arrange inspections of the repair and charge the member for the cost of the inspection and any remedial works that may be necessary.

## Tenant damage

- 32 The tenancy agreement states that members are responsible for any repairs caused by neglect or damage to co-op property by the member, their family or guests. They are also responsible for any damage caused by improvements or alterations carried out by the member, whether authorised by the co-op or not.
- 33 Where there is a case of tenant damage, the co-op will inform the member in writing that they are liable for the costs of rectifying the damage and will agree a payment schedule with the member. If the member refuses to pay for the damage, the Housing team will report the matter to the Chair and/or complaints officer who will determine what action should be taken.
- 34 Where the co-op incurs repairs call out costs in relation to a member reporting a repair that is not necessary or where the member does not enable access to the property at an agreed time to carry out a repair, the co-op will seek to also charge the member for the call out costs. The co-op will also seek to recover costs for emergency repairs where the repair is not considered to have been an emergency repair.

### Insurance repairs

- 35 The Housing Team will identify repair costs that may be claimed under the co-op's insurance policy (excess permitting) and submit claims as appropriate. Where an insurance claim is likely, the Housing Team will ensure that a crime reference number is obtained from the police where appropriate.
- 36 Except in the case of an emergency or where serious inconvenience is being caused, the Housing Team will not order works where an insurance claim will be made until verbal or written authorisation has been obtained from the co-op's insurers.

### Monitoring the repairs service

- 37 The co-op will ensure that a periodical satisfaction survey is carried out of affected members for responsive and planned maintenance repairs carried out. The co-op will review satisfaction statistics and information given by members in surveys. The coop will ensure that expressions of dissatisfaction are investigated.
- 38 The co-op will ensure that at least 10% of works carried out are inspected by a qualified person after completion. Results of post inspections will be reported to the Chair (or another committee member in the Chair's absence).
- 39 The CEO will provide a 6 month report covering the following summary information for responsive repairs:
- performance against target timescales
  - explanations where targets have not been met
  - contractors used for work
  - costs of repairs and comparison with the repairs budget allocation
  - completion of annual gas services carried out, any services that are overdue and action taken.
- 40 The Housing Team will ensure that a quarterly report in relation to repairs is carried out on 10% off repairs raised to indicate
- satisfaction reported by our members
  - investigations where dissatisfaction has been expressed
- 41 The co-op will provide a summary of our repair's performance during the year to members in the co-op's annual report.

## Tenant Duty to Report Repairs

- 42 All tenant members have a clear duty under their Tenancy Agreement to promptly report any repair, defect, or maintenance issue directly to Cossington Housing Co-operative Ltd.

Repairs must be reported through the Co-operative's approved channels — either by contacting the Housing Team via telephone, email, or in writing. This enables the Co-operative to assess, prioritise, and carry out the necessary works in a timely and appropriate manner.

Tenant members must not bypass this reporting process or engage third-party solicitors, claims management companies, or other external representatives to pursue housing disrepair claims without first giving the Co-operative the opportunity to investigate and remedy the issue.

Failure to report repairs directly to the Co-operative may be considered a breach of tenancy obligations and may result in delays in resolving the issue. The Co-operative will not accept liability for repair claims where the member has not reported the issue in accordance with this procedure.

The Co-operative is committed to maintaining all properties to a good standard and encourages open communication with members to ensure that all necessary repairs are addressed effectively and cooperatively.

***Risks to be avoided:***

- An unfair repairs service where residents do not know what to expect or can't get repairs done
- Gas servicing or other health and safety issues are not dealt with properly or in accordance with legislation or regulations
- Unqualified people carrying out repairs and creating potential liabilities for the co-op
- There isn't a long term planned maintenance programme resulting in expensive response repairs costs