

1. STATEMENT OF INTENT

- 1.1 Saffron aims to ensure that good quality homes at affordable rents are available for people in need. To help to achieve this Saffron will provide a repairs service and maintenance to its homes which meets all legal and regulatory commitments, which help ensure that its homes are of high quality and which move towards meeting tenant's expectations.

2. INTRODUCTION

- 2.1 This policy sets out the broad parameters under which Saffron will provide repairs and maintenance services.
- 2.2 Saffron recognises that its homes are the main dwelling places of its tenants and will respect this. Tenants will need to recognise Saffron's responsibilities to repair, improve and service its homes and allow reasonable access for this.
- 2.3 Saffron is responsible for ensuring that its homes are safe and secure and that it achieves the standards and targets which are set both internally and externally. Saffron cannot be responsible for failing to meet standards where the action, or inaction, of a tenant prevents this but when this occurs appropriate action will be taken to prevent a re-occurrence.
- 2.4 In all its activities Saffron will seek to provide quality employment and to support the local economy. Saffron is committed to directly employing staff where there is no additional business cost and where the positions can be sustained in the long term. If contractors are used Saffron will aim to employ local contractors provided that there is no additional business cost.

Saffron will operate an apprenticeship scheme.

- 2.5 It is recognised that on occasions things will go wrong or a tenant may feel that the service falls short of what may reasonably be expected. The repairs and maintenance services will be subject to Saffron's normal complaints and suggestions procedures, as well as feedback and complaints policies, and all complaints will be investigated and responded to. The procedure is set out in the Complaints Policy, with the option to forward a complaint to The Housing Ombudsman following a 2 stage process.
- 2.6 Saffron is not responsible for repairing deliberate damage to the structure of its homes or fixtures and fittings within its homes. In this respect tenants are responsible for the behaviour of any person living in, or visiting, their home as well as any pets. Saffron may seek legal remedies to ensure any damage is repaired including seeking eviction and/or seeking prosecution for criminal damage

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reserves the right to recharge the cost of work where damage has occurred that has been caused by the tenant.

- 2.7 Saffron endeavours to make appointments with tenants whenever access is required to its homes. If we cannot gain access to a property we will always leave a card or letter requesting the tenant to contact us and we will always follow this up where there is a Health and Safety issue identified.
- 2.8 All works, whether carried out by our own staff or contractors, will be subject to rigorous performance monitoring as Saffron aims to maximise value for money and seek continuous improvement.

Areas that may be monitored include:

- Cost
- Predictability of cost
- Time
- Predictability of time
- Satisfaction with the service
- Defects
- Profitability
- Productivity
- Compliance with Health and Safety
- Compliance with equality and diversity

3. ASBESTOS

- 3.1 Saffron is aware of the likely existence of asbestos in some of its older homes and will maintain an asbestos register and will manage asbestos according to all relevant legislation and good practice.
- 3.2 Saffron will maintain a specific policy to manage asbestos and will appoint a named officer.

4. REPAIRS

- 4.1 Saffron will provide a high quality repairs service to ensure that all the items for which we are responsible are kept in a good state of repair. There are some items for which tenants are responsible. A copy of this information is included at Appendix 1. All repairs will be assigned one of four timescales:

- 24 hours - emergency
- 7 days - urgent
- 28 days – routine
- 6 months – planned works

- 4.2 Where appropriate, and following consultation with the tenant, Saffron may deliver the responsive repairs service to individual properties in a more planned approach

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in order to provide a more efficient and convenient service to the tenant. Where this approach is adopted a craftworker will visit every four months to carry out any repairs necessary with each visit being planned in advance and the tenant being fully aware. Emergency repairs will still be dealt with in accordance with the standard priorities.

- 4.3 The Government has set specific target times for certain key repairs and this is known collectively as the “Right to Repair”. Saffron aims to meet or better these targets.
- 4.4 When tenants contact us requesting a repair we will evaluate the repair and, if appropriate, allocate a priority according to the time scales set out in section 4.1 above.
- 4.5 We will provide an ‘out of hour’s’ service dealing with emergencies when our offices are closed. This service may not provide a full repair, it will ensure that the property is safe and habitable. A follow-on appointment will be scheduled the next working day in accordance with the policy priority assigned to the repair, for example, Emergency, Urgent, Routine or Planned works.
- 4.6 Consideration will be given to the situation of the tenant and any other people living in the property when allocating a priority timescale to a repair. Priority timescales and tenant responsibility works can be altered based on the defined criteria listed in Appendices. Determination of the eligibility for tenants with vulnerabilities could fall into any of the following categories: Age of children, older person, person with a disability, domestic abuse or anti-social behaviour.
- 4.7 Tenants have the opportunity to feedback via e-mail invite or a call for a variety of repair related surveys. Data from this will be analysed and used to improve the quality of the service.
- 4.8 As part of the monitoring of this service and seeking continuous improvement tenants will have the ability to scrutinise and influence performance, processes, and policies relating to the repairs service via the Tenant Scrutiny Group and other activities related to being a Saffron Community Member.
- 4.9 Saffron will make regular servicing checks of appliances and facilities it installs and owns.

Note that the servicing and testing of equipment installed by tenant’s remains the responsibility of the tenant. Items that will be serviced or checked by Saffron include:

- Gas, oil, solid fuel, electric space heating and water heating appliances.
- Fires and flues (where this is the main form of heating).
- Door entry systems.
- Lifts.

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- Play areas.
- Septic tanks and sewage treatment plants.
- Fire protection equipment.

Most servicing is conducted annually in accordance with the relevant policy. Tenants are responsible for making reasonable arrangements for access to their homes for services to be conducted. Remedial works resulting from a service check will be conducted at the time or, by arrangement with the tenant, shortly afterwards.

- 4.10 Saffron is responsible for rising damp and penetrating damp when caused by the damp course failing or a leak in a gutter, pipe, roof or other part of the structure. Saffron will provide advice to tenants on methods to reduce condensation in its homes in line with the Damp, Mould and Condensation Policy.
- 4.11 Saffron will endeavour to carry out a painting programme of works to its properties on a cyclical program. The cyclical painting program will carry out external redecorations and UPVC cleaning to the elements that Saffron will be responsible for and also replacement timber works in conjunction with the decorating. Other areas covered in this program will be garages and communal areas.
- 4.12 Saffron will carry out void repairs to ensure that empty properties can be let safely and effectively in accordance with the Empty Property Policy.
- 4.13 Saffron will remove non-standard items from void properties where it cannot guarantee the safety of future tenants if the items remain. Where possible items removed will be recycled or auctioned for charity. We will look at ways that we can keep some items of reasonable quality for the incoming tenant wherever possible. This could include items such as floor finishes, curtains and blinds.
- 4.14 Materials part used against one job will be fully booked to that job unless they are of significant value. Remaining materials will then be used to complete future jobs.
- 4.15 Surplus or obsolete materials needing to be written off will be documented and signed off by the Director of Safety and Repairs. Documentation on write offs will be kept.
- 4.16 Repairs affecting leasehold properties will be carried out in accordance with Section 20 of the Landlord and Tenant Act 1985 and recharged appropriately.
- 4.17 Appointments will be offered on most repairs' jobs at first point of contact. Where repairs are prioritised as an emergency or urgent job they will be passed to a specialist team to deal with. Time specific appointments are difficult to provide due to the nature of our work, however we will offer AM, PM and avoid school runs slots.
- 4.18 Where requested, residents must allow reasonable access for repairs to be conducted. Where access cannot be gained for a standard appointment, the repair

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job will be closed. Should a tenant request the appointment to be re-booked following the no access a new appointment will be raised. Where there are health and safety issues (see re-visit list criteria) Saffron will continue to attempt to make a convenient appointment. If not carrying out the repair poses a serious safety risk for other residents or the building, Saffron may take appropriate steps to gain access. If by not permitting access for a pre-agreed appointment, Saffron experiences unreasonable cost and inconvenience, Saffron reserves the right to recharge the resident for the call-out cost. This will only be done once investigation has taken place into the circumstances or frequency of no access instances.

- 4.19 Saffron are not required to repair damage to any property that is not the result of 'fair wear and tear' even if it is the result of an accident. Residents may repair any such damage at their cost or ask Saffron to quote and then, if accepted, undertake the repair. Saffron will recharge residents for repairs that are not deemed the Trusts responsibility. It would be expected that all costs are paid in advance, except where works are required for health and safety reasons, or where failure to act could damage the structure of the property or an adjoining property further.
- 4.20 Should a customer look to purchase their home under the 'right to buy' classification general repairs and maintenance will cease as soon as the application is received. Reports of repairs of an emergency or health and safety nature may be considered under the guidance of the Director of Safety and Repairs.

5. PROCUREMENT AND STOCK

- 5.1 Saffron will use the most appropriate procurement method for each particular area of work. Procurement decisions will be affected by a number of Saffron's policies (for example on human resources and financial regulations) and will be guided by the principle of seeking the most economically advantageous result in accordance with the Procurement Policy.
- 5.2 Where a tender process is used to identify the best procurement solution the process will be conducted according to good practice.
- All works procured externally will follow the guidelines set in Financial Regulations. Where the amounts are sufficient relevant UK national legislation in relation to tendering will be followed.
- 5.3 Saffron will maintain an approved list of specific contractors and consultants. Subcontractors will be appointed from our approved contractors and consultants list where applicable.
- 5.4 Saffron will hold stock only where it is operationally effective to do so. All stock held will be effectively controlled and a regular stock check will be taken and any discrepancies will be checked.

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5.5 Surplus or obsolete stock will be written off. Van stock up to a value of £1000 will be written off under the signature of the Director of Safety and Repairs. Decisions on stock of higher value will be made by The Executive Team.

5.6 Stock that has been written off will be disposed of appropriately. This may include the surplus stock being offered to staff to purchase.

6. EQUALITY & DIVERSITY

6.1 This policy complies with Saffron's Equality and Safeguarding Policies to ensure equality of treatment for all tenants without discrimination or prejudice.

7. OVERVIEW AND MONITORING

7.1 The Board will monitor the implementation of this policy to ensure it is properly adhered to, and that there is appropriate officer involvement in managing the policy, along with effective scrutiny of the policy.

8. OTHERS

8.1 Saffron will publicise this policy through our, Website and Newsletters.

Consultation with SQC	8 th March 2023
Board/Committee/Exec	Board
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Officer	Director of Safety and Repairs
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APPENDIX 1

Guide to Saffron Repair Responsibilities and Target Response Times.

In exceptional circumstances, Saffron Housing Trust reserves the right to flex this Policy and the response times in order to meet the individual need of a tenant.

ITEM	Saffron	Tenant	Target Time	Comments
The structure of your house				
Drains and sewers	YES		If emergency - 24 hours (eg blocked drain) Otherwise 28 days	Except where the drains and sewers are the responsibility of the water authority
Repairs to broken or leaking gutters and external pipes -	Yes		28 days	
Internal cleaning of gutters	Yes		6 months	
Roof	YES		If emergency – 24 hours (eg major roof leak) Otherwise 7 days or 28 days depending on seriousness	
Outside walls, ceilings, and plasterwork	YES		If emergency - 24 hours to make safe (eg ceiling or wall plasterwork or brickwork is dangerous) Otherwise 28 days for general repairs to plasterwork or brickwork	Not including repairs to small movement cracks in plaster
Doors, window sills, window catches, sash cords and window frames	YES		If property insecure - 24 hours Otherwise 28 days	
Cracked or broken glass	YES		If property insecure - 24 hours Otherwise 28 days	Unless caused by deliberate damage by you, your family, or visitors
Internal walls, floors, doors, door frames, door hinges, door jambs, thresholds, letterboxes, door handles, locks and skirting boards	YES		Banisters, handrails, rotten flooring or stair treads - 7 days All others - 28 days	Not including painting and decorating inside your home
Chimneys, chimney stacks and flues	YES		If in dangerous condition - 24 hours Otherwise 28 days	

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Communal hallways, steps, or other means of access	YES		If in dangerous condition - 24 hours Otherwise 28 days	
Gates and fences		Yes		Saffron will take ownership where there are landlord covenants to repair fences including Taylor Green properties.
In and around your home				
Basins, Sinks and Baths	Yes		Routine 28 Days (general repairs)	
Taps, tap washers and stop taps	Yes		Emergency 24 Hours (water from tap cannot be easily contained for at least 12 hours)	
			Routine 28 Days (general repairs)	
Toilets, flushing systems	Yes		Emergency 24 Hours (blocked or cistern not working and only one toilet)	
			Routine 28 Days (if 2 or more toilets in property)	

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Waste Pipes	Yes		Emergency 24 Hours (soil pipe leaking internally)	
			Routine 7 Days (Waste pipe leaking)	

Electric wiring including sockets, light fittings, switches and smoke detectors fitted by us	YES		Emergency 24 Hours (electrical emergency, mains operated smoke detector failure or other issue that has H&S implications) Routine 7 Days (faulty light switches, faulty sockets)	Saffron does not replace batteries in smoke detectors
<i>Replacing light bulbs and fluorescent tubes</i>		YES		
<i>Replacing fuses and resetting circuit breakers</i>		YES		
<i>Water heaters, fireplaces, fitted fires, boilers, central heating systems, storage heaters and gas pipes</i>	YES		Water heater (if only means of water heating) – 24 hours Burst pipes or water heater leaking - 24 hours Central heating system – dependent on situation Electric storage heater or fire – dependent on situation	
<i>Re-washing dripping taps sinks, baths and basins</i>	YES		28 days	
<i>Clearing blocked waste pipes</i>	YES		7 days	
<i>Replacing tiles around baths, basins, sinks and kitchen units</i>	YES		28 days	
<i>Plumbing in of washing machines and dish-washers, including extra pipework</i>		YES		Saffron will prepare some plumbing fittings in void properties
<i>Replacing lost keys</i>		YES		
<i>Carrying out lock change to gain access</i>	YES		24 hours	Saffron will recharge tenant if due to lost keys
<i>Repairing minor damage to plaster and decorative defects</i>		YES		
<i>Replacing door chains</i>		YES		
<i>Replacing internal door latches and handles</i>	YES		28 days	
<i>Adjusting doors where new carpets are fitted</i>		YES		
<i>Replacing communal washing lines, posts, and rotary driers</i>	YES		28 days	
<i>Sweeping chimneys</i>	YES		Dependant on annual contract	Where the chimney serves the main or only form of heating.

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<i>TV aerials (shared)</i>	YES		Dependent on seriousness of problem	
<i>TV aerials (other)</i>		YES		
<i>Removing own carpets/floor coverings to enable other repairs</i>		YES		
<i>Garages and outbuildings that exist at the start of your tenancy or are later erected by us</i>	YES		If in dangerous condition - 24 hours Otherwise 28 days	
<i>Any equipment, fixtures, fittings, or appliances installed or replaced by you</i>		YES		
Communal areas				
<i>Communal entrances, halls, stairways, passageways, and door-entry systems</i>	YES		7 days	
<i>Play, parking, storage, and any other external common areas</i>	YES		28 days	
<i>External paintwork</i>	YES		Painting Programme – target times do not apply	
<i>Internal paintwork in common areas</i>	YES		Painting Programme – target times do not apply	
<i>Communal Fences that Saffron has responsibility for,</i>	Yes		<i>Routine 28 Days (general repairs)</i>	

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APPENDIX 2

“Right to Repair” list and target response times.

Item	Saffron	Tenant	Target Time	Comments
Total loss of electrical power	Yes		1 day	
Total loss of lights	Yes		1 day	
Unsafe power or light socket or fitting	Yes		1 day	
Total loss of water supply	Yes		1 day	
Blocked flue of open fire or boiler	Yes		1 day	
Total or partial loss of gas supply	Yes		1 day	
Total or partial loss of space or water heating between November and April	Yes		1 day	
Total or partial loss of space or water heating between May and October	Yes		3 working days	
Blocked or leaking foul drain or soil stack pipe	Yes		1 day	
Leaking water (via burst)	Yes		1 day	
Toilet not flushing or blocked (where only toilet in property)	Yes		1 day	
Insecure external door or window on ground floor	Yes		1 day	
Kitchen sink cold tap which will not turn on	Yes		3 working days	
Loose or detached banister or hand rail	Yes		3 working days	

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Tap stuck on	Yes		3 working days	
Partial loss of water supply	Yes		3 working days	
Partial loss of electric power	Yes		3 working days	
Tap (except kitchen sink cold tap) which will not turn on	Yes		7 days	
Rotten timber floor or stair	Yes		7 days	
Blocked sink, basin, or bath	Yes		7 days	
Internal leak from water pipe, tank or cistern	Yes		7 days	
Leaking roof	Yes		7 days	
Door entry system not working	Yes		7 days	
Mechanical extractor fan not working	Yes		7 days	

Note that we can only repair a problem where it is within our power to do so. We cannot remedy an electricity, gas, or water supplier problem.