



<b>Policy Control</b>	
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## 1.0 Repairs & maintenance policy & procedure

### Mission statement

Our mission is to be regarded as one of the best registered providers in West Midlands by providing a viable housing service for those in need at below market rents settings.

### Maintenance statement

Reliance Social Housing pledges to maintain all its properties over and above the statutory legal requirements to the benefit of both the organisation and residents. Reliance Social Housing also pledges that all repairs will be cost effective and in line with needs of our residents.

### Objectives of reliance social housing maintenance policy

The key objectives of our maintenance policy are in line with current best practice and include but not exclusively; to comply with legal obligations, maximise the life of our stock, achieve high standards of customer care and satisfaction, achieve value for money, provide a prompt, efficient and effective service, to minimise expenditure on responsive repairs, minimise the level of emergency repairs, ensure we have an effective procurement and contractor management strategy and involve tenants in decision making about the service.

### Terminology

MI - Maintenance Surveyor

CFO- Chief Finance Officer

CEO- Chief Executive Officer

### Definitions:

**‘Customer’** – Any tenant or leaseholder of a property or commercial unit owned and/or managed by believe housing.

**‘Repair’** – The process of rectifying a component or installation when it is faulty or in a state of disrepair; in a believe housing owned and/ or managed property

## 2.0 Legal & statutory requirements

This policy complies with the RSH’s Home Standard which requires providers, in maintain their homes to:

- ensure that tenants’ homes meet the standard set out in section five of the Government’s Decent Homes Guidance
- continue to maintain their homes to at least this standard meets the standards of design and quality that applied when the home was built, were required as a condition of

publicly funded financial assistance if these standards are higher than the Decent Homes Standard

- in agreeing a local offer, ensure that it is set at a level not less than these standards and have regard to section six of the Government's Decent Homes Guidance.

And in regard to repairs the standard requires providers to:

- provide a cost-effective repairs and maintenance service to homes and communal areas that responds to the needs of, and offers choices to, tenants, and has the objective of completing repairs and improvements right first time
- meet all applicable statutory requirements that provide for the health and safety of the occupants in their homes.

In operating of this policy Reliance will comply the legal and regulatory expectations outlined in the following:

- RSH Tenant Involvement standard
- Disrepair – Landlord and Tenant Act 1985 S11
- Vandalism – OFT tenancy guidance 2005
- Insurance – Occupier Liability Act 1957
- Repairs – Defective Premises Act 1972
- Gas – Gas Safety (Installation & Use 1998)
- Statutory Nuisance – Environmental Protection Act 1990
- Electrics – Electrical Safety regulations 1994
- Control of Asbestos Regulations 2012
- Fire Safety – Regulatory Reform Order 2005
- Standards – Housing Health & Safety Rating System 2004

Below is a list of some of the legal and statutory obligations that Reliance Social Housing adheres to in formulation of its policy on maintenance. The list, which is not exhaustive, is obviously subject to change with new legislation which Reliance Social Housing will always keep abreast of.

Statute	Obligation
Landlord & tenant Act 1985 s11	Implied covenant of repair which requires landlords to; <ul style="list-style-type: none"> <li>· Keep in repair the structure and exterior of the dwelling house including drains, gutters and external pipes.</li> <li>· Keep in repair and proper working order installations for the supply of water, gas and electricity and installations for sanitation, space heating and heating water</li> </ul>
Landlord and Tenant Act 1985 s.11 (1A) (tenancies let after 15 Jan 1989)	Extends the repairing obligation to common parts of building, of blocks of flats including lifts, communal lighting or central boilers which serve more than one dwelling
Landlord and Tenant Act 1985 s11 (6)	Implied covenant permitting the landlord or its agent to enter the dwelling at any reasonable time in order to view the condition and state of repair, provided that the occupier is given at least 24 hours written notice.
Housing Act 1985 s96 2004	Introduced and extended the Right to Repair scheme
Defective Premises Act 1972	The Landlord has a duty of care; To prevent injury to people or damage to their property which might be caused by relevant defect
Occupiers Liability Act 1957	The landlord has a duty to ensure that all visitors will be reasonably safe when using the common parts for the purpose for which they were invited.
Environmental Protection Act 1990 s79-82	Provides for legal remedies to statutory nuisance where; premises are in such a state to be prejudicial to health or a nuisance' defined as premises which are 'injurious or likely to cause injury to health'.
Gas Safety (installations and Use) regulations 1998	Landlords must; <ul style="list-style-type: none"> <li>• Ensure that only persons approved by health &amp; Safety Executive may carry out work on gas fittings (i.e. such a person must be C.O.R.G.I registered)</li> <li>• Not permit a gas appliance to be used if he/she knows or suspects it to be unsafe or inadequately ventilated.</li> <li>• Undertake an annual safety check by an approved person on pipework and appliances owned by them</li> <li>• Keep records of all inspection defects and actions taken and</li> </ul>

	make such records available to tenants
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### 3.0

#### Classification of repairs

Reliance Social Housing as with other registered social landlords classifies repairs in two main areas, those repairs which the association is aware of and has planned for, repairs that are carried out with forethought, control, and the use of records- planned maintenance and those repairs which are unplanned, sporadic, ad-hoc, and cannot be deferred - responsive repairs.

#### Inspections

When a solution to a fault cannot easily be identified an appointment will be made for an inspection. An inspection will result in either a repairs appointment to resolve the fault, advice given or, where major work is needed, inclusion in the planned works program.

Inspection will be completed within 7 working days of the repair being reported.

Reliance Social Housing will also inspect a certain percentage of work after completion to ensure the repairs meet the standards the organisations expect of itself. Appointment for post work inspections will be made at the residents' convenience.

#### Planned maintenance

##### Cyclical repairs

Cyclical maintenance comprises work which is considered protective or preventative. This includes gas servicing/safety checks, electrical safety checks, decoration of communal areas and other similar works.

For servicing works that require access to residents' homes, appointments will be made as per the responsive repairs approach. Where scaffolding is needed or works to communal areas all residents will be given two weeks' notice

These include painting & decorating of all communal areas and common hallways. All kitchens, bathrooms and common areas in properties should be included as part of cyclical maintenance programme.

Cyclical maintenance of properties should normally take place every 5 years for each property.

Properties Included: Properties normally included will be all properties which have not been

decorated for at least 5 years.

**Properties Excluded:** properties which will probably not be included will be; properties due for major improvement, properties which are short life, properties which are considered in good condition, properties excluded by nature of current management or lease agreement.

**Placing Orders**

A schedule of properties to be included in the cyclical maintenance programme shall be drawn up by the CEO and general needs executive. This list shall be compiled with the input of Tenant and support service Officers, and a record of residents’ complaints and requests regarding the decorative and repair condition of their communal areas.

The CEO shall give the final approval of the annual cyclical maintenance list taking into cognisance the budgetary restraints.

The list of properties for cyclical maintenance shall be drawn up in the last quarter of the financial year for work to commence in the second quarter of the financial year to take advantage of the summer months.

The Property Compliance manager shall select the appropriate contractor to carry out the cyclical maintenance using the set procedures to select the contractor (see section 5)

**Improvements**

Providing something new or upgrading what is already there, these are large replacement items such as kitchen renewals, windows replacements, retiling roofs, etc. They enhance the quality and value of the building and improve the living conditions in the properties. Examples of replacement/ improvement items and possible life spans include the following:

Item	Life span
Kitchen units	20 years
Bathroom fittings/suite	20 years
Roof	20 years
Central heating systems	15years
Upvc windows	20 years

**Properties included:** all Reliance Social Housing owned properties or properties which Reliance Social Housing have a lease or management agreement obligation which place an all-encompassing maintenance responsibility.

**Properties Excluded:** properties which are short life, properties not wholly owned by

Reliance Social Housing or excluded by nature of current management or lease agreement.

3.223 Placing Orders- List of properties that require improvement shall be co-ordinated by the CFO and General needs executive. They shall seek the views of HSOs, & Tenants. The final list shall be subject to approval by the CEO with reference to annual budget for improvement.

The list shall be finalised in the last quarter of the financial year with for works to commence in the following financial year.

Reliance Social Housing shall select the appropriate contractor to carry the cyclical maintenance using the set procedures to select the contractor (see section 5)

#### Gas servicing

Reliance Social Housing has a legal responsibility to undertake an annual safety check by an approved person on all gas pipework's and gas appliances owned by them, keep records of all inspection defects and actions taken and make such records available to tenants. This record is known as the CP12.

**Properties included:** All Reliance Social Housing owned properties or properties which Reliance Social Housing have a lease or management agreement obligation which place all maintenance responsibilities on Reliance Social Housing.

**Properties Excluded:** Properties which Reliance Social Housing manage but there is management agreement and/or lease agreement which give maintenance obligations to another landlord. However due to the serious nature of this legislation Reliance Social Housing shall closely monitor the performance of other landlords and ensure they carry out their legal obligation.

#### Placing Orders

The gas servicing contractors shall ensure that they establish contact with all tenants and attend to all appointments. If there is any difficulty in this regard the Reliance Social Housing staff shall assist the contractor in ensuring access. The Property compliance officer shall co-ordinate the contractor and keep records of all gas servicing. They shall instruct and monitor the gas service contractor in line with the Reliance Social Housing procedures for contracting (see section 5).

#### Service contracts

In addition to gas servicing annual maintenance contracts should be entered into at the end of the manufacturer's guarantee period. Testing and servicing should be carried by appropriately qualified staff in accordance with statutory requirements and manufactures instructions.

Items to have maintenance contracts should include; (this list is not exclusive or exhaustive)

- Fire equipment
- Lifts
- Portable electrical appliances
- Communal lighting
- Water systems & pumps
- Door entry systems

**Properties included:** All Reliance Social Housing properties in which these items might be present

**Properties excluded:** Any property in which Reliance Social Housing manages but a superior landlord or agent has claimed official responsibility for the maintenance of the particular item.

#### Placing Orders

The property compliance officer shall instruct contractors (see section 5). The general needs executive shall monitor the performance of the contractors and ensure records are kept that show evidence that the maintenance has been carried out.

#### Responsive repairs

##### Day to day

Whilst these repairs should not comprise more than 30% of maintenance budget, in terms of actual work and contact with tenants this is the most important aspect of maintenance in particular and to wider extent what many residents would feel is the most important service provided by Reliance Social Housing – the landlord.

Day to day repairs are those repairs which cannot be deferred and in the most part are brought to the attention of Reliance Social Housing by tenants.

**Properties included;** All Reliance Social Housing properties

**Properties excluded:** Properties which Reliance Social Housing manage but there is management agreement and/or lease agreement which give maintenance obligations to another landlord.

#### Voids

These are repairs works carried out to any of our properties which has been permanently vacated by the current residents/ tenants. Work to be carried out in our 'void properties' should be of such a nature to make the property desirable to prospective tenants and/or nominees.



### Standard void

The following are the minimum standards that Reliance Social Housing will ensure that all our void properties prior to letting;

- Proper water supply & safe means of heating
- A sink unit bath and/ or shower
- Fully functioning WC and wastewater
- Safe electrical supply and appropriate number of electrical sockets
- Safe electric and/or gas points to which a fire or heater can be connected
- Ensure gas service certificate is provided (where appropriate)
- Windows that open and close effectively and no cracked/broken panes
- All essential fitting and fixtures in a good state of repair and operating properly
- At least one lock on the entrance door
- In good decorative order ( this can be done by issuing decoration vouchers)
- All void works shall take no more than 10 working days to complete

### Major void works

All void works which in the CFO opinion will cost over 26 weeks rents will be considered 'major voids works'. The works will be major in nature. The works will take over 6 weeks to complete.

In these cases, a full appraisal of the need and budget of the work will be undertaken by the CFO & general needs executive before any work orders are issued. The CEO will have final approval on this.

### Environmental health notices

These are statutory notices served on the association by the Environmental Health Dept of the relevant local authority. In responding to notices the initial responsibility shall be with the CEO

The CEO shall;

- Assess work to be done (including inspection if necessary).
- Issues work order in line with section 4 of the maintenance procedure.
- Write to the local authority before and after the works order is issued. Initial letter to the local authority should be within 10 working days (unless the notice requires a shorter period).
- A record of the notice and response should be kept centrally.

The CEO should also keep a record of EH notices on the relevant property file.

If the works to be carried are complex, expensive, or planned the CEO shall invoke the major works procedure.

The CEO shall write the local authority advising of the nature of the works and indicating expected completion date and/or whatever action has been decided by the association. The CEO shall keep in constant contact with the relevant officers in the local authority and always keeping record of meetings and/or telephone conversations. It is important to note that Reliance Social Housing intentions is to ensure minimum disruption to our residents and ensure that there is no adverse confrontation with the local authority but rather an agreed plan of action.

#### Aids & adaptation

These are adaptations or aids required improve the lives of people of disabilities. For Reliance Social Housing to provide an aid and/or adaptation the following must be met,

- A tenant of the association and or a member of the tenant's household who normally lives with the tenant.
- Registered disabled
- Have written support from a medical consultant and/or therapist.
- Reliance Social Housing reserves the right to expand or reduce these criteria on appraisal of individual cases by the senior management team or board.

#### Procedure for dealing with aids & adaptations

- HSO shall advise tenant that application is under review (by letter & telephone).
- HSO shall either request if not already received a written request of the nature of work required from the tenant's occupational therapist and/or doctor.
- HSO shall pass this information to general needs executive.
- General needs executive shall investigate possibility of either internal funding (with consultation with DHS) or seek external funding from the relevant local authority.
- General needs executive shall visit residents' home to carry out survey and explain to resident what the work involves including any likely disruption.
- Prepare specifications and in line with section 5 issue works to relevant contractor.
- Advise tenants of likely start date, keep tenants informed of the progress of work especially if the tenant is not currently living in the property (e.g. in hospital).
- Advise CFO of any likely service cost (e.g. passenger lift) so if necessary levy for the service

- charge can be added to the rent.
- On completion of the work inspect the quality of the work (preferably jointly with the occupational therapist), ensure the aid/adaptation is working properly.
- Ensure the tenant is satisfied with the work.
- Set up a service contract if appropriate.

### Major repairs

Any responsive repairs that will be expected to cost in excess of £2000 will be considered a 'major repair'. All decisions regarding major repairs should be taken after a full appraisal including, possible deferment of the work, planned maintenance, effect on residents and long-term nature of the scheme.

In the absence of a pre agreed schedule of rates with an approved list of contractors any repair work which is expected to cost over the following amounts will require a number of different quotations.

- Over £500 will require a minimum of two quotations.
- Over £1,000 and less than £2,000 will require a minimum of 3 quotations.
- Over £2,000 full tender required. Minimum of 3 contractors required

If a repair is of particularly urgent nature, such as affecting health & safety of the residents, The Property compliance manager will be expected to approach the CEO for his/her authority to issue work orders in exceptional cases without the quotation process.

## 4.0

### Reporting repairs

Repairs in the first instance will most likely be reported by tenants and/or residents. Repairs can also be notified by members of Reliance Social Housing staff, contractors, and any other concerned party such as a neighbour. Repairs can be notified in as many ways as possible, in order to make our services more accessible, but repairs will most probably been notified by telephone, in person, in our offices, by letter, or email.

All repairs will be logged onto our computer system using the maintenance requests database by the member of staff taking the report. The Property compliance officer will review the unactioned maintenance requests and raise repair orders. The Customer Service Officers will also allocate a priority to the repair and in line with the maintenance procedure raise a works order to a contractor or pass the maintenance request to the MS for a pre-inspection or his/her opinion of the repair and update the appropriate screen in the management system

accordingly.

The property compliance officer will then arrange for authorisation of the order in conjunction with the signing limits outlined in 4.3 (below) so that it can be print and sent to the Contractor for action.

### Repair targets

The following are the repair targets as set by Reliance

- 95% of all emergency repairs within 24hrs,
- 90%, of all urgent repairs within 7 calendar days and
- 90%, of all routine repairs within 1 calendar month

The staff must when receiving a maintenance request determine whether the request is the responsibility of the organisation, if it is, then the Officer must inform the Resident and/or any other concerned party what priority the work order is and a possible start date.

### Issuing works orders

Works orders will be raised by relevant staff and authorised prior to being issued to the relevant contractor. Contractors can in the first instance be informed of repair over the telephone, but a hard copy of the works order must be sent to the contractor within 24 hours of the initial telephone order.

The following table shows that works order can be raised by all staff however, they can only be printed for issue following correct authorisation by the following;

Officer	Raise a repair Order	Authorise repair order	Invoice authorisation
Property Compliance officer	No limit on est. cost	£250	None
General Needs Executive	No limit on est. cost	up to £750	none
Chief Executive & Director of Finance	No limit on est. cost	over £750	In line with standing orders

## Post & pre inspection

### Pre-inspection

The following are conditions which it would be expected that the MS would pre-inspect a potential repair;

- All major repairs
- All planned works including cyclical, improvement works and major repairs
- All void works
- Any work which is complex or of a technical nature.
- Any work required in the home of a vulnerable tenant/resident who may require further assistance
- Where the repair is recurring
- Where there are threats of legal action

### Post inspection

And the following are the conditions which it would be expected that MS would post inspect repairs carried out;

- All major repairs
- All planned works
- All complex works
- 10% of day to day responsive works

### Variation orders

Contractors will often have to change the terms of an original works order upon assessing a repair whilst on site. This is known as a 'variation order'. The contractor will be expected to inform Reliance Social Housing at the earliest possibility of the need to vary a works order. This can be done by telephoning the office and speaking to the property compliance Officer.

### Monitoring performance

Reliance Social Housing will constantly monitor the performance of all our contractors. Monitoring will be carried out by,

- Telephone survey of at least 60% of all residents/ tenants who have repairs carried out in their homes and responses recorded on the database on the system
- Tenant feedback and satisfaction forms information entered onto the database form on

the system.

- Contractors will be expected to get tenants to sign off work orders when repairs have been completed and this should be entered on the system by the property compliance officer.

The property compliance manager and other relevant staff shall have periodic meetings with contractors to discuss matters arising from the contract such as invoice, quality of work, response times, etc.

## 5.0

### Contractors

Reliance Social Housing shall maintain a list of approved contractors. Reliance Social Housing shall make a concerted effort to enter into the following arrangements with contractors;

#### Partnering arrangement

Contractors will expect to become partners with Reliance Social Housing where appropriate. This will mean a relationship with how works orders are issued, level and amount of work issued to a particular contractor, how invoice are settled, monitoring contractor performance, etc.

#### Specialist contractors

Reliance Social Housing will also shortlist contractors for specialist work such as gas maintenance, fire equipment maintenance, void repairs. Whilst Reliance Social Housing may engage the services of large sometimes national contractors for specialist work, Reliance Social Housing may also seek smaller, local/ BME contractors who have the necessary skills, expertise and ability to carry out the work required of them. These contractors will expect to become partners with Reliance Social Housing and Reliance Social Housing can use its bargaining position to ensure levels of work and consistency and quality of work, i.e. a small decorating firm might carry out all Reliance Social Housing void works as a 'semi internal void team'.

#### Quotations

In the absence set schedule of rates with our contractors it will be necessary for Reliance Social Housing to seek quotations from contractors for works above a certain amount, as set out in section 3.35;

- Over £500 and less than £2,000 will require 2 quotations from suitable contractors.
- Between £2,000 and £3,000 will require 3 quotations from suitable contractors.

If a repair is of particular urgent nature, such as affecting health & safety of the residents, The property compliance officer will be expected to approach the CEO for his/her authority to issue work orders in exceptional cases without the quotation process.

#### Approved list

All contractors must possess the following;

- Valid employers and public liability insurance
- Relevant qualifications and official registrations such as, Gas Safe registrations for gas servicing contractors

#### Monitoring contractors

The following tools will be used to monitor performance of contractors. Reliance Social Housing will reserve the right to end contracts of underperforming contractors (within the terms of contract).

Reliance Social Housing in the initial instances will seek to ensure that underperforming contractors improve their performance and provide support to the contractors to enable them do this. Reliance Social Housing will set fair but firm standards for our contractors. Tools to be used will include;

- Post inspection
- Telephone survey
- Periodic joint meetings
- Tenants' feedback

## 6.0

### Invoicing

Contractors will be expected to invoice within 2 weeks of work being completed. It will not be acceptable for contractors to batch up invoices over an unacceptable period of time (such as over and above 2 months after work has been completed) as this makes it difficult for Reliance Social Housing to verify the work carried out and causing unnecessary pressure on Reliance's finance procedures.

Contractors shall ensure that invoices are attached to work orders which have been signed off by the resident and/or tenant.

The general needs executive shall check all invoices adhere to Reliance Social Housing HA's financial procedures prior to passing to the CFO for authorisation.

#### Payment of invoices

Reliance Social Housing will endeavour to pay invoices within 28 days of receipt of the invoice.

#### Queries

The CFO executive shall investigate all queries on invoices.

#### 7.0

To ensure the quality and consistency of Reliances' repair and maintenance service Reliance will record and monitor a number of key performance indicators. Performance figures will be presented to the Board and as well as published on Reliance's website. The indicators will measure:

- Customer satisfaction with the work done and the services. Measured through post completion surveys.
- Number and percentage of appointments made and kept.
- Number and percentage of repairs delivered within the timescales outlined in this policy.
- Percentage of post inspections, and those meeting the standard expected.



Appendix 1

Repair Priority List:

Examples of work order priorities are;

Emergency within 24Hrs	Within 7 Days	Within one calendar month
Gas Leaks	Partial Loss electrical power or light	Plastering/tiling
Total Power Failure	Partial Loss of Water or gas supply	Plumbing works
Severe Roof Leaks	Faulty Taps	carpentry Repairs
Severe Blocked Drains/Toilet	Loose external windows	Dampness/decoration
Burst Pipes	Toilet blocked and/or not flushing	
Loss of heating (during cold weather and there is no other form of heating.	Electrical faults, unsafe power	
Loss of immersion heater (if this is the only source of hot water)	Overflows and/or water leaks which can be contained	

Appendix 2

Approved Contractor Contact List

Contractor Name	Trade	Telephone	Email

Appendix 3

Tenant information leaflet: repairs & maintenance

How to report repairs that need doing:

- During office hours you can report a repair in any of the following ways;
- Ringing the Repairs phone number: 0121 200 8931
- Calling into our offices at St Matthews Business Centre, Duddeston Manor Road, Birmingham, B7 4LZ.
- You can also report a repair by writing us a letter at the above address or sending an email to [lettings@reliancehousing.co.uk](mailto:lettings@reliancehousing.co.uk)

If you need to report a repair outside office hours please call our out of hours contractor - Naz on 07412381191

Landlord’s responsibility and how quickly will my repairs be done?

The below are examples of repairs which are the landlord’s responsibility and the how soon we, the landlord aim to start the repair work.

We will complete

- 95% of all emergency repairs within 24hrs,
- 90%, of all urgent repairs within 7 calendar days and
- 90%, of all routine repairs within 1 calendar month

Below a list of the type of repairs will we carry out and how soon we shall do them. Also is a list of repairs which are the tenants (your) responsibility.

Emergency within 24Hrs	Within 7 Days	Within one calendar month
Gas Leaks	Partial Loss electrical power or light	Plastering/tiling
Total Power Failure	Partial Loss of Water or gas supply	Plumbing works
Severe Roof Leaks	Faulty Taps	carpentry Repairs

Severe Blocked Drains/Toilet	Loose external windows	Dampness/decoration
Burst Pipes	Toilet blocked and/or not flushing	
Loss of heating (during cold weather and there is no other form of heating).	Electrical faults, unsafe power	
Loss of immersion heater (if this is the only source of hot water)	Overflows and/or water leaks which can be contained	

#### What you the tenant are responsible for?

You are responsible for the following;

- Internal painting and decorating of your home.
- Clearing blocked baths, sinks and basins.
- Repairing damage caused by overflows from baths, sinks and basins.
- Changing tap washers.
- Repairing gas fires, storage heaters and central heating installed by you, unless otherwise agreed by Reliance Social housing
- Relighting boilers and setting heating controls.
- Replacing items such as domestic electrical fuses & light bulbs.
- Replacing items such as plugs for baths, sinks and basins.
- Keeping air blocks and ventilators clear.
- Renewing your front door lock when you lose your keys.
- Adding new locks for security purposes.
- Oiling locks and hinges.
- Reglazing windows and other glass which you or your visitors have broken.
- The eradication of mice in your home

It is also your responsibility to take care of all the fixtures and fittings in your home that we have provided. If you do not take care of them properly you may be charged for their repair or replacement.

## FAQ

### Who is responsible for looking after private gardens?

You are. If you have a private garden, we expect you to keep it in a reasonable state. This is a condition of your tenancy.

### Who is responsible for communal areas?

Reliance social housing contractors are responsible for maintaining and cleaning courtyards, staircases, lifts, landings, and communal gardens.

### Refuse

Please place all your household refuse in securely tied bags in the chutes or bins provided.

### Who does the work?

Repairs are carried out by contractors who are employed by Reliance Social Housing. All our approved contractors are bound by a code of practice. This includes carrying and showing identification, working in a tidy manner, showing respect for your property & possessions, not smoking in your home and being always polite and courteous.

### Will the contractors make an appointment?

When you report the repair a mutually convenient appointment will be made for you. The contractor will be given your number to also call and confirm a time for the appointment.

### Will any work be checked to make sure it is done properly?

Reliance Social Housing will check work is done satisfactorily in the following ways. Satisfaction Slip, through post completion surveys, sent within 2 weeks of the repair

### Automatic inspections

We automatically inspect all work over a certain value both before it starts and after it is completed.

### Random inspections

We also aim to check 10% sample of other works. The sample is usually chosen at random.

### What can I do if I think Reliance has failed to carry out its responsibilities?

If a contractor tells you a repair is completed but you are not satisfied, please reports this to us as soon as possible by contacting our repairs telephone number 0121 200 8931. We will arrange an inspection.

If a repair is not carried out within the agreed time or a contractor does not arrive when agreed, please contact us on the above number.

If Reliance Social Housing is refusing to carry out a repair that you think is our responsibility, then you should make an official complaint. Please see our Complaints leaflet or your tenant's handbook.

#### What is my right to repair?

If your repair is not completed after you have reported the repair for the second time, there may be other remedies including compensation, under the Right to Repair legislation.

As mentioned above the timescale for each type of repair is;

Emergency – within 24 hours

Urgent – 7 calendar days

Routine- 28 calendar days

If a repair is not carried out within these timescales you must let us know as soon as possible. We will then investigate why this has not been done and inform you why this has not been done.

Another appointment will then be made with you. If this appointment is not kept you will be entitled to compensation of £10 plus £2 per day to maximum of £50.

However, these timescales will not apply if;

- The works required are so expensive or extensive that further inspections and estimates will be needed before the work can be carried out.
- You have not co-operated with the contractor to provide access for the work to be carried out.

