

**Title: Maintenance Policy**

**Date of Issue: 24<sup>th</sup> October 2017**

**Approved By: Board of HAIL**

**Review Date: October 2019 Next review date by October 2021**

## **1. Policy**

The purpose of the HAIL Maintenance Policy is to set out a structured and focused approach to the maintenance of HAIL properties in different local authority areas ensuring compliance with relevant legislation. This policy is complimented by a suite of maintenance procedures for staff.

- 1.1 HAIL aims to provide an efficient repairs and maintenance service to its tenants. HAIL also aims to perform planned and cyclical maintenance within the constraints of its maintenance budgets and plan for these works in long-term financial planning.
- 1.2 The implementation of this policy is intended to enable HAIL to achieve the following goals:
  - To provide an effective response maintenance service to tenants
  - To ensure that tenants' rights to the enjoyment of their homes is not disturbed
  - To ensure that the value of HAIL's assets is maintained
  - To ensure that HAIL complies with any service level agreement, management agreement or lease that is in place
  - To ensure value for money in our response maintenance and planned maintenance service
  - To ensure that HAIL complies with all relevant legislation regarding the maintenance of HAIL properties
- 1.3 HAIL's policy is to comply with relevant legislation:
  - Housing (Standards for Rented Housing) Regulations 2017
  - Safety, Health and Welfare at Work (General Application) Regulations 2007
  - Residential Tenancies Act 2004 as amended
  - Multi-Unit Development Act 2011
  - Housing (Miscellaneous Provisions) Act 2014
  - The Voluntary Regulation Code and Financial Standard
- 1.4 HAIL aims to provide a prompt and efficient maintenance service to keep HAIL properties and surrounding environments as pleasant and as safe as possible. HAIL has adopted the performance standards set out below and is committed to the achievement of these:

- Emergency Repairs (where there is a danger to human life) will be responded to within 24 hours
- Urgent Repairs (where there is a serious risk of damage to the dwelling) will be responded to within 7 working days
- Routine Repairs will be responded to within 30 working days

#### 1.5 HAIL will:

- ensure our staff will be easy to contact via our head office and Housing Officers
- provide an out of hours service for emergency repairs in the evenings and at weekends
- monitor the performance of our contractors to ensure they are complying with contracts and the service to tenants is being delivered
- ensure the health and safety of tenants in their homes
- ensure ongoing commitment to fire compliance requirements
- include feedback from tenants in our strategic planning
- carry out annual servicing of boilers and smoke detectors
- provide a tenant handbook that will set out HAIL's responsibilities and tenant's responsibilities
- provide information to tenants to assist them manage condensation and safety in their home
- keep in good repair the structure and exterior of all HAIL properties
- carry out externally validates regular stock condition surveys to ensure HAIL plans for the long-term maintenance of stock, and that this is captured in HAIL's Long Term Financial Plan.
- ensure training is provided to relevant staff on the following:
  - Policy and procedures
  - Law and good practice requirements, including landlord obligations and tenants' rights
  - Specialist training, for example, building regulations
- have in place detailed maintenance procedures to cover all aspects of asset management
- ensure that our legal and contractual obligations are met
- ensure that the repairs service provided is cost effective and obtains best value for tenants from available financial resources

### **1. APPROVED CONTRACTORS**

- 2.1 HAIL will maintain an up to date list of contractors that comply with legislative and safety standards.
- 2.2 HAIL will ensure that our contractors are procured to provide value for money.
- 2.3 HAIL will ensure that our contractors have relevant and up to date insurance.

### **2. PERFORMANCE MONITORING**

- 3.1 Key Performance Indicators will be monitored by the Housing and Property Manager (new post) on a monthly basis and reported on a quarterly basis to the Board of Directors. Areas of non-performance will be highlighted at Board meetings.
- 3.2 Servicing Variance reports will be monitored by the Properties Sub-Committee and the Board of Directors on a quarterly basis.