Purpose

This policy sets out our approach to the responsive repairs element of the housing service. The repair duties of Mansfield District Council’s housing service are set out in Section 11 of the Landlord and Tenant Act 1985.

Mansfield District Council’s housing service is committed to delivering a customer focused service that meets the needs of all its tenants and we acknowledge that there are tenants whose needs go beyond the delivery of a standardised service. We therefore carry out certain repairs beyond our legal responsibilities aimed at meeting specific tenant needs and aspirations.

References

When considering this policy, references should also be made to:

- Corporate Plan priority – Ensure Decent Homes for All
Legal Framework

As a minimum our repairs service is delivered in line with the legal requirements affecting the council including:

- Landlord & Tenant act 1985
- Defective Premises Act 1972
- Building regulations
- Disability Discrimination Act 1995
- Environmental Protection Act 1990

Definitions

Where a repair is required to a service, supply, fixture or fitting, which cannot be undertaken as part of a programme of similar work, a responsive repair is undertaken to resolve the problem. The responsive repairs policy identifies the responsibilities of Mansfield District Council’ Housing Service to undertake such repairs.

POLICY STATEMENTS

Mansfield District Council will ensure that its housing stock is kept in good condition by providing an economical, effective and efficient repairs and maintenance service.

Policy Objectives

The specific objectives are:

- To meet Mansfield District Councils legal and contractual requirements
- To ensure services are provided within the financial resources available and that the service is cost effective and achieves value for money.
- To continually achieve the agreed customer service standards for the responsive repairs service
- To provide a service which reflects Mansfield District Councils commitment to equality of access for all tenants and, to take into account in particular the needs of vulnerable tenants

Principles of the Policy

The specific principles underlying this policy are:

- That all tenants are involved and consulted in the development of the service and its operational procedures
- That through monitoring and feedback from tenants the service is continuously improved
- That the repairs service is supported by appropriate training for staff
Responsibilities
Repairs to Mansfield District Council properties are the joint responsibility between landlord and tenants. As a landlord Mansfield District Council has a responsibility for the majority of repairs and the overall maintenance of its homes. Our tenants have the responsibility of reporting repairs and undertaking those repairs deemed their responsibility.

Mansfield District Council will provide both long term maintenance and improvements to ensure all its properties meet the decent homes standard as a minimum, and a twenty four hour repair service for its tenants. However in the interest of value for money repairs rather than replacements will usually be undertaken.

Right to Repair
Tenants have a right to expect repairs to be completed within certain timescales and under the ‘Right to repair’ legislation, tenants may be entitled to claim compensation where a qualifying repair has not been completed within agreed timescales. Mansfield District Councils housing service will provide tenants with information on the ‘Right to repair’ upon request.

Mansfield District Council Responsibilities

Repair of Structure and Exterior
Mansfield District Council will keep the structure and exterior of its homes in good repair including:
- The roof
- Drains, gutters and external pipes
- Outside walls
- Outside doors
- Window sills and window frames, including any necessary external painting and decoration
- Internal walls, skirting boards, doors and door frames, door jambs, thresholds, floors and ceilings (but not painting and decoration)
- Major internal plasterwork
- Chimneys and chimney stacks
- Pathways and steps
- Garages and outbuildings

Repair of Installations
Mansfield District Council will keep in repair and proper working order any installation provided or adopted by the Council for heating, water heating and sanitation and for the supply of water, gas and electric including:
- Water pipes and tanks, gas pipes and electrical wiring
- Electrical sockets and light fittings
- Basins, sinks, baths, toilets, flushing systems, waste pipes and tap washers
- Water heaters, boilers, fireplaces, fitted fires and radiators

Right to Buy Applications
When a tenant has applied to buy their homes, pending completion of the purchase only emergency and statutory repairs will be carried out.
Tenants Responsibilities

Reporting Repairs
The tenant is responsible for reporting repairs to Mansfield District Councils housing service and they must allow access for workers to carry out repairs and improvements. In emergencies we may need immediate access to prevent risk to the tenant and their neighbours. Prevention of access may result in legal action for which the Councils costs will be sought.

Internal Maintenance
Tenants must keep the interior of their property in good repair and in a clean and good decorative condition. Tenants must decorate all internal parts of the property as frequently as necessary to keep them in a reasonable decorative order.

Minor Repairs
Unless tenants are vulnerable, elderly or disabled they must carry out minor repairs to the premises such as the following:
- Internal door handles
- Choked gullies (not blocked drains)
- Wall and fireplace tiles
- Replacement ashpans to open fires
- Replacement toilet seats
- Cupboard catches and hinges
- Draught exclusion
- Plugs for sinks and wash basins
- Cylinder jackets
- Toilet chains
- Door chains and door numbers
- Fine cracks in plaster

Tenants Improvements
Tenants have the right to put in their own improvements to their properties but must not make any improvements, alterations or additions to the property without first obtaining written permission and other necessary approval such as planning permission and building regulation approval.

Permission to carry out an improvement will not be unreasonably withheld, but permission may be withheld if the requested improvement:
- Will be unduly expensive to maintain
- Will make the property difficult to let in the future
- Will be unsuitable to possible future occupants

The Right to Claim Compensation for Improvements
All tenants have a right to claim compensation for certain improvements they have carried out to their property, on condition that they have been given prior written consent to carry out the improvement.
Compensation payments are not payable until the tenancy comes to an end. Any compensation payable will take into account the age and condition of the improvement.

**Re-chargeable Repairs**
Mansfield District Council has a specific policy for rechargeable repairs which deals with repairs caused by neglect or wilful damage.

**Reporting Repairs**
Mansfield District Council offers a variety of ways for tenants to report repairs and these methods will be reviewed on a regular basis to ensure they are effective, and provide value for money.

**Timescales**
To enable us to achieve an efficient and effective service, repairs are prioritised and put into categories of urgency as follows:

**Repairs by Appointment**
Mansfield District Council will make an appointment that is convenient for tenants to carry out the repair and tenants can choose from the following time slots:

- 8.00am – 16.00pm
- 9.30am – 15.00pm
- 8.00am – 12.30pm
- 12.00pm – 16.00pm

**Enhanced services**
When vulnerable tenants report a repair they are given extra consideration and support. On establishing whether a tenant is vulnerable an enhanced level of service will be provided and will depend on the nature of the persons’ vulnerability.

For further information about who is classified as vulnerable and detailed information about the service provided is available in Mansfield District Council’s ‘Vulnerable Tenants Policy’.

**Quality Control**
Monitoring the quality of the repairs service will be achieved by:

- All operatives leaving a freepost postcard asking customers how satisfied they were with the work.
- Post inspecting a minimum of 5% of all repairs undertaken to ensure that the repair completed is done to the correct standard using the proper materials.
RELATED POLICIES

- Vulnerable Persons Policy
- Recharges Policy
- Tenancy Conditions
- Equality and Diversity Policy
- Customer Compensation Policy
- Right to repair
- Complaints Policy
- Health and Safety

KEY PERFORMANCE INDICATORS

% of urgent responsive repairs completed within timescale
Average time in working days to complete a non urgent responsive repair
% of internal repairs carried out by appointment
% of appointments made and kept
% of repairs completed right first time
Proportion of expenditure on emergencies and urgent to non urgent
Satisfaction with repairs and maintenance service
% of repairs completed in locally set times
% expenditure on planned to responsive maintenance
% of batched repairs completed within 15 weeks

OTHER VERSIONS OF THIS POLICY

Although this document is the main one an additional version is available for tenants.