



Repairs and Maintenance Policy

1.0 Introduction

1.1 In line with legislative requirements and best practice along with our mission to provide sustainable homes, specialised support and compassionate care, Pivotal acknowledges its responsibilities for the repair and maintenance of the properties we own and manage.

1.2 As a registered provider of social housing we also comply with the Home Standard set down by the Regulator of Social Housing (RSH). Pivotal takes this responsibility seriously and the organisation is committed to ensuring our homes are safe and well maintained in a good state of repair. This is in compliance with our statutory and regulatory duties and all relevant statutory health and safety requirements regarding repairs and maintenance.

1.3 All Pivotal properties comply with the Decent Homes Standard.

2.0 Aims

2.1 This policy aims to outline Pivotal's approach to repairs and maintenance, the delivery of high quality repairs and maintenance services, and to ensuring our homes are safe and well maintained.

3.0 Scope

3.1 This policy applies to all properties owned and managed by Pivotal and those employees and contractors managing them.

4.0 Repairs and maintenance standard practice

4.1 Pivotal will ensure there is a robust system in place for the reporting and processing of maintenance requests.

4.2 Pivotal will always strive to provide consistently high standards in repairs and maintenance work, in compliance with statutory, regulatory and contractual obligations and in ways that ensure services are delivered to meet the expectations of our customers. We will always aim to maximise cost savings at the same time as achieving high levels of quality to deliver value for money.

4.3 To maintain our homes we will ensure:

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- The health, safety and welfare of our customers and others in so far as it is practicable to do so.
- A register of all Pivotal properties is recorded and maintained.
- There are clear systems for reporting and processing maintenance requests.
- Repairs are allocated according to priority.
- Repairs are completed within set target times.
- Maintenance is undertaken by an appropriately skilled Pivotal employee or by a carefully selected contractor.
- Inspections are completed, where necessary, to accurately diagnose the works required.
- Void properties are empty for as short a duration as possible.
- Our employees, contractors and sub-contractors are compliant with legislation in respect of repairs to the properties we own and manage.
- Pivotal provides an efficient and responsive service based on value for money decision making.
- Customers will be made aware of how to report any repairs and maintenance issues and kept informed as they are progressed.

5.0 Planned monitoring and maintenance of key services

5.1 Pivotal monitors the following services and employees must comply with the Housing Management and Compliance Procedure and the Compliance Policy as well as the following procedures:

- Gas safety procedure.
- Electrical testing and inspection (and PAT testing) procedure.
- Asbestos management procedure.
- Water hygiene and Legionella procedure.
- Fire safety procedure.

5.2 Any repairs and maintenance issues raised that relate to the above monitoring systems will be dealt with in accordance with the above procedures as laid down for the respective service.

6.0 Responsive repairs timeframes

6.1 Pivotal will rectify any disrepair at our owned and managed properties within a reasonable period of being informed of the defect. To do this we have established a priority system to make sure that the more serious the repair the quicker it is rectified.

6.2 To ensure that all repairs are responded to within specified timeframes we have adopted the following target timescales. Each task or job will be allocated a priority rating that reflects its degree of urgency as follows (also see Appendix 1 for more specific repair types):

Emergency repairs (work where there is an immediate health and safety risk)

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We will aim to complete repairs with 5 hours but ensure they are completed within 24 hours.

Priority repairs

We will aim to complete repairs within 48 hours.

Urgent repairs (work needing to be done to prevent damage to a property or presents potential risk to health and safety)

These will be completed within 7 calendar days.

Routine repairs (no immediate risk to H&S, no imminent risk to fabric of the building)

28 calendar days.

7.0 Planned and cyclical maintenance

7.1 Planned maintenance programmes will be set out, monitored and managed by the Lead Officer for Health and Safety, who is also the Head of Operations for Cornwall and will ensure that components within properties that Pivotal owns and manages are replaced at the end of their life cycle.

8.0 Out of hours repairs service

8.1 Pivotal provides an out of hours emergency response service.

9.0 KPI monitoring and reporting

9.1 Pivotal will undertake monitoring and reporting. Details are provided in the Repair and Maintenance Procedures.

9.2 The Heads of Operations will provide monthly reports to the Senior Leadership Team and quarterly reports to the HA and shareholder boards.

10.0 Diversity and inclusion

10.1 Pivotal is committed to the principles of diversity and inclusion (see Pivotal's Equality, Diversity and Inclusion Policy) and will always aim to meet the needs of our customers, employees and those tendering to deliver services in respect of this. To that end, we will ensure our responsive repairs and maintenance services are sensitive to the needs of our customers and treat everyone with fairness and respect.

11.0 Employee concerns

11.1 Repairs and maintenance issues are closely related to health and safety.

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11.2 Where a Pivotal employee has concerns about significant issues in any area of compliance with Pivotal’s repairs and maintenance services these must be escalated to their Line Manager.

11.3 If an employee’s concerns are not dealt with to their satisfaction, they must escalate them to a member of the Senior Leadership Team.

11.4 Employees who remain concerned about Pivotal’s repairs and maintenance services should refer to the Pivotal Whistleblowing Policy for further guidance.

12.0 Value for money

12.1 Pivotal will always ensure that the selection of contractors and their appointment is based on value for money decision making. This may not always mean choosing contractors who offer the cheapest services or goods made available at the lowest price, but will mean ensuring we secure the best value for money in terms of the goods and services we procure.

13.0 Complaints and compliments

13.1 Pivotal is always positive about accepting complaints and compliments in respect of any part of Pivotal’s services. Complaints are valued. They provide us with a learning opportunity for service improvement. Compliments acknowledge that we are getting things right.

13.2 Repairs and maintenance issues attracting complaints can normally be addressed swiftly to the satisfaction of the customer if acknowledged early and dealt with in as reasonable a time as is practical. In the event that this is not the case, Pivotal employees should provide the customer with a copy of the Complaints and Compliments Policy and Procedures. This outlines how we will manage a complaint.

14.0 Staff training

14.1 All staff will receive appropriate training to enable them to carry out their responsibilities in respect of repairs and maintenance.

14.2 Pivotal will ensure any contractors or sub-contractors carrying out any works on behalf of Pivotal are qualified to the appropriate standards. The qualifications will be recorded and checked prior to their engagement.

15.0 Monitoring and review

15.1 This policy will be monitored and reviewed by Pivotal’s Director of Operations in alignment with our policy review timetable, and in the interim if any learning, legislative or regulatory changes require it to be reviewed.

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Legislation and Regulation informing this policy

Health and Safety at Work etc. Act 1974
RSH Homes Standard
Commonhold and Leasehold Reform Act 2002
Control of Asbestos at Work Regulations 2012
Construction and Design Management Regulations 2015
Housing Health and Safety Rating System (HHSRS)
Decent Homes Standard
Electricity and Work Regulations 1989
Equality Act 2010
Gas Safety Regulations 1998
Fire Safety Act 2021
Landlord and Tenant Act 1985 (in particular sections 8, 10, 11, 13, 17)
Lifting Operations and Lifting Equipment Regulations 1998
Management of Health and Safety at Work Regulations 1999
Provision and Use of Work Equipment Regulations 1998
Public Contracts Regulations 2015
The Housing Act (in particular section 105)

Related Pivotal Policies and Procedures:

Health and Safety Policy
Gas safety Policy
Gas safety Procedure
Electrical Safety Policy
Electrical Safety Testing and Inspection Procedure
Asbestos Management Policy
Asbestos management Procedures
Water Hygiene and Legionella Safety Policy
Water Hygiene and Legionella Procedure
Fire Safety Policy
Fire Safety Procedure
PAT testing policy and procedure
Housing Management and Compliance procedures
Compliance Policy
Equality, Diversity and Inclusion Policy
Procurement Policy
Complaints and compliments Policy & Procedure
Whistleblowing Policy

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Appendix 1

Repairs timeframes – specific allocations

At Pivotal, we aim to undertake repairs reported to us in the quickest possible time. The following lists provide examples of how repairs will be prioritised:

Emergency repairs - We will aim to complete repairs within 5 hours but ensure they are completed within 24 hours.

The following repairs are categorised as emergency repairs to avoid danger to health, risk to safety of the occupants and others, or serious damage to buildings:

- Serious flooding/leak, including leaking roof and radiators
- Burst pipes
- Broken toilets where there is only one in the property
- Broken glazing (board up/make safe)
- Collapsed walls
- No water to the property
- Broken door locks to the property
- No electricity
- Gas leaks
- No heating or power

Priority repairs - within 48 hours (work needing to be done to prevent damage to a property or presents potential risk to health and safety)

- No cold water
- No hot water
- Blocked toilets
- Broken toilets where there is only one in the property
- Temporary repairs to make good either storm or fire damage
- Damaged walls
- Making the property secure
- Broken door locks to individual units

Urgent repairs – within 7 calendar days

(work needing to be done to prevent damage to a property or presents potential risk to health and safety)

- Electrical repairs that are not dangerous
- Roof repairs
- Repairs to taps
- Soil and waste pipes

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- Minor internal water leaks
- Blocked gullies
- Inspection for problems such as damp, timber defects etc.
- Repairs to white goods

Routine repairs – within 28 days (no immediate risk to H&S, no imminent risk to fabric of the building)

- This includes all other repairs and maintenance except very minor repairs.

Note:

- The health and safety of customers and colleagues will always be a priority.
- Some of the above may differ depending on individual circumstance.
- Sometimes emergency repairs will mean only temporary repairs can be made and further repairs will be carried out in line with the repair timeframes listed in this policy.

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Appendix 2 Void standards

Pivotal will ensure that all managed and owned properties are maintained to a certain standard upon letting (see Appendix 1 for Pivotal's void standard).

Pivotal aims to achieve the following void standard.

1. External General

The property will be free of any visible damp staining to the walls.

- a. Plasterwork to the walls and ceilings will be sound, however small hairline cracks are acceptable.
- b. Roof – The roof covering will be sound and in a wind and waterproof condition with no visible signs of leaking.
- c. The rainwater goods will be secure, clear (based on a visible inspection from the ground), and show no evidence of any leaks.
- d. Front and Rear Doors – The front and rear doors and frames will be sound and free from rot. Where rot is evident, this will be repaired. The doors will be capable of opening and closing properly and will be reasonably draught proof. They will have a secure locking system (cylinder or mortice lock) with a minimum of two locking bolts top and bottom.
- e. Windows – Will be free from extensive rot and capable of opening and closing properly. The glazing will not be broken or cracked and opening lights will be relatively draught proof. Security catches will be fitted to ground floor windows.
- f. Gardens – Gardens will be neat, tidy, and clear of any litter, household goods or overgrown weeds. Garden Door/Gate – must be in sound condition, free from extensive rot and capable of being opened and closed easily.
- g. Bin Stores/Meter Cupboards – will be in a sound and clean condition with doors fully operational.

2. Internal Electrical System

- a. Any electrical appliance installed by the vacating customer will be removed. Any electrical installation or appliance will be checked to ensure compliance with NICEIC Safety Standards and Part P Building Regulations.
Any defective lamp / batten holders / electrical sockets will be replaced. Consumer Units will be RCD protection consumer units.
- b. Any extractor fans, smoke alarms, door entry systems and burglar alarms will be fully operational.
- c. The gas fire and boiler will have no visible defects. There will be a fixed heater (radiator or storage heater) in each room.
- d. The kitchen will have a cooker outlet point with bayonet fitting attached (as well as an electric cooker outlet point).

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- e. The heating system will be checked for operation and all radiators/storage heaters will be free from extensive rusting/chipping.

When a self-contained property becomes void, the gas supply will be disconnected at the meter outlet and sealed by a Gas Safe registered engineer. On re-occupation the property gas supply will be re-ordered, the gas installation/appliances commissioned and the Landlord’s Safety Inspection Certificate issued.

3. Solid Fuel / Oil Heating System

The heating system will have no visual signs of damage. On occupation, the property will have the Flue / Fire cleaned and swept by a HETAS / Gas Safe Qualified Engineer, and it will be certificated.

4. Kitchen

All self-contained property kitchen units will be secured to the wall with doors and drawers fully operational.

- a. The worktops will be sound, hygienic, and free from extensive chipping, deep scratches or excessive burns. The sink top will be free from substantial dents or scratches, the taps will be in good working order, and a plug fitted.
- b. The number of units for food storage and for storing cleaning and cooking utensils will be adequate to suit the size of the property and the number of people living there.
- c. Wall tiling will be provided above all worktop areas and will be sound, clean and well grouted.
- d. There will be a waterproof sealant fitted between the worktops and wall tiles.
- e. The kitchen layout will provide adequate space for white goods and cooking. The layout will include enough worktop area for food preparation. There will be a suitably sized extractor fan installed.

5. Bathroom

The bathroom suite will be clean and free from any defects, chips, large scratches or abrasive surfaces.

- a. The wash hand basin and bath will have plugs fitted and all taps will be free from drips and easy to operate.
- b. All splash back tiling will be sound and the waterproof sealant around the perimeter of the bath and basin will be sound and watertight.
- c. The WC pan will have a sound and hygienic seat fitted and the cistern flushing mechanism will be in working order.

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- d. Any shower unit will have shower trays or enclosures that are sound and waterproof.

6. General Plumbing

A visible inspection of the plumbing system will confirm no water leaks from ball valves, taps, washing machine outlets or radiators.

7. Floors

Kitchen and bathroom floors will be sound, level and clean.

- a. All floors will be free from damp, and in a suitable condition to fit a covering over.

8. Internal Doors

Doors and frames will be sound and free from rot. Where rot is evident, this will be repaired. The doors will be capable of opening and closing properly.

- a. Where internal doors are glazed, they will display the safety glass kite mark.
b. Where doors are identified as fire doors they will close tight shut with a suitable door closure fitted and will have smoke stopping seals that are free from paint.

9. Walls and Ceilings

There will be no major cracks, loose plaster, or serious damage caused by previous customer's fixings.

10. Loft Area

Will be free from Furniture / Debris, and have a Minimum of 250mm Loft Insulation.

11. Cleanliness

We will ensure that:

- There is no rubbish/litter in the property.
- The property is free from any visible infestations.
- All worktops/cupboards clean and free from grease etc.
- Fridges/cookers (where provided by Pivotal) are cleaned.
- Floors are swept and washed of any dirt/grime.
- Drains and gutters are clear.
- No unsanitary conditions exist

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12. Furniture / Fittings (where supplied)

Furniture will be clean and in a safe and useable condition. A list of furniture will be included in the occupancy agreement.

13. Redecoration

Pivotal will redecorate in the following circumstances where:

- Existing decoration is poor or repair work has substantially affected existing decoration.
- The redecorations are part of a negotiated package relating to the needs of the customer.
- The property is hard to let and it is considered that redecoration would enhance the chances of re-letting the property.

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