



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, Pivotal also comply with the Decent Homes Standard set down by the Regulator of Social Housing (RSH). Pivotal takes this responsibility seriously and 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 colleagues 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. Pivotal will always aim to maximise cost savings at the same time as achieving high levels of quality to deliver value for money.

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4.3 To maintain our homes, Pivotal will ensure:

- 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 colleague 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 colleagues, contractors and sub-contractors are compliant with legislation in respect of repairs to the properties we own and manage;
- an efficient and responsive service based on value for money decision making;
- customers are 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 colleagues must comply with all Housing Management and Health and Safety policies and procedures including:

- Gas Safety Procedure
- Electrical Testing and Inspection Procedure
- Portable Appliance Testing (PAT) 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 associated 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, Pivotal have established a priority system to make sure that the more serious the repair, the quicker it is rectified.

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6.2 To ensure that all first reported repairs are responded to within the specific timeframe, each task or job will be allocated a priority rating that reflects its degree of urgency.

7.0 Planned and Cyclical Maintenance

7.1 Planned maintenance programmes will be set out in line with the stock condition survey and monitored and managed by the Property Services Manager, who will ensure that components within properties that Pivotal owns and manages are replaced at the end of their life cycle.

8.0 Customer Reports of Repairs

8.1 Our customers are a valuable asset in helping us identify repair and maintenance issues within their accommodation.

8.2 Any colleague made aware of a repair and maintenance issue by a customer must take appropriate steps to report it as soon as possible.

9.0 Out of Hours Repairs Service

9.1 Pivotal provides an out of hours emergency response service.

10.0 KPI Monitoring and Reporting

10.1 Pivotal will undertake monitoring and reporting of repairs and maintenance in line with good practice and the requirements of the Regulator for Social Housing.

11.0 Diversity and Inclusion

11.1 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, colleagues and those tendering to deliver services in respect of this. To that end, Pivotal will ensure our responsive repairs and maintenance services are sensitive to the needs of our customers and treat everyone with fairness and respect.

12.0 Employee Concerns

12.1 Repairs and maintenance issues are closely related to health and safety and all Pivotal colleagues have a responsibility to report any concerns to their Line Manager.

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13.0 Value for Money

13.1 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.

14.0 Repairs Complaints and Compliments

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

14.2 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 colleagues should provide the customer with a copy of the Complaints and Compliments Policy and Procedure. This outlines how we will manage a complaint.

15.0 Colleague Training

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

15.2 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.

16.0 Monitoring and Review

16.1 This policy will be monitored and reviewed by the Senior Leadership Team 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
Building Safety Act 2022 (Section 156)
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
Fire Safety Regulations 2022
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)
The Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022

Related Pivotal Policies and Procedures:

Health and Safety Policy – Pivotal Housing Association
Health and Safety Policy - Pivotal Group
Gas Safety Policy
Gas Safety Procedure
Electrical Safety Policy
Electrical Safety Testing and Inspection Procedure
Asbestos Management Policy
Asbestos Management Procedure
Water Hygiene and Legionella Safety Policy
Water Hygiene and Legionella Management Procedure
Fire Safety Policy
Fire Safety Procedure
Portable Appliance Testing (PAT) Policy and Procedure
Housing Management and Compliance Procedures
Compliance Policy
Equality, Diversity and Inclusion Policy
Complaints and Compliments Policy and Procedure
Whistleblowing Policy and Procedure

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