1. Introduction

- Harborne Parish Lands Charity (HPLC) was set up to relieve need in the Ancient Parish of Harborne (the parish) over 400 years ago.
- It is a registered social landlord and a registered charity run by a board of voluntary Trustees.
- HPLC owns and manages 99 dwellings (the almshouses) in five schemes for older people.
- The almshouses are not let on tenancies but are occupied by residents who are "beneficiaries" of the charity appointed by the Trustees under the terms of the Charity Commissioner's Scheme.
- Residents pay a weekly maintenance charge (the charge) rather than rent.

2. Scope of this policy

This policy relates to:

- Day-to-day response repairs
- Void works

Separate policies and procedures cover improvements, adaptations, capital repairs or repairs funded from the Cyclical Maintenance Fund and the Exceptional Maintenance Fund.

3. Aims of this policy

HPLC aims to provide a customer-focused, high quality repairs and maintenance service that:

- Ensures that our properties are maintained to a high standard
- Is flexible, accountable and fair
- Involves residents and is responsive to their needs
- Is prompt, effective, efficient and achieves value for money
- Meets our statutory and contractual obligations and complies with current good practice
- Has regard to the environmental impact of the service

4. Response repairs

HPLC will:

- Have easily understood procedures for residents or staff to report repairs
- Have procedures for reporting repairs in an emergency and out of office hours and ensure that staff, residents, NEW Lifeline and contractors are aware of these
- Acknowledge repair requests and keep residents informed of progress
- Process repairs accurately and promptly through all stages, from initial request to contractor payment
- Prioritise repairs so that the most important repairs are done first and that a consistent and fair service is delivered to residents
- Keep accurate repairs and maintenance records
- Carry out pre- and post-inspections in order to ensure accurate diagnosis, gauge the quality of work and monitor the performance of contractors
- Ensure that relevant staff receive appropriate training in policy and procedures, legal repairing obligations, health & safety and customer care
- If necessary engage consultants or contractors to advise or provide specialist services

5. Contractor performance

HPLC will:

- Require contractors to complete most repairs in one visit ('right first time')
- Monitor contractors' performance and carry out regular reviews with contractors in order to maintain high standards of workmanship
- Use appropriately qualified and skilled contractors who have
    - met the requirements of HPCL's Approved List of Contractors and
    - agreed to abide by the HPLC Code of Conduct for Approved Contractors and
    - achieved an acceptable level of performance

6. Budgetary control and financial regulations

HPLC will:

- Ensure that tenders or quotations are obtained for works when required in accordance with HPLC's Financial Regulations
- Monitor expenditure against budget and provide regular reports to trustees and residents
- Ensure that only correct invoices for satisfactorily completed work, accompanied by a completion certificate, are authorised for payment and passed to the Finance Team within procedural timescales
- Authorise the following staff to order repairs:
    - The Building Managers
    - The Housing Information and Policy Officer
    - The Office Administrator
    - The Housing Officer
    - The Head of Operations

7. Resident consultation and engagement

HPLC will:

- Set targets for the service that take account the wishes of residents and the standards set by the Regulator of Social Housing or other regulators
- Regularly monitor and report on targets and key performance indicators to contractors and residents and use this data for continuous improvement
- Resolve repairs complaints promptly in accordance with our Complaints Policy and Procedure
- Provide residents with clear information so that they are aware of HPLC's repairing obligations
- Provide information for residents in alternative formats or other languages as required
- Gather and analyse feedback about the service from residents and use this information to inform service improvements
- Operate a fair and consistent re-charge policy and procedure
- Consult residents about this policy

8. HPLC's decorating obligations:

HPLC will:

- Redecorate the outside of the properties and any communal areas, usually every five years
- Redecorate the inside of residents' homes, with their permission, usually every five years

9. HPLC's repairing obligations:

HPLC will keep in good repair:

- the structure and exterior of the properties including roofs, drains, gutters, windows, walls, floors and ceilings etc
- installations for the supply of fuel, water, heating, hot water and sanitation including basins, sinks, toilets, wiring, radiators etc
- internal and external communal areas including entrances, stairways, lifts, emergency alarms etc

Except in exceptional circumstances, HPLC is not responsible for:

- Repairing appliances belonging to the resident
- Controlling minor pests, such as ants (except in communal areas)
- Repairing damage caused by the resident, or their family, friends, visitors or pets
- Rectifying damage caused by improvements or alterations carried out by the resident
- Supplying extra keys or replacing lost keys
- Removing personal belongings or resident's rubbish in the property or the garden, including any remaining at the end of the licence
- Planing or re-hanging internal doors following the fitting of carpets
- Maintaining plants or shrubs in a resident's private garden

If HPLC carry out such work, we may seek to recover the cost from the resident.

10. HPLC's repairs timescales

HPLC will carry out repairs in accordance with the following maximum timescales. These may be amended in special circumstances or following consultation with residents.

Priority	Type of Disrepair	Timescale for completion within:
Emergency	Disrepair which is likely to cause a health or safety risk or serious structural damage	8 hours
Urgent	Disrepair which is likely to cause substantial discomfort to residents or potential damage to property	4 working days
Routine	Disrepair which is likely to cause less inconvenience to residents and little or no damage to property	2 weeks (10 working days)
Programmed	Any other disrepair	4 weeks (20 working days)

11. Related policies and procedures

- Financial regulations
- Procedure for Works Orders
- Equality and Diversity Statement
- Complaints policy and procedure
- HPLC Code of Conduct for Approved Contractors