



Phoenix Community Housing Co-operative

Repairs & Maintenance Policy

1 Aims

- 1.1 Phoenix aims to provide a swift and effective repairs service that meets all its legal obligations. We seek to work in partnership with our members to ensure that our housing exceeds minimum standards, where possible, at a cost, which represents the best achievable value for money.
- 1.2 Self-help by members has always been an important value of Phoenix and we expect members to assist in keeping their homes in good repair. We also require members to report defects promptly, not to damage the property which is in our care, and to co-operate with other members of their household in keeping communal areas, external areas and any gardens, tidy and free from accumulations of rubbish.
- 1.3 Phoenix sets standards for its repairs service and aims to meet these standards where possible. Should these standards not be met for any reason then the Co-operative would discuss on a case by case basis any action required.
- 1.4 Phoenix manages both short-life and co-op owned housing. Some of its properties are held under management agreements. The terms on which we own or manage our housing require that we operate different repair standards to that set out in this policy.
- 1.5 This policy should be read in conjunction with Phoenix's other policies and procedures.

2 Responsive repairs procedure

- 2.1 Members must immediately report all repair problems to the Office. This can be done by calling the Office No and pressing 1 for emergency repairs, this will put you through to the Office 24 hrs a day.
- 2.2 All requests for repairs are logged, an assessment of its urgency will be made in line with the repairs policy.
- 2.3 The time taken to complete the works will be monitored, and a report done on works not completed on target.
- 2.4 Any job over £5000.00 will need the approval of a member of the Management Committee
- 2.5 An order that exceeds £15000.00 requires quotes from a minimum 2 contractors, where possible

- 2.6 Tenants will be expected to make access arrangements with any Contractor appointed to carry out work. Contact details will be given to the contractor by the Office. No spare keys will be issued to any outside contractor unless prior consent is given by all tenants living in the property
- 2.7 A minimum of 10% of all works will be inspected after completion by the Co-op Manager
- 2.8 Invoices from contractors are checked by the Co-op Manager and are certified only when the contractor has submitted the invoice and the invoiced sum does not exceed the estimated value of the repair (unless an agreed variation has been issued)
- 2.9 The Manager then passes this, together with the invoice, to the Finance Worker. The Finance Worker will check that all the paperwork is in order before releasing payment.

3 Records and reports

- 3.1 The Co-op Manager will keep records of Phoenix's performance on meeting its repair time targets, of tenants' satisfaction of any complaints received from member about the repairs service, of the results of post inspections, and of contractors' performance.
- 3.2 The Co-op Manager will compile these records and make a report to the Management Committee monthly

4 Planned maintenance

- 4.1 Phoenix will arrange an annual inspection of gas appliances and a periodic inspection of electrics within the property
- 4.2 A rolling programme of stock condition surveys will be instigated for co-op owned Phoenix properties.
- 4.3 Co-op owned properties are covered by a rolling programme of cyclical maintenance, subject to budgetary and financial constraints.

5 Contractors

- 5.1 Phoenix only uses contractors that are on its approved list, which form part of the Approved Contractors and Consultants Policy. All contractors on the list must fulfill the following requirements:
- 5.1.1 have an equal opportunities policy that compliments that of Phoenix
 - 5.1.2 carry minimum insurance cover of £1,000,000.00
 - 5.1.3 provide suitable references
- 5.2 Contractors will be removed from the list if a tenant's complaint has been upheld after giving the contractor an opportunity to respond to the complaint.

- 5.3 Contractors may be removed or added to the approved list by the Management Committee following a joint recommendation by the Co-op Manager.

6 Decorations and other services in shared housing

6.1 Short life housing in Phoenix's management:

- 6.1.1 Members may claim decoration allowance for a short-life property as and when they move into the property, providing the property requires re-decoration. The amount allowed varies and will be agreed by the Co-op Manager. Any allowance will be taken off any rent arrears owing.

- 6.1.2 A cooker is supplied and maintained by Phoenix to short-life properties.

6.2 Housing in Phoenix's ownership:

- 6.2.1 Members are expected to carry out internal decorations to communal areas and individual living spaces as and when required, the cost of which may be reclaimed from Phoenix. The maximum amount that members may claim is set by the Management Committee. External decorations are undertaken as part of the cyclical maintenance programme.

- 6.2.2 Floor coverings are provided for communal areas in Co-op owned properties only. Assessments will be made on floor coverings in Bedrooms on a case by case basis

- 6.2.3 White goods, where supplied by Phoenix, are maintained by Phoenix.

7 Response times

7.1 Emergency

Repairs that are necessary to prevent:

- any risk to health and safety;
- serious damage to the building;
- risk of loss or damage to members' property.

Examples: gas leaks, total failure of electrical supply, burst water tanks, no water supply, lack of security following a burglary, no WC (if no alternative), imminent structural failure.

Completion target: 24 hours

In some cases it may only be possible to carry out a temporary repair within 24 hours.

7.2 Urgent

Defects that seriously affect the comfort or convenience of the members.

Examples: hot water system not operating, breakdown of heating system (where there is no alternative), replacement of slipped or missing roof tiles, WC (if alternative), minor internal leaks, minor electrical faults, overflows, reglazing not covered by priority 1.

Completion target: 72 hours

7.3 **Routine**

Repairs to all other defects other than those added to a planned maintenance programme.

Examples: Carpentry, plastering, gutters and downpipes

Completion target: 14 working days.

If repairs require an external contractor or tender this will affect the repairs time. We will aim to complete these repairs in 28 days

8 **Standards**

- 8.1 Phoenix will meet its legal obligations as a landlord and as a manager of shared houses.
- 8.2 For short life housing, Phoenix will take account of the remaining expected life of the property when deciding on the extent of repairs that are suitable. Where Phoenix, having considered the remaining life of a short life property, is satisfied that it requires repairs that cannot be carried out at a cost that represents value for money, it will aim to rehouse the occupants where possible and hand the property back to the owner. There is no legal obligation for Phoenix to re-house tenants in Short-Life Accommodation
- 8.3 For housing that Phoenix manages, but does not own, the repairing standards are laid down in the management agreement relating to the premises.
- 8.4 Members are expected to report repairs to the relevant landlord, details of which will be provided at the sign up. If the landlord is not complying with the standards laid down in the management agreement members should report problems to Phoenix who will raise concerns with the landlord, and seek redress where appropriate.

9. **Repair Responsibilities of Phoenix Housing Co-Operative**

Phoenix Housing Co-Operative will carry out all statutory repairs laid out in this policy and as set in the licence agreement with the landlord, these include but is not exhaustive:

- **Repairs or Renewals to Central Heating Systems**
- **Repairs or Renewals to Hot Water Systems**
- **Replace cracked or broken glazing**
- **Repairs or Renewals to Front Entrance Doors, including any locks and door furniture**
- **Remedy Water Leaks to any utility service**
- **Repair or Renewals to Sinks, WC and WWP systems**

10. **Repair Responsibilities of Phoenix Housing Members**

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Phoenix Housing Co-Operative expect members to carry out repairs to their property that are considered minor repairs, or that are as a result of damage caused by Members and/or their visitors. Some examples include but are not exhaustive

- **Renewal of Batteries to Smoke Alarms**
- **Repair or Renewals to internal door furniture**
- **Renewal of plugs to utilities**

It will be the decision of the Co-Op Manager to decide what is considered a repair responsibility of a member. The Member has a right of appeal on this decision to the Housing Committee

11. Loss of Keys

Should a member lose their keys or lock themselves out it would be the responsibility of the member to call a locksmith and gain entry, all costs incurred will be the liability of the member, the only variance to this would be if the loss of keys was the result of a crime, this would need to be reported to the Police and a crime reference number obtained.

12. The Management Committee will look into its obligations for achieving Net Zero and the above Policy may result in changes to reflect this.

13. Access

Reasonable access must be given by tenants to contractors, this access is not only a meaning of allowing entry. Full access means that all areas of the property must be accessible in order for repairs to be carried out. This means that it may require tenants to move/remove personal belongings from areas of the property that need repairing