

Operational Policy

Title: Repairs and Maintenance Policy
Originator: Operational Director of Building Services
Approving body : ELT Board
Approved Date: 31st October 2018
Date for Review: October 2021

1. Introduction

The policy is required in order to comply with legislative changes and to meet good practice within the Housing sector.

2. Statement of Intent

Magenta wants all its tenants and leaseholders to enjoy living in their home, and to deliver a compliant, safe and responsive repairs service to them.

The Magenta approach to repairs and maintenance is set out in the individual tenancy agreement or lease. Where it differs from any other information, the terms and conditions set out in the tenancy agreement or lease will take precedence.

The information in this policy is based on the standard Magenta tenancy agreement and leasehold terms and conditions. It does not make changes to existing agreements.

3. Policy

Relevant legislation

- Regulatory framework for social housing in England (April 2012)
- Control of Asbestos Regulations 2012
- The Gas and Safety (Installations and Use) Regulations 1998
- Regulatory Reform (Fire Safety) Order 2005
- Electricity at Work Regulations Landlord and Tenant Act 1985
- Health and Safety at Work Act 1974
- Occupier's Liability Act 1957
- Commonhold and Leaseholder Reform Act 2002
- Housing Act 2004
- Equality Act 2010
- Work at Height Regulations 2005
- Defective Premises Act 1971
- Prevention of Damage by Pests Act
- Environmental Protection Act 1990

- Environmental Permitting Regulations 2010
- Leasehold Reform, Housing and Urban Development Act
- Clean Neighbourhoods and Environment Act 2005
- Public Health Acts 1936 and 1961
- Home Standard Construction (Design and Management) Regulations 2015
- Regulatory Reform (Fire Safety) Order 2005
- Landlord and Tenant Act 1985
- Building Act 1984

Magenta Living's general responsibilities are:

- To keep the structure and exterior of your home safe, secure and weatherproof
- To make sure all fixtures and fittings for the supply of water, gas, electricity, heating and sanitation are in working order
- To maintain communal areas and any facilities which are provided by Magenta (such as laundry rooms).

Tenants and leaseholders general responsibilities are:

- To keep your home clean and in good condition
- To prevent damage caused by neglect or misuse (you may be charged where this occurs)
- To carry out minor repairs and replacements. These are repairs that require no technical ability and require the use of common household tools only
- To redecorate the inside of your home as often as is required
- To keep gardens and shared areas tidy and free of rubbish
- Ensure your own appliances and fittings are safe, installed and maintained by suitably qualified persons
- To insure your own household possessions. We recommend that you take out home contents insurance – please contact Magenta Living for details of our discounted home insurance policies
- To report repairs promptly and let us know if you are worried about anything in your home
- To report any criminal damage or vandalism to the police. You will need a police reference number when reporting related repairs
- To contact Magenta Living before you disturb any surfaces in your home (including drilling into walls/ ceilings or removing artex / wallpaper) to ensure asbestos is not present.

Tenants and leaseholders must:

- Allow Magenta reasonable access to your home to inspect or carry out repairs, servicing or other necessary work. Failure to do so may result in legal action, and jeopardise your tenancy
- Obtain written permission from Magenta Living If you want to make any changes or improvements to your home.

Individual repairs responsibilities

	Magenta	Tenant	Leaseholder
To keep your home clean and in good condition		●	●
To prevent damage caused by neglect or misuse (you may be charged where this occurs)		●	●
To do minor repairs and replacements. These are repairs that require no technical ability and require the use of common household tools only.		●	●
To redecorate the inside of your home as often as is required		●	●
To keep gardens and shared areas tidy and free of rubbish		●	●
Ensure your own appliances and fittings are safe, and installed/maintained by suitably qualified persons.		●	●
To insure your own household possessions. We recommend that you take out home contents insurance – please contact Magenta Living for details of our discounted home insurance policies		●	●
To report repairs promptly and let us know if you are worried about anything in your home		●	●
To report any criminal damage or vandalism to the police. You will need a police reference number when reporting related repairs.		●	●
To contact Magenta Living before you disturb any surfaces in your home (including drilling into walls/ceilings or removing artex / wallpaper) to ensure asbestos is not present.		●	●
Allow Magenta reasonable access to your home to inspect or carry out repairs, servicing or other necessary work. Failure to do so may result in legal action, and jeopardise your tenancy.		●	●
Obtain written permission from Magenta Living if you want to make any changes or improvements to your home.		●	●

Kitchen			
A kitchen with cupboards, drawers, a worktop and sink with hot and cold water supply. Floor coverings, ventilation, electrical sockets and plumbing for a washing machine are also included.	●		
Keeping the kitchen clean and in a good condition		●	●
Minor repairs to kitchen units and worktops		●	●
Ensuring an appropriately qualified person connects and repairs your own appliances and fittings such as cooker ventilation hoods.		●	●
Water leaks	●		●
Blockages in sink (rechargeable if caused deliberately or through neglect)	●		●
Trip hazards in kitchen flooring we have provided	●		●
Defective or beyond repair kitchen units, worktops and seals	●		●
Kitchen sinks, taps, splash back tiles and seals	●		●
Extractor fans, electrical sockets and isolator switches	●		●
The cold water supply, mini stop valve and trap for a washing machine.	●		●
Bathroom			
Your home will contain a toilet, wash hand basin and either a bath or shower. All bathrooms have floor coverings, ventilation and a hot and cold water supply.	●		
Keeping the bathroom and WC clean and in good condition		●	●
Containing leaks and preventing water damage		●	●
Replacing and maintaining fittings which were not installed by Magenta Living		●	●
Accessories such as mirrors, bath rails/curtains, riser rods, toilet roll holders, medicine cabinets and towel rails		●	●
Water leaks	●		●
Sink, toilet, bath and shower blockages (rechargeable if caused deliberately or through neglect)	●		●
Basin and bath taps, splash back tiles and seals	●		●
Sink, toilet, bath and shower and all fixtures and fittings installed by Magenta Living	●		●
Trip hazards in bathroom flooring we provided	●		●

All rooms			
When you move into your home all rooms will be clean, clear and free from hazards.	•		
Keeping all rooms clean and in a good condition		•	•
Redecorating		•	•
Hairline cracks in walls and ceilings		•	•
Your own floor coverings		•	•
Preventing condensation, and cleaning mould		•	•
Ensuring an appropriately qualified person connects and repairs your own appliances and fittings		•	•
Providing a crime reference when reporting repairs caused by vandalism, such as smashed windows		•	•
Curtain rails and fixings		•	•
Adjusting doors as a result of your own floor coverings.		•	•
Large cracks and defective wall and ceiling surfaces	•		•
Penetrative and rising damp	•		
Any structural issues	•		
Handrails and banisters	•		•
Heating			
A heating system that we have tested to make sure it is safe and provides adequate heat. We will ensure your heating system receives all statutory servicing and repairs.	•		
Allowing access for any servicing or repairs to your heating system or supply		•	•
Heating system if it breaks down	•		
Radiators and storage heaters	•		
Water leaks from your heating system	•		
Electrics			
In each room you will have adequate working light fittings and plug sockets. An extractor fan in your kitchen and/or bathroom if the windows alone do not provide sufficient ventilation.	•		
We will ensure your electrics receive all statutory checks, servicing and repairs.	•		•
TV reception or subscription services not provided by Magenta Living		•	•
Ensuring an appropriately qualified person connects and repairs your own appliances and fittings.		•	•
Reporting faults with utility meters to utility suppliers		•	•
Allowing access for any servicing or repairs to your electrics		•	•
Faulty plug sockets	•		•
Faulty light fittings and switches	•		•
Extractor fans and pull cords	•		•
Hard-wired doorbells	•		•
Hard-wired smoke and carbon monoxide detectors	•		•
Electrical hazards, such as exposed or sparking wires.	•		•

Sewers and water			
Your home comes with a supply of hot and cold water with fixtures in the kitchen and bathroom..	●		
Containing leaks and preventing water damage where possible		●	●
Contacting your water company if you have problems with your water supply		●	●
Reporting problems with private and shared sewers to your water or sewage company.		●	●
Leaking pipework	●		●
Storage tanks and water cylinders	●		
Any blockages cracked or collapsed drains that are not the responsibility of the water or sewage company. (rechargeable if caused deliberately or through neglect)	●		
Windows and Doors			
Before you moved into your home we made sure it was secure. We changed the entrance door lock and provided you with a full set of keys. All windows and internal doors should be fully functioning.	●		
Lost door and window keys		●	●
Arranging access to your home if you are locked out		●	●
Keeping internal doors in good condition		●	●
Keeping windows clean and wiping away moisture and mould		●	●
Ventilating your home and preventing condensation issues		●	●
All door and window locks, and fixture and fittings not fitted by Magenta		●	●
Replacing broken glass (rechargeable if caused deliberately or through neglect)	●		●
Insecure external doors, frames and panels	●		
Fire doors	●		
Windows that do not open or close	●		●
Blown double glazed windows that you cannot see through them	●		●
All door and window locks fitted by Magenta Living.	●		●

Gardens			
We will arrange communal and estate grounds maintenance.	•		
If you have a private garden, it should be free of any items harmful to people such as animal fouling or other hazards		•	•
Looking after your garden, including caring for lawns, hedges and shrubs		•	•
Weeding paths, paving and driveways		•	•
Removing rubbish		•	•
Clothes lines		•	•
Garden sheds, including locks		•	•
Garden features, such as ponds and decking.		•	•
Rear garden boundary fences (and rear garden gates) bordering onto public spaces	•		
Trip hazards in paths, paving and driveways that provide access to your home	•		
Unsafe garden walls and fixtures	•		
Carrying out work to trees where they are dead, diseased or dangerous	•		
Treating Japanese knotweed and other invasive plants	•		
Clothes post and rotary driers supplied by Magenta	•		
Pests			
Keeping the inside of your home clean and not attracting pests (this includes discarded rubbish or putting food out for animals)		•	•
Minor mice and other pest treatment within your home (Blocking holes where pests are gaining access		•	•
Major infestations including rats, pigeons, pharaoh ants, and cockroaches	•		
Pests that infest multiple flats, communal areas or sheltered accommodation	•		

Rechargeable Repairs

We will only carry out repairs that are tenant/leaseholder responsibility when there is a significant health and safety risk or non-repair would cause further damage to the property. For example: a blockage to a toilet, or if a member of the household cracks a window.

If we carry out a repair that is tenants/leaseholders responsibility we have the discretion to charge for the cost incurred by Magenta Living plus an administration fee and VAT.

Tenants/leaseholders will be asked to pay the estimated cost in advance and if the actual cost is different Magenta living will either refund or ask you to pay the difference.

Magenta Living may also charge tenants/leaseholders if they have caused damage to the property or unreasonably miss an appointment.

Response times

For emergency repairs, where there is an immediate danger to the occupant or members of the public we will attend within 24 hours.

For all non-emergency repairs we will arrange a mutually convenient appointment time and date to be attended to within 21 working days.

For other repairs and replacements programmes if we agree to do it, they may be added to a longer term programme.

Vulnerability

Magenta has a separate policy relating to vulnerable households, but the table below offers a brief guide to the extra assistance that may be available to the most frequently referenced vulnerable groups. It is not exhaustive and is only a brief guide. Application for additional assistance will only be provided if the need is genuine, cannot be assisted by others, and the issue would be further exacerbated if not given additional priority.

Additional assistance may be given in the following circumstances	Elderly	Disabled	Chronic illness	DV Abuse	Hate Crime
Coordinate Appointment with carer/ organisation	•	•			
Move Furniture to carry out a repair	•	•			
Take up carpet to carry out a repair	•	•			
Change a light bulb	•	•			
Change external lock when keys are lost/stolen	•			•	•
Glaze external window broken by others	•			•	•
Check fire detector/ install new batteries	•	•			
Accelerate a repair priority if relevant to vulnerability	•	•	•	•	•
Signpost to other source of help	•	•	•	•	•
Clear an overgrown garden (no other assistance available)	•	•			
Clear rubbish dumped by others	•	•			
Female Operative to attend (if available)	•			•	
Forced entries (no recharge)	•				

4. Implementation

The policy will be effective from November 2018.

Electronic copies of the policy will be available on YETI/web site as of the above date.

5. Consultation

The proposed policy was discussed with members of the Scrutiny and Consultation Panel on 30/8/18. Their views have been fully considered and incorporated where applicable within the body of the policy.

6. Equality Analysis

We believe all people should be treated with dignity and respect regardless of their age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including, nationality, ethnic or national origins), religion, belief or non-belief, sex, or sexuality or by association with someone with any of these characteristics or perception of having any of these characteristics.

The EA was undertaken on 4/10/18 by Dominique Blundell, Justin Danher, Emma Brown, Anita Kenton and Leah Gibbins and was rated as green. The EA will be reviewed on 4/10/2021.

7. Monitoring Performance

This policy's effectiveness will be measured using relevant Performance Indicators such as repairs completed within defined priorities, appointments made and kept and works completed on the first visit. Benchmarking, customer feedback/complaints.

8. Scheme of Delegation

The responsible authority for approving this policy SLT Lite 22nd October 2018 and ELT Board 31st October 2018.

The responsible AD for formulating this policy and ensuring its effective implementation is Assistant Director of Asset Management date November 2018.

The responsible officer for formulating, reviewing and monitoring implementation of procedures associated with this policy is Dominique Blundell.

9. Policy Review

The policy will be reviewed every 3 years or earlier if deemed necessary though the performance monitoring process.