**SCHEDULE 5**

**REPAIRS AND MAIINTENANCE SERVICE**

**REPORTING REPAIRS**

**For repairs call 0330 1234 034**

Bromford have a 24 hour a day 7 days a week reporting system. Between the hours of 8.00 am and 6.00pm calls are dealt with by Bromford colleagues. Out of hours calls are directed to a specialist company who ensure that emergencies are dealt with.

**You can also report repairs by:**

* Text a repair request to **07797 805 606**
* Online at http://www.bromford.co.uk [**Report a repair**](http://www.bromford.co.uk/my-bromford-account/my-home/report-a-repair/)
* You can also report repairs using the Minicom/ Textphone: **0330 1234 031** (8am - 6pm).
* Visit BT website [**http://www.btplc.com/**](http://www.btplc.com/) or [**http://www.textrelay.org/**](http://www.textrelay.org/) who offer a Text Direct service that can be used any time of the day -full details on how to use this service can be found on the websites.

**When reporting a repair you need to tell us:**

* Flat or room number if repair relates to an individual unit.
* your name and address
* Is the repair for external repairs, e.g. fence, guttering
* Is the repair for internal repairs, e.g. lights, doors in communal areas
* Details of the repair required
* how serious the problem is

Please let us know whether there are any special circumstances such as anyone vulnerable living at your property - such as a young child, or a disabled or elderly person or if you live in supported housing accommodation or are the Managing Agent and/or the Care and Support provider calling on behalf of a customer.

**Our repairs service:**

* We want to give you a high quality value for money repairs service. We have in-house repair teams and employ contractors. When we visit your home we should always provide a good quality service.
* We will make an appointment to carry out a repair to fit around your needs. We will let you know if we can't keep an appointment and we need you to tell us if you will not be at home when we plan to call.
* Our teams and contractors carry ID which states their name and employer. Never let anyone into your home unless you can identify them - if you are concerned, call us for advice.

**Our repairs teams will:**

* be polite and treat you and your home with respect
* protect your home and belongings while they are working - if you are able, they may ask you to move things so they can do this
* install and remove equipment (such as scaffolding) as quickly as possible
* ask if they need to use your water, gas, electricity to do their job
* ensure all services are left connected, unless work in progress prevents this, which they will tell you about
* provide alternatives if services need to stay off overnight

**They won't**

* use your facilities without asking
* have meals or breaks in your home, unless you say they can
* use radios, play music or smoke in your home
* leave materials and tools in dangerous or inconvenient places

**How quickly will the repair be done?**

All repairs are important but we need to deal with them in order. We will tell you the priority when you contact us, and make an appointment for the repair to be carried out.

* **Immediate repairs** - may lead to injury or property damage if left. We will attend within two hours and make safe. Examples: gas escapes, dangerous wiring, etc. major problems with drains, blocked toilet (and there is no other toilet available), major leaks or burst pipes
* **Emergency repairs** - may lead to injury or property damage if left but do not need immediate action. We will attend within 24 hours. We may attend and make safe, and then make an appointment to return to complete the work. Examples are total loss of power, loss of heating in winter months, loss of water, gas or electricity supply, boarding up of a window that has been damaged, unsafe power in lighting socket, total loss of communal lighting, toilet not flushing (and there is no other toilet available), initial call out to a faulty white good such as washing machine, fridge/freezer to ascertain repair or replacement.

To help manage 'emergency repairs' we have split our response times into two categories and can agree with you either a **'Same Day'** or '**Next Day'** response depending on the level of need.

* **All other repairs** - we will book an appointment that is convenient for you. Examples: extractor fan in the kitchen or bathroom not working, kitchen cupboard is loose, small leaks which can be contained.

**Hints and Tips:**

Where the accommodation is a registered care home or supported living (shared or not) for vulnerable customers (learning and/or physical disability, mental illness) it is important to clarify any requirement or request for an immediate or emergency response.

Examples:

a) where there is another working toilet in a property responding to a non working one may not be considered an emergency as we will expect you to use the alternative one available. However, if you have reasonable health and safety and/or anxiety impact concerns because of the customer group then please emphasise the need for any emergency response.

b) where power failure, which is an emergency 24 hours response under normal circumstances, has a detrimental effect on customers who are vulnerable affecting their health and wellbeing, need for specialist equipment or causes behaviour concerns that cannot be managed safely then again please explain to the Customer Contact Centre so they can understand any risk and why this cannot wait.

c) with a request to replace glazing which has been damaged (if this is a crime you will need a crime reference number) we will send someone to board up the window as an immediate response to make safe, however you will need to report a second job request for the window to be repaired (do not rely on the contractor to do this).

d) we are not responsible for changing light bulbs. If you have any faulty lights which you believe we should respond to then please provide details such as where this might be a sealed fitting which cannot be easily accessed and/or may include a need to work at height.

If you believe the Customer Contact Centre is not responding reasonably to any priority request then please contact the Agency Services team during normal working hours who will be able to advise further and intervene as necessary.

**DEFINING REPAIRS, CYCLICAL, PLANNED AND SCHEME/ESTATE IMPROVEMENTS**

**What is a repair?**

A repair isto restore (something damaged or broken) to good condition or working order. Bromford is responsible for all repairs to its assets that are caused by fair wear and tear.

**What are cyclical/planned works?**

* Kitchens replacement to include replacement of the floor, wall tiles, units, worktop and sink
* Bathroom replacement to include replacement of the floor, wall tiles, sink, toilet and bath/shower
* Windows and entrance door
* Internal and external decorating to include all internal communal areas and the external of the property*.*

We also complete other cyclical works and services e.g. Gas, Oil & Solid Fuel, Electrical Safety, Fire Equipment Installation Inspection, Testing & Servicing and Asbestos other building components such as roof, guttering etc.

**What is an estate improvement?**

Estate improvements include:

* New estate amenities (e.g. new boundary fencing, security lighting or car parking)
* Significant upgrading or improvement of an existing provision (e.g. changing a gravel car park to tarmac, timber fence to metal railings, redesigning bin store)
* Is in excess of £1,000 in value.

**Estate improvements are not:**

* Repairs to any item that already exists, but needs maintaining (e.g. repairs to fencing).
* Tree surgery or additional planting on an existing scheme
* Small works under £1,000 that can be dealt with under the “Scheme Improvement Procedure”.
* Planned works of main components that are delivered by the investment delivery programme (e.g. replacement kitchens, heating systems, windows, door entry).
* Cyclical Works (e.g. decoration, servicing, testing)

**What is a Scheme Improvement?**

A Scheme Improvement is a small improvement, to an estate or scheme that is:

* paid for out of a limited annual budget allocated to Supported Schemes
* estimated as under £1,000 in value per individual improvement
* something that is new and has not previously existed (e.g. new fencing security lighting, or planting)
* significantly upgrading something that is already in existence (e.g. extra security lighting, improved signage, replacing a wooden fence with a brick wall)

**Scheme improvements are not:**

* Repairs to any item that already exists but needs maintaining (e.g. repairs to fencing).
* Larger works which may be carried out under the "Estate Improvement" procedure.
* Planned works to main components that are delivered by the investment delivery programme (e.g. replacement kitchens, heating systems, windows, door entry)
* Cyclical works (e.g. decoration, servicing, testing)

**Estate and Scheme Improvement Process:**

The priority for completion of bids will be assessed as:

**PRIORITY 1 : Health and Safety**, e.g. Environmental and tripping hazards that do not fall within repairs and maintenance. The provision of bin stores or communal issues that are creating a health and safety risk

 **Safe and Secure,** e.g. New or enhanced lighting, fencing works etc, to secure areas. New gates to communal areas to give additional security

 **Anti Social Behaviour,** e.g. Any deterrent measures that will help resolve ASB cases, submitted in conjunction with the Community Safety Team

**PRIORITY 2: Enhancements**, e.g. Where estates look tired and need upgrading. Improving communal area aesthetics, replacement of landscape areas with slabs or block paving,

 **Landscape works**, e.g. New additions or significant upgrading

Scheme and Estate Improvement Requests will be subject to agreement with the Agency Services Team and/or a Bromford Surveyor who will advise details of how these are to be referred. Requests of this nature should not be referred to the Customer Contact Centre.

**Aids and Adaptations**

As with scheme or estate improvements requests for aids and adaptations which relate to the changing need of a customer should not be referred to the Customer Contact Centre. Where this type of work is required a customer assessment to support the application should be discussed with the Agency Services team to agree the suitability of the request and any funding arrangements which may need to be considered.

**PROPERTY INSPECTIONS**

**Property MOT's -** will be conducted to minimise responsive repairs.

* Rectify minor repairs at the inspection visit.
* Order follow-on repairs to complete identified major repairs or to complete minor repairs, which we could not complete at the MOT visit
* Complete scheduled repairs to prevent further property deterioration
* Inspect building components to assess their remaining life and condition
* Assess and alert colleagues and customers to any identified hazards (such as asbestos, HHSRS etc.)
* Ensure that the Agency is fulfilling their responsibilities

Initially scheduled every 3 years but may vary this depending upon property condition and influence planned programmes.

**Surveyor Visits** - these can be arranged in order to make a decision on the type of repairs required or where this may be required to inform or update any planned or cyclical works.