

Policy Statement & Purpose

We care about the people who live in our homes and are committed to providing safe, secure and warm homes. We treat people how we wish to be treated, with fairness and respect. The Bromford DNA is at the heart of who we are, what we do and why we do it. That's why our purpose is simple and honest. We invest in homes and relationships so people can thrive.

This policy sets out the requirements of the responsive repairs service for how we will:

- a) maintain homes to meet regulatory and legislative requirements
- b) deliver a timely, high-quality customer focussed service, with a right first-time approach, maintaining homes in good repair
- c) maximise operational efficiency and demonstrate value for money in our decision making and procurement activities
- d) enable customers to influence how the service is developed. We will prioritise, measure and report customer satisfaction and use customer engagement and insight to continuously improve

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Scope

The principles and terms within this document apply to the responsive repairs process in place in Bromford. It applies to all homes, communal areas and garages where Bromford have a responsibility for repairs through tenancy and lease agreements. Depending on whether a customer rents, is a leaseholder or owns/part owns their home, there will be some differences in the repairs they are responsible for within their own home and what repairs Bromford is responsible for. The Policy is relevant to all Bromford colleagues and customers. Contractors, acting on our behalf delivering responsive repairs are expected to align their working practices with this policy.

This policy does not cover or apply to planned or major works, cyclical maintenance, aids and adaptations or works in empty homes.

Reference Materials

List of Referenced Documents
Asset Management Strategy
Gas Safety Policy
Electrical Safety Policy
Asbestos Management Policy
Waste Water Safety Policy
Fire Safety Policy
Lettings Policy
Tenancy Management Policy
Income Management Policy
Data Protection Policy
Equality Diversity and Inclusion Policy
Health & Safety Policy
Vulnerability and Inclusive Services Policy
Procurement Policy
Complaints Policy
Adaptations Policy
Financial Regulations and Standing Orders
Customer Engagement Strategy
Chargeable Repairs and Services Policy
Customer Alterations Policy
Contractors Code of Conduct Service Standard
Customer Website Information: How to guides - Help and advice - Bromford Repairs and maintenance guidance - Repairs and alterations Bromford

Responsibilities

The **Customer Forum** is responsible for oversight of operational performance relating to this policy.

The **Chief Customer Officer** has overall responsibility for customer experience and compliance with the Consumer Standard.

The **Director of Service Delivery** is responsible for strategic oversight of this policy, that adequate provision for resource is in place, with evidenced assurance that all regulatory and health and safety legislation relating to repairs and maintenance is being complied with.

The **Heads of Service Delivery and M&E** are responsible for operational delivery of this policy, ensuring operational management of adherence to all health and safety regulations.

The **Head of Planning** is responsible for operational management of the planning and scheduling of responsive repairs, maximising operational efficiencies and leading transformation programmes relating to the scheduling system.

The **Head of Performance** is responsible for driving operational performance of service delivery through performance reporting and analysis, analysis of financial performance providing recommendations for change, leading and advocating transformation programmes to embed new ways of working.

The **Health & Safety Team** are responsible for providing technical advice, policy, procedures and supporting organisational arrangements to meet the obligations of the Health and Safety at Work etc. Act 1974.

The **Business Applications Team** are responsible for supporting the delivery of this policy, developing and maintaining systems to support operational delivery of the Policy, developing and maintaining arrangements for system related contact with customers.

The **Insight Team** are responsible for supporting the delivery of this policy, capturing customer insight and feedback and maintaining the customer insight framework.

The **Customer Service Team** are responsible for implementing this policy, internal control systems and processes.

The **Customer Engagement Team** are responsible for supporting engagement with customers.

The **Procurement Team** are responsible for support in the delivery of this policy, in the delivery of responsive repairs procurement and ensuring relevant documents are issued during the procurement process.

The **Commercial Team** are responsible for support in the delivery of this policy, developing and maintaining fleet, material and procurement arrangements.

The **Finance Team** are responsible for financial reporting, co-ordinating and collating the annual budget associated with delivery of this policy, performance reviews, forecasts and plans.

All **leaders** within directorates who use the policy are responsible for ensuring that the Policy is communicated and effectively implemented, ensuring colleagues are aware of their responsibilities.

All **colleagues** are responsible for carrying out their work in line with this policy and associated procedures and processes, applying Bromford's core competencies in everything they do, considering asset compliance in all activities, notifying of any activity which puts compliance at risk and reporting non-compliance to management as soon as possible.

All **contractors** are expected to align their service, with this policy and operate in adherence to the Bromford Contractors code of conduct, which includes health and safety and acceptable behaviour that it expects all service providers to adhere to.

Legislative Requirements

The key pieces of legislation relating to this policy are:

- Regulator for Social Housing Consumer Standards: Safety & Quality Standard & Transparency, Influence and Accountability Standard
 - The Decent Homes Standard
 - Housing Health and Safety Rating System (HHSRS)
 - Landlord and Tenant Act 1985
 - Health and Safety at Work etc. Act 1974
 - Decent Homes Standard 2010
 - Common hold and Leaseholder Reform Act 2002
 - Party Wall Act 1996
 - Secure Tenants of Local Authorities (Right to Repair Regulations) 1994
 - Construction (Design and Management) Regulations 2015
 - Building Safety Act 2022
 - The Homes (Fitness for Human Habitation) Act 2018
 - Control of Asbestos Regulations 2012
 - Equality Act 2010
 - Work at Height Regulations 2005
 - Regulatory Reform (Fire Safety) Order 2005
 - Housing Act 2004
 - Management of Health and Safety at Work regulations 1999 (as amended)
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- The Gas and Safety (Installations and Use) Regulations (GSIUR) 1998 as amended
 - Leasehold Reform Act 2024
 - The Workplace (Health, Safety and Welfare) Regulations 1992
 - Electricity at Work Regulations 1985
 - Building Regulations 2010
 - Pre-Action Protocol for Housing Disrepair
 - Control of Substances Hazardous to Health (COSHH)
 - Provision and Use of Work Equipment (PUWER)
 - The control of Noise at Work Regulations 2005
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Principles

Bromford's approach to responsive repairs will meet regulatory requirements, provide a high-quality customer focussed service, maximise operational efficiency and promote customer engagement and continuous learning from insight. To achieve this:

Reporting a repair

- Customers will be provided with clear information to enable them to understand the importance of reporting a repair and how this can be done, which can also be found on our website. [Sign in - Bromford](#).
- The service will be accessible via a range of ways for customers to report a repair. This includes the internet using our website www.bromford.co.uk, the customer portal and by telephone (0330 1234 034) where Customer Service Advisors are available Monday to Friday 8am-6pm.
- An out of hours emergency service will operate outside normal working hours. The same contact telephone number shall be used to access the out of hours emergency repair line.
- A variety of methods can be used by our customers when reporting repairs. Customer will be provided with support to report repairs. This could include providing translations for community languages on our website and a translation service available for telephone calls. Additional support is available for customers who have difficulty reading and writing through digital@bromford.co.uk and advice on AbilityNet. Translation services are available through our website, using the embedded Google Translate tool at the top of the website. Further information can be found at www.bromford.co.uk/open-and-transparent/accessibility.

Repair appointments

- Work will usually be carried out in customer's homes between Monday and Friday 8am to 5pm. Work may be carried out, outside of these hours when the service is adapted for customers or to meet increases in repair demand.
 - All repairs will be completed by appointment at a date and time agreed with the customer. The appointment will be communicated via telephone and/or via text message and/or email.
 - Where an appointment is requested by the customer beyond the usual timescale for repair, these shall be appointed to meet the customer request (up to a maximum period of 50 days) with the associated priority for that repair amended and a record made.
 - Where follow on work is required to complete a repair, an appointment will be made with the customer prior to the engineer leaving the customer's home, where possible.
 - Bromford do not want customers to be disadvantaged in accessing and using our services and are committed to making reasonable adjustments for customers where possible. This would mean making a change, either physically, or via a different working practice, to avoid or minimise any disadvantage. We will always consider a customer's vulnerability and
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information given to us at the time of reporting a repair and make changes where possible. In all cases we will record our decision making.

Timescales for repair

- Bromford will prioritise the most serious repairs based on statutory responsibility, risk and urgency. This will follow the principles set out in the Bromford schedule of rates.
- Emergency repairs are repairs where people are in danger, or a home or property has been or could be seriously damaged. Bromford will attend and complete these repairs within 24 hours. We will endeavour to attend all emergency repairs within 2 hours of the repair being reported.
- Where emergency repairs are reported outside working hours these will be made safe, isolated within 24 hours, endeavouring to attend within 2 hours where possible. Permanent repairs may be rebooked during normal working hours.
- On occasions, an individual repair will not remedy the defect and more complex repairs will be identified. This happens in instances where components repeatedly need to be repaired, or the defect is complex in its nature.
- In cases where a repair is identified and Bromford cannot gain positive contact or access and the repair is not related to health and safety, the customer will be contacted on 3 occasions, between 8am and 6pm across a minimum of two separate days between Monday and Sunday. When no contact is made the repair will be cancelled.
- In cases where a repair is identified, no access is gained and it is related to health and safety, colleagues across Bromford will work together to gain access.

Priority of repair	Description	Working day target completion time
Emergency in and out of hours	Works that present an immediate danger to customers or members of the public and/or will result in severe damage to property. Make safe/ secure / isolate as minimum, repair if possible.	24 hours
Urgent repairs	Work that required urgent attention to prevent future damage to property with no immediate danger to person and/or property.	5 days
Routine repairs	Work that does not pose a significant risk to customers/public welfare or safety and will not cause further damage in the short term.	20 days
Complex repair or Specialist works, preventative maintenance	Work that falls outside of the usual scope of responsive repairs that require additional time due to manufacture, complexity, or specialist trade, examples include window replacements, roofing works with scaffolding, plastering. Preventative work such as pre-winter maintenance.	90 days

Customers are asked to:

- provide access for engineers to carry out works.

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- report repairs early so they do not cause a larger problem in the longer term. They can do this via Bromford's customer portal or by telephone Monday to Friday 8am-6pm on 0330 1234 034.
 - report emergency repairs via telephone. If there is an emergency outside working hours the team will make the area safe. Permanent repairs may be rebooked after during normal working hours.
 - tell us if they need us to make alternative arrangements in their home so we can adapt our service where possible.
 - test their smoke and carbon monoxide alarm once a month, ensuring that it is clean and dust free.
 - tell us if they are experiencing condensation, damp and mould. We want customers to live in a good quality home and damp and mould can affect health and the condition of homes.
 - undertake minor repairs where they are able and avoid anything which may result in blockages to pipes and drains, such as disposing of fat, oil, wipes and nappies.
 - keep the inside of their home in good condition and keep the garden tidy. This includes maintaining grass, plants and tree branches within the property boundary so as not to cause nuisance to other customers.

In principle, our approach will be to carry out responsive repairs using our own engineers. Specialist works or during periods of peak demand works may be allocated to contractors. Contractors acting on our behalf to deliver responsive repairs are expected to align their working practices with this policy.

Repair responsibilities rented customers

- Repair responsibilities are placed both on Bromford and our customers. These are set out within occupancy agreements and form the legal "contract" between landlord and tenant. Responsibilities are set out on our website [Which repairs are my responsibility? | Bromford](#) and contained in the Responsive Repairs Service Standard.

Repair responsibilities leaseholder repairs

- Bromford is responsible for maintaining the structure and exterior of a customer's home and communal areas. Leaseholder responsibilities are set out in the lease. Leaseholders are typically responsible for all internal repairs and maintenance. Bromford are typically responsible for the external structure such as the roof, gutters, outside drains, and outside walls. Leaseholders are responsible for the costs of repairs and maintenance and improvement undertaken by Bromford subject to s20 consultation requirements, where applicable.

Repairs at new homes

- Defects at new homes are typically repaired by the contractors who built the home. This arrangement is typically in place for the first 12 months from building completion and is known as the defects period or warranty period. During this time repairs should be reported in the usual way. The defects period will be identified and Bromford will instruct the contractor if relevant, to attend within a reasonable timescale. After 12 months Bromford take responsibility for repairs and maintenance. Further warranty may apply, if, specific parts of the property have not been built to the NHBC requirements in force at the time the home was built. If relevant, this process will be managed by Bromford.

Communal repairs

- Bromford will ensure communal areas are kept in reasonable repair and fit for use. Areas include general need blocks, independent living schemes, common parts of leasehold and shared ownership schemes.

Chargeable repairs

- Where it is identified that a repair is the customer's responsibility, Bromford reserves the right to complete such repairs and recover the full cost of such work from the customer as per our chargeable repairs policy. Bromford considers damage to a property by a customer a breach of the occupancy agreement.
- If damage is caused by criminal action to a home, customers must report this to the police and obtain a crime reference number, so this can be provided to Bromford. We will arrange for the repair to be carried out without charge.

Customer engagement

- Bromford will engage with customers from the Customer and Communities Network (CCIN), Customer Scrutiny group (CSG) and customers located in communities as part of the Local Involvement Network (LIN) enabling customers to shape the service and influence how the service is developed. Customers will be involved and influence the redesign of the service, any changes to this Policy and the responsive repairs service standard.
- Customer satisfaction and advocacy will be measured through our feedback programme via transactional feedback surveys. Survey results are analysed every month to help us understand where we do things well and where we need to improve. In addition to the feedback we collect from customers, we continue to use our management information data to support an evidence-based approach to insight – sourcing data from customer services, complaints and repairs as well as other channels to give a broad and transparent view of the voice of the customer.
- Our combined insight is brought together in our quarterly voice of the customer report which seeks to understand information from a broad range of channels such as customer feedback, complaints, customer services and social media to name a few. Leaders from across the business, our Customer and Communities Influence Network (CCIN) and Locality Influence Networks (LINs) use the report to identify what is of most value to customers and this enables us to draw conclusions about where our resources and service reviews should be prioritised and understand how we can improve our customer experience. Benchmarking of our performance is completed with HouseMark monthly.

Health and Safety

Our Health and Safety Policy and subordinate procedures outlines how we manage the delivery of our services in accordance with legislation, regulations and best practice. This includes the completion of both 1st and 2nd line assurance inspections linked to Health & Safety. Our Health & Safety policy and associated procedures are all available on the Corporate Document Library.

Performance Monitoring

The following areas of performance are measured to support compliance with this Policy:

- Customer advocacy/satisfaction
- Customer ease of use of the responsive repairs service
- First time fix
- Completed job timescales
- Level of live repairs
- Budget/spend

Bromford will monitor compliance with this policy through:

- Daily operational meetings, weekly/fortnightly performance meetings, monthly business reviews
- Performance indicators

- Number and detail of complaints
- Customer feedback and insight
- Internal audit

Training will be provided to colleagues which is relevant, suitable and sufficient and meet legislative requirements.

This policy will be reviewed every three years and in line with changes to government guidelines.

Assurance Framework

Bromford has adopted the ‘three lines of assurance’ model. It is built upon Bromford’s strong control culture and organisational delegation of responsibility. It is the responsibility of managerial and supervisory colleagues within business units who use the policy to ensure that the policy is communicated and effectively implemented, and to ensure colleagues are aware of their responsibilities. Adhering to policy and underpinning procedures ensures we continue to operate within our overall risk appetite as a business.

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