



PRIMA
GROUP

**Repairs and
Maintenance Policy**

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Repairs and Maintenance Policy

1 Aim of the Policy

The aim of the Repairs and Maintenance Policy is to:

- Provide a prompt, efficient and Value for Money responsive repairs service.
- Provide an effective and responsive repairs and maintenance service to keep homes and communal facilities safe and in good repair.
- Achieve benchmarked high standards of customer care and consistently high levels of customer satisfaction.
- Make sure residents live in a safe and secure environment.
- Aim to achieve a high rate of first-time fix of repairs and complete repairs right first time.
- Ensure compliance with all legal duties and guidance In particular to minimise losses sustained through disrepair claims. Ensure that an appropriate balance between responsive maintenance and planned maintenance is maintained.
- To ensure the actions contained in the Government’s Social Housing White Paper (published in November 2020) are encompassed in the delivery of the repairs and maintenance service and residents are at the heart of what the Prima Group does.

2 Who does this Policy apply to?

This policy applies to repairs and maintenance work carried out on all Prima Group’s housing stock and includes communal areas and environments. It applies to the Group’s tenants and leaseholders.

This policy does not include gas servicing. This is covered in the Group’s Gas Safety Policy.

3 Policy Statement

Prima Group aims to provide an efficient, Value for Money repairs service by making sure its homes are regularly maintained and improved. Prima Group has a duty to repair properties under the Landlord and Tenant Act 1985, Homes (Fitness for Human Habitation) Act 2018 and the Housing Health and Safety Rating System guidance (HHSRS). Tenants also have a duty under their tenancy agreement to undertake certain repairs and to report any required repairs to us.

Prima Group aims to provide a service that ensures we meet our obligations to tenants and is efficient; provides Value for Money and most importantly meets the needs of tenants.

4 Risk

Prima Group recognises the risks surrounding repairs in its properties. An effective Repairs and Maintenance Policy will keep tenants safe, ensuring compliance with the legislative and regulatory requirements and minimise the reputational risk and damage that can be caused. Completing necessary repairs quickly and efficiently will also reduce the impact on the voids team when the property becomes vacant.

Repairs to Prima Group properties are essential to ensure the wellbeing and that residents live in a safe and secure environment.

Having an effective and efficient repairs and maintenance service will minimise the potential of any disrepair claims.

5 Documents this policy is to be read in conjunction with

- Safeguarding policy and procedure.
- Equality, diversity and inclusion policy.
- Aids and adaptations policy.
- Charging policy (Re-Charges).
- Mutual respect procedure.
- Customer Complaints policy and procedure.

6 Prima Group Approach

In simple terms, a responsive repair is an item of minor or routine maintenance, generally of a value of no more than £500, which is the landlord's responsibility in response to either a request from a customer or identification of a requirement to repair by a Prima Group employee.

Prima Group offers several ways for residents to report repairs to us. Residents may:

- Contact the Customer Experience team on 0151 452 0202, this is a 24-hour, 365 day a year telephone answering service.
- Report online at www.primagroup.org/contact-us, webchat or other promoted digital channels and Report via the Prima Group Customer App.

Wherever possible, works should be ordered by the Customer Experience Team at first point of contact, using either information provided by the resident in reporting the repair, or a virtual inspection tool (for example XM Reality or video call). Generally, repairs that require skilled diagnosis, such as damp / mould complaints or extensive repairs to kitchen, bathroom etc, would be allocated to the appropriate area surveyor or team member.

Where no surveyor is available, repair requests should be forwarded to the Repairs Manager for actioning and allocating to the team.

Any colleague who deals with a repair request from a customer should be mindful that repair requests become a matter of record once we are informed and these may be used in evidence by, or against, Prima Group in any disrepair claims that may arise. They should avoid recording statements that cannot be evidenced remotely or without technical assessment, such as noting a property as 'damp', instead stating that tenant has reported moisture or condensation related issues, before allocating the request to a surveyor for inspection.

In order to ensure works completed are of the

7 Repairs Priorities

In order to ensure residents receive an effective service Prima Group will prioritise repair requests into categories which have different response times, as follows:

- Emergency Repair - within 24 hours of the repair being reported.
- Urgent Repair - within 48 hours of the repair being reported.
- Routine Repair (5 days) - within 5 working days of the repair being reported.
- Routine Repair (15 days) - within 15 working days of the repair being reported.
- Major Repairs - within 90 working days of the repair being reported.

7.1 Emergency Repair – within 24 hours of the repair being reported

If a repair that has been reported to Prima Group has been determined to be an emergency, Prima Group will attend within 24 hours to ensure that the property is in a safe condition. Any further comprehensive works will be carried out as a routine repair and will be completed within 15 working days.

Repairs that are normally categorised as an emergency are those that:

- Put people in danger.
- Make tenants home unsafe or insecure.
- Damage the property.
- Make the existing damage worse; or
- Creates unreasonable risk, suffering or difficulty.

Examples of emergency repairs include:

- Total loss of electrics.
- Bare or live electrical wires or fittings.
- Faulty electric cooker point.
- Water leak from storage tank.
- No single form of heating or hot water (between October-April).

- Escape of gas or fumes.
- Broken doors or windows causing the property to be insecure.

Emergency out of hours repairs service:

Prima Group provides an out of hours service for emergency repairs, those that occur outside of our normal office opening hours and cannot wait until the next working day. This is in place from 5pm in the evening until 9am in the morning, all day over the weekends and on Bank Holidays. The phone service is also available on a Wednesday morning. Prima Group contractors will attend to make the emergency repair safe and secure, and the full repair will normally be completed during normal working hours by appointment with the resident.

7.2 Urgent Repair – within 48 hours of the repair being reported

Prima Group identify repairs that are not of an emergency nature but will be required to be completed within a short timeframe or on any specific needs of a resident. We will complete an urgent repair within 48 hours of the repair being reported.

7.3 Routine Repair (5 days) – within 5 working days of the repair being reported

Prima Group identify that some repairs are not Emergency or Urgent but may not wait for 15 working days. These will be identified and categorised based on the nature of the works or any specific needs of the resident and in these cases, we will carry the works out within 5 working days.

7.4 Routine Repair (15 days) – within 15 working days of the repair being reported

When a repair does not pose an immediate danger or causes limited inconvenience, without serious discomfort, Prima Group will carry out a repair by appointment within 15 working days, or outside of this timeframe if otherwise agreed by the resident or where the work has been identified as part of a long-term programme of planned works.

Appointments will be offered between 8am and 12pm and 12pm to 5pm Monday to Friday. Saturday mornings appointments will be prioritised for residents who are unavailable during normal working hours. An 'avoid the school run' appointment slot between 10am and 2pm is also available.

It may sometimes be necessary to inspect certain works to ensure we accurately diagnose the fault. If this is the case, we will arrange for an inspection to be carried out to assess the nature and scope of the work. This inspection may be in person or done virtually. As part of the inspection, we will confirm with the resident what works will be carried out and when we expect that the work will be undertaken. We will then contact the resident to confirm the appointment.

Examples of Routine Repairs include:

- Central heating system (during cold months October-April) where back up heating (i.e. fire and hot water) is available.
- Roof leak: where no danger in relation to Health and Safety (falling objects) is present.
- Minor plumbing leaks.
- Insecure internal doors.
- Re-glazing.
- Re-fixing loose tiling, wall and floor.
- Defective kitchen unit door/drawer.
- Repairs to kitchen units; (Not handles or hinges).
- Easing and adjusting doors.
- Gutter leaks.

7.5 Major Repairs – within 90 working days of the repair being reported

Major repairs are works that require more planning, materials and resources than the typical routine repairs. The target for this type of work is therefore, set longer at 90 working days.

The identification of major repairs can be through a report made directly by a resident, an inspection completed by a Surveyor or through a stock condition survey.

Major repairs will be defined under the following criteria headings:

- Work covered by government legislation, such as party walls, etc.
- Structural work such as floor heave or subsidence.
- Whole floor elevation painting or roof tiling.
- Flat roof renewal.
- Chimney renewal.
- Repairs where scaffolding is required.
- Floor renewal.
- Large areas of paving.
- Garage forecourt renewal.
- Major fencing works.
- Major drains repairs or renewals.
- UPVC window renewals.
- Remedial work to cure damp problems

7.6 Variations

Variations are an inherent part of the ordering of repair and maintenance works where the majority of orders are raised remotely by Customer Experience Team members based on advice from residents over the telephone or via the web app / chat. Where a Surveyor has attended, an order may be based on an assumption prior to opening up or further specialist investigative works (a good example being drainage works where a Surveyor can make an educated assumption as to an issue but a cctv survey may be required to confirm exactly

what works are required.

Our main contractors have a £100 (net) self-authorisation limit and the ability to enter a revised cost and SoR codes into an order on the QL system remotely, to make the process smoother for customers. Should a variation in excess of £100 (net) be required, the contractors are required to contact the appropriate Surveyor for the property, or, if they are not available, the Repairs Manager or Repairs Assistant for approval.

8 Minor Adaptations

Minor adaptations are non-structural alterations or additions to a home costing less than £1,000. Examples of minor adaptations could include stair rails, grab rails, lever taps, additional sockets for medical equipment and flashing doorbells.

We aim to carry out minor adaptations quickly and complete them within 15 days of a request, these requests are carried out by the repairs and maintenance contractors and are funded via the adaptations budget.

For further information, please consult the Group's Aids and Adaptations Policy.

9 Repairs Obligation

The responsibility for looking after homes is a joint one between Prima as the Landlord and the resident as the Tenant (this is the person who holds the tenancy agreement over a Prima Group property). Repair obligations that residents are responsible for are shown at Appendix 1 of this policy.

In summary, Prima will maintain the structure and exterior of homes including drains, gutters and external pipes. Prima Group also has a responsibility to keep all fixtures and fittings for water, electricity and gas in repair and working order; this includes basins, sinks, baths and sanitary conveniences and installations for space and water heating.

The exceptions to this are repairs that arise as a result of deliberate, malicious, criminal or accidental damage caused by the Tenant, people living in their home or people visiting their home. In these cases, the Tenant will be responsible for the cost of the repair. Please see the Group's Charging Policy (Re-Charges).

It is a condition of our tenancy agreements that residents allow reasonable access to Prima Group staff and contractors for completion of inspections and works. Access rights are also contained in the following procedures and legislation,

- S7.6 of The Pre Action Protocol for Housing Disrepair Claims,
- S.11(6) Landlord and Tenant Act 1985,
- S.16 Housing Act 1988.

While it is acknowledged that our residents, like everyone else, can sometimes forget appointments or have competing demands on their time, incidences of no access should be considered to ensure that,

- a) They are not to the detriment of service delivery to other residents,
- b) That in not completing works where access has not been allowed by a resident, Prima Group does not expose itself to risk of claim (either for disrepair or personal injury) or reputational damage.

Where an order is 'no access', this should be recorded in the order notes and, where appropriate, a recharge issued to the tenant to cover abortive costs (see Charging Policy). In cases where works have been ordered and access not provided relate to defects that could constitute disrepair, under S11 of The Landlord and Tenant Act 1985, further appointments should be made and a follow up letter sent confirming appointment details and advising the resident that they have not provided access and this may be included as mitigation should a Letter of Claim subsequently be received.

9.1 Communal Repairs

Prima Group is responsible for the inspection and maintenance of any communal areas of buildings and will keep them in reasonable repair. This includes electrical lighting, shared entrances, halls, passageways, staircases, rubbish chutes or bin stores and lifts.

9.2 Repairs on Right to Buy Properties

Should a Tenant apply to buy their home under the "Right to Buy/Acquire" regulations, any repairs that we will carry out will be limited to ensuring the property is "wind and weather-tight". Once the purchase is complete the Group's repairs and maintenance obligations cease and become those of the new owner (the tenant who has purchased their home)

If the home is a leasehold and/or shared ownership, any obligations will be contained in the lease for the property.

9.3 Leasehold Properties

Prima Group has varying repair and maintenance obligations in respect of leasehold and shared ownership properties, which are determined by the obligations contained within the specific lease for each leasehold and shared ownership property.

9.4 Disrepair Claims

Disrepair claims are a claim for compensation under S11 of the Landlord and Tenant Act 1985 which puts a responsibility on landlords to properly maintain their properties. In addition, claims may be made under the Defective Premises Act and the Homes (Fitness for Human Habitation) Regulation, or a combination of all 3.

Disrepair is a major source of income for claims based legal firms and claims management firms and there is extensive evidence of advertising targeted at Housing Association residents encouraging them to make a claim as well as 'cold callers' employed by claims management firms who direct sell services on the doorstep, often under the guise of representing 'the council' or some other, non legal body. If the value of works required to put the property in question in a state of repair, or the compensation due to the tenant for breach of repairing obligations are in excess of £1000, the tenant is responsible to claim their legal costs. Almost all claims are made on a 'no win no fee' or conditional fee agreement so there is a very strong commercial motive from claims solicitors and claims management firms to ensure at least one of these criteria are met.

Volumes of claims received have varied over the pandemic period with usually 1 or 2 being delivered per month, however, with the proposed introduction of Fixed Cost Recovery to the majority of civil claims, we are beginning to see evidence of a ramping up before limits are put on the costs claimant solicitors can charge to approx. £2750 plus £25% of compensation awarded. This would be far below the usual £5-10,000 costs claimed if a claimant solicitor can demonstrate a landlord to be liable. The existing cost regime, with costs submitted to a test of 'reasonableness' will remain in place until the Fixed Cost Recovery rules are introduced and it is highly likely that claimant solicitors will attempt to take advantage of the more commercially advantageous current situation by submitting as many claims as possible prior to changes taking effect. The current estimate for introduction of Fixed Cost Recovery from the Civil Procedures Rules Committee, the section of the Ministry of Justice charged with introducing the new rules, is October 2022.

Prima Group have had a good record defending cases since around 2020 with the period from Q1 to Q3 2021-22 showing only one occasion where a claimant solicitor has been successful in claiming costs. This is due to taking a consistent approach to dealing with disrepair claims as follows:

- All communication with solicitors and tenants is to be carried out in writing
- An initial inspection is completed as soon as possible after the claim is received to assess the validity or otherwise of the alleged defects in the letter of claim
- Disclosure documents are prepared to show the repairs and contact history for the tenant and analysed to check for particular terms such as damp, condensation or any other alleged defect noted in the Letter of Claim
- A conversation takes place with the resident advising them that, while we cannot incentivise them to drop the claim, it is very common for claims to cost thousands in payment to solicitors and mere hundreds if anything in compensation for tenants and that this money comes from the repairs budgets. Many residents are less keen to claim when they realise the massive imbalance between their likely compensation and the solicitor's costs. If there is any penalty to the resident in cancelling a claim, Prima Group can assist in meeting the costs.
- Once the initial inspection is complete, works are ordered. Claimant solicitors often advise tenants not to let works be carried out but if they do grant access then it is harder for the claim to proceed and many residents would prefer works to be done

quickly when advised how long a disrepair claim can take (usually between 3-9 months to agree works required, compensation and or costs if appropriate).

- We never accept the claimant solicitors proposed single joint expert. While claiming to be impartial and not to represent or favour the claiming, there is a growing body of evidence showing that costs submitted by claimants' experts are considerably higher than those by either an in house surveyor, or independent expert.
- On completion of the inspection, we would usually only agree to carry out works recommended by our independent expert (other than those cases where differences have been minimal).

10 Insurance

Prima Group will insure homes against fire and for public liability risks.

Prima Group do not provide insurance for its residents' contents and routinely advise all tenants to take out a comprehensive home insurance policy to cover their possessions, including decoration, carpets and floor coverings. Prima Group advises about contents insurance at sign up to all Tenants, and can share details on low cost insurance schemes offered through the Northern Housing Consortium.

Residents are responsible for moving laminate flooring, floor covering and furniture prior to the start of any works.

11 Rechargeable Repairs

Tenants may be required to pay for repair or replacement if damage is caused to the property and its fixtures or fittings either deliberately or by their own neglect or the actions or neglect of people who live with or visit (including children).

Tenants may also be recharged for:

- The costs of any electrical or other faults or fires caused by them.
- The costs of any damage caused to the property as a result of the lawful execution of a warrant by the Police or other authorised body.
- The costs of any unnecessary call out made by them to the emergency repairs service.
- Cost resulting in gaining access to the property on the Tenant's behalf as a result of lost or forgotten keys.
- Costs for attendance where causes are traced to lack of utility supplies such as gas or electricity credit or consumable items such as light bulbs or batteries for which the Tenant/resident is responsible.

Residents are responsible for repairing, maintaining and replacing any equipment they have installed or any other addition, alteration or improvement, they have made with or without our permission. If non-standard items which would be deemed the responsibility of Prima Group as part of fixtures and fittings (installations), have been left in an empty property for the incoming Tenant then Prima Group has a responsibility to repair or replace the item.

Damage as a result of domestic abuse will not be recharged if the victim is known to us and actively engaging with support agencies and Prima Group.

12 Customer Standards

The following customer standards will be in place to inform residents of the level of service and standards they can expect from Prima Group:

- All Prima Group employees and contractors will be courteous and polite.
- All Prima Group employees and contractors will show identification on arrival at the property, and any other occasion they may be asked.
- If Prima Group must cancel an appointment or is running late it will contact the resident to advise them and if necessary, offer a new appointment time or day.
- Prima Group employees and contractors will never leave a property without informing the resident what will happen next and who will contact them.

Where a resident has a requirement for a more tailored service, for example due to a disability or personal circumstances, we will use our best endeavours to accommodate these requests in line with our Equality, Diversity and Inclusion Policy. For example, if a resident has a mobility issue, we will wait longer when we attend for an answer. If translation services are required, these will be provided. If a resident has hearing difficulties, we will send them a text message to let them know we are on our way/are at the property.

We welcome feedback from residents, positive and negative, in a variety of ways. Feedback can be provided over the phone, online, in person on site. Lessons learnt from complaints are also included within the feedback received. The feedback will be utilised to improve or consolidate the services we provide.

Where a resident is not happy with the service that has been provided, residents are encouraged to raise these at the time whilst the contractor or Prima Group employee is on site, or to report these to our Customer Experience Team who will follow up any concerns raised about the service to resolve these for you.

If the resident remains unhappy and has a formal complaint about the service provided or feels there has been a failure in service, residents will be asked to raise a formal complaint. Further information about this is contained in the Group's Customer Complaints Policy and procedure. The link to raise a formal complaint can be found [here](#).

Feedback on the Group's repairs and maintenance service is also obtained via customer satisfaction surveys. Monthly surveys are carried out on a sample of residents who have had a repair completed. The aim of the Group is for all residents to have the opportunity to complete a satisfaction survey, whether this be by telephone, text message or other channel.

Abuse aimed at Prima Group employees and representatives will not be tolerated, we will ensure that we investigate and take appropriate action if an incident occurs.

All employees and contractors are responsible for their own safety whilst working in customers' homes and in the community. There may be incidents where threats of violence could be made towards an employee or a contractor. Under these circumstances, Prima Group expects that these incidents are reported to the appropriate authority. Acts or threats of violence could be a breach of a tenancy and we will take appropriate action in these circumstances (see Mutual Respect Procedure).

12.1 Damp and Mould

In October 2021, the Housing Ombudsman Service published a report 'Spotlight on Damp and Mould – Its Not Lifestyle' urging landlords to take a more proactive approach to responding to damp and mould related complaints.

In considering the findings of the report, it is necessary to differentiate between penetrating or structural damp, and mould caused by condensation and to take a more considered approach to dealing with mould and condensation. Repairs to structural or penetrating damp are clearly a requirement of S11 of the Landlord and Tenant Act 1985 and Prima Group have an established approach to inspecting and ordering works where required. Where the issue is not structural and does not relate to penetrating damp, it is clear from the Ombudsman's Report that there is an expectation that consideration is given to options available to residents to minimise the risk of mould and condensation. The Ombudsman is clear that mould and condensation problems should not be passed back to the resident as 'lifestyle' related.

Antibacterial treatment is available for surface mould and anti fungal paint works to prevent its return. When presented with mould beyond de minimis occurrences or areas where air movement is limited, Prima Group will arrange cleaning and treatment. In addition, Data Loggers will be used to ascertain whether the cause of the mould is property based, in which case an appropriate repair can be ordered, or relating to higher than expected humidity or lower than expected temperature. Where excess humidity noted this can be a matter of education about the causes of condensation and mould, where lack of heating is identified, this can trigger assistance from the Income Team to assist residents in making cost effective choices to heat their home.

13 Safeguarding

Safeguarding is everyone's responsibility. All employees and contractors have varying levels of involvement dependant on job roles.

All Prima Group employees and contractors are responsible for raising alerts or 'concerns' where abuse may be taking place. Many employees such as the Repairs team members and contractors have frequent contact with tenants in their homes and may see, hear or be told something that suggests abuse or neglect may be taking place.

All employees and contractors are to ensure that their line manager or designated safeguarding officer are made aware of a potential safeguarding referral as soon as possible. Such incidents must be reported in line with the Group's Safeguarding Policy and Procedure.

14 Pandemic and other external factors

The ongoing Covid 19 outbreak continues to affect service delivery, albeit in a less severe way than at points over the past year where restrictions in place were more onerous. Prima Group will continue to follow Government guidelines to ensure employee and customer safety. Wherever possible, normal service will be maintained but it is foreseeable that, should rules change, service provision could be reduced to an emergencies only. Any changes made to the service will be with residents' needs in mind. We will inform residents where we are implementing any changes to service delivery in such circumstances.

15 Making sure we do what we say

This policy will be reviewed as and when needed but as a minimum of every two years.

We will publish details of the customer led improvements and what we have done to resolve complaints in the Annual Report.

All information collected through the various feedback mechanisms mentioned in the policy, will be used to help the Prima Group continuously improve the service.

The Group uses Key Performance Indicators (KPIs) to monitor the performance of the repairs and maintenance service as well as holding regular meetings with its contractors.

15.1 Key Performance Indicators (KPIs)

Prima Group will use the following KPI's to measure the performance of its contractors and repairs service.

- % of Routine Repairs completed on time.
- % of Urgent Repairs completed on time.
- % of Emergency Repairs completed on time.
- % of Customers satisfied with the latest repair.
- Number of complaints relating to repairs.
- Number of complaints resolved on time.
- Lessons learnt from complaints tracked.
- Average days to complete a repair.

The Social Housing White Paper introduces new KPIs that housing providers will be

required to report on. These have not yet been finalised, the draft ones specific to the repairs and maintenance service are:

- Number of responsive repairs completed right first time.
- Tenant satisfaction with landlord's repairs and maintenance service.
- Decent Homes Standard compliance.

Currently, the Group does not publish on these KPIs and the aim is to do so within the next twelve months and will include these measures in the Annual Report to Tenants.

All KPIs are reported to Board on a quarterly basis.

15.2 Contractor Management

As part of any repairs and maintenance procurement, Prima Group will endeavour to move away from the traditional contractor/client relationship and look to move to a more collaborative approach to service delivery that puts the customer at the forefront of the service.

In order to ensure works completed are of the appropriate standard, a 'Post Inspection' is generated by the QL system for any works where the gross cost is above £1000. In these cases, a member of Prima Group staff is to attend the subject property and inspect completed works prior to payment being issued to the contractor.

Prima Group works with contractors to provide its repairs and maintenance service. Contractors delivering works on behalf of the Prima Group will be subject to monthly monitoring meetings. Completed works will be reconciled through post inspections and financial monitoring.

Annual reviews will also be carried out.

All performance targets will be reviewed annually with a view to continually improving the service and standards of customer care.

Any issues with regards to contractor performance will be reported to Board.

16 Consultation

This policy has been developed based on the recommendations contained in the communication in day-to-day repairs service report that was conducted by the Prima Group's Tenant Scrutiny Committee in 2019 and the feedback from the customer satisfaction index survey that was conducted by TFL in 2019.

Prior to submission to Exec Team and / or Board for approval, Repairs and Maintenance Policy to be distributed to Customer Voice Board for comment / revision as necessary.

Once approved by Customer Voice Board, Exec Team and / or Group Board, policy will be enacted and precis of significant points and revisions from previous document communicated to wider residents through the newsletter.

On final approval, the policy will be published on the Prima Housing Group website so it can be accessed by residents and interested parties.

17 Equality Impact Assessment

Prima welcomes feedback on this policy and the way it operates. We are interested to know of any possible or actual adverse impact that this policy may have on any groups in respect of gender or marital status, race, disability, sexual orientation, religion or belief, age or other characteristics.

The policy has been screened to determine equality relevance for the following equality groups: gender or marital status, race, disability, maternity or pregnancy, sex, sexual orientation, religion or belief, age or other characteristics.

18 Data Protection

Personal data that is inappropriately accessed or disclosed may constitute a data breach. The GDPR (General Data Protection Regulation) requires organisations to keep a record of all data breaches and, where the breach is likely to result in a risk to the rights and freedoms of individuals, the organisation must notify the Information Commissioner within 72 hours of becoming aware of the breach. If the data breach results in a high risk to the rights and freedoms of individuals, those individuals must be notified without undue delay.

19 Document Control Data

Version:	V22022
Review Date:	March 2022
Name of Reviewer:	Geoff Hodge Repairs Manager
Change Log:	1) Change of wording to make specific reference to minimising losses from disrepair claims. 6) Alteration to definition of Responsive Repair to include an estimated maximum cost of £500. 7) Repairs Priorities – addition of note on intention to amend priority bands subject to resident consultation. 9.4) Disrepair Claims – addition of notes on Disrepair Claims and forthcoming changes to cost recovery for claimant solicitors. Notes on Prima Groups approach.

	12.1) Section on Damp and Mould in response to recommendations from Housing Ombudsman Service 14) Amendment of wording to section on Coronavirus and other factors. Changed the Policy Owner's Job Role from Director of "Growth" to "Director of Housing and Growth" in the Data Control Document.
Date approved by EMT:	26/08/2022
Date to Customer Board:	06/09/2022
Date approved by Committee:	N/A
Date approved by Common Board:	21/09/2022
Date of Equality Impact Assessment:	14/11/2022
Date due for next review:	March 2024

Appendix 1 – Items that a tenant is responsible for:

- blocked bath, sink, shower or toilet; broken toilet seat.
- mould caused by condensation.
- light bulbs, fluorescent tubes and starter motors.
- fitting, plumbing or repairing your own appliances*.
- TV aerial or satellite dish.

*For your safety, these must be approved by PRIMA before fitting, fitted to Gas Safe or NICEIC regulations – and do not forget to provide certification to us.

Décor and fixtures like:

- locks, catches, safety devices.
- handles and latches on inside doors and cupboards, shelves and flooring.
- painting and decorating (including papering, woodwork and coving).

- minor cracks in walls or ceilings (smaller than the width of a £1 coin).

Replacements, including:

- bath panel (unless damaged by Prima Group during maintenance), curtain pole, rail or track, shower curtain.
- lost keys or fobs, doorbell, dustbin, smoke alarm (battery powered) and testing.
- door changes to accommodate carpets (including re-fixing draught excluders), draught proofing.

Minor plumbing and electrical fixes like:

- bleeding radiators and re-lighting a pilot light.
- fuse box – resetting a trip switch.

Outdoor or specialist work, including:

- vermin – individual property infestation of insects or rodents.
- trees or hedges in your garden.
- washing lines or rotary dryers.