

## REACTIVE MAINTENANCE POLICY

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<b>Date Revision Complete</b>	November 2016
<b>Policy Owner</b>	Strategic Development Director
<b>Author</b>	Simon Fitzpatrick, Strategic Development Director
<b>Reason for Revision</b>	Regular planned review
<b>Data Protection</b>	Has been considered
<b>Equalities Impact Assessment Is it required? Yes/No</b>	N/A
<b>Proof Read</b>	Yes
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<b>Approved by</b>	Joint Housing & Care / People & Resources Committee
<b>Next Review Due</b>	November 2019
<b>Audience – Training and Awareness Method</b>	Training Sessions arranged and delivered by the Property Investment Manager at Assets and Regional Housing Team meetings by February 2017
<b>Effective Date</b>	21 <sup>st</sup> December 2016
<b>Internal References</b>	Detailed in Section 5 of the policy
<b>External References</b>	Detailed in Section 4 of the policy
<b>Comments</b>	

## REACTIVE MAINTENANCE POLICY

### 1. INTRODUCTION

1.1 Blackwood defines good Asset Management as;

**The process of operating, maintaining, upgrading, developing, and disposing of our properties in a sustainable, cost effective manner which meets our customers' priorities, our long term business plans, and wider housing need, while sustaining value in our portfolio.**

1.2 The Reactive Maintenance Policy forms part of the suite of policies designed to deliver our Asset Management Strategy and provides the framework for achieving and maintaining a high quality, effective, efficient and responsive repairs and maintenance service for all tenants, safeguarding Blackwood's assets.

1.3 **Reactive Maintenance** is defined as repairs that occur in an intermittent and unplanned fashion, e.g. burst pipes, broken windows, etc.

### 2. PRINCIPLES AIMS AND OBJECTIVES

2.1 The Reactive Maintenance Policy is underpinned by the following principles:

2.1.1 We will adhere to all statutory, regulatory and good practice requirements.

2.1.2 We will provide a quality service in a professional, efficient and cost effective manner.

2.1.3 We will prioritise and monitor customer satisfaction in our repairs service, actively seeking tenants' and stakeholders' views on the service provided, to acknowledge, listen to and value the contributions of those who participate.

2.1.4 We will implement our Empty Homes and Decoration Policy as part of our overall reactive maintenance budget commitment.

2.1.5 We will maintain our properties in an excellent condition in line with the Blackwood Standard and our Asset Management Strategy.

2.1.6 We will ensure an adequate budget for our reactive maintenance service recognising that the effective maintenance of our homes provides value for money for both Blackwood and its customers.

2.1.7 We will have clearly defined levels and standards of service for reactive maintenance and these will be the basis for our contractual relationships.

- 2.1.8 We will continually monitor and review our performance and the performance of those who work on our behalf, in relation to these levels and standards of service.
- 2.1.8 We will aspire to get our repairs right first time, every time, recognising that our customers value this as a key priority.
- 2.1.9 We will clearly define the responsibilities of tenants and Blackwood in our Tenants Handbook in relation to reactive maintenance, and provide clear, relevant advice.
- 2.1.10 We will continually monitor expenditure on reactive maintenance and use this information to set affordable budgets and ensure value for money.

### **3. OPERATIONAL FRAMEWORK**

- 3.1 This Policy will be implemented through compliance with detailed Reactive Maintenance Procedures. These include setting targets for all activities including response times by category. **Appendix 1** provides a summary of these categories and timescales.
- 3.2 The effectiveness of this policy shall be monitored through our Performance Management Framework.
- 3.4 Our Regional Teams will work in partnership with the Assets Team to develop and deliver our reactive repairs service in line with our procedures.

### **4. RELEVANT LEGISLATIVE AND REGULATORY REQUIREMENTS**

- 4.1 This policy, its subsequent procedures and programmes are subject to a number of Legislative and Regulatory requirements, including:
- The Health and Safety at Work Act 1974
  - The Energy Efficiency Standard for Social Housing (EESH) 2020
  - The Scottish Housing Quality Standard
  - Construction Design and Management Regulations 2015
  - Asbestos Management Regulations 2012
  - Housing (Scotland) Act 2014
  - Control of Substances Hazardous to Health 2002
  - The Building (Scotland) Act 2003
  - Scottish Social Housing Charter
- 4.2 All work related to reactive maintenance will be subject to risk management procedures.

### **5. RELATED POLICIES**

- 5.1 Blackwood has a number of policies that link operationally and strategically:
- Asset Management Strategy
  - Housing Strategy
  - Planned and Cyclical Maintenance Policy
  - Empty Homes and Decoration Policy
  - Procurement Policy
  - Health and Safety Policy
  - Asbestos Management Policy

- Legionella Management Policy
- Adaptations Policy
- Customer Engagement Strategy

## 6.0 **MONITORING AND REVIEW**

6.1 This policy will be reviewed every three years or earlier if required.

1. **SUMMARY OF REPAIR CATEGORIES AND TIMESCALES**

1.1 The following repair categories and timescales have been established to meet legislative, regulatory and customer satisfaction requirements:

- **Emergency Repairs – immediate action within 4 hours.**  
Items which would seriously affect the occupation of a property, cause a danger to health, a safety hazard to any person or property or where there is a potential for more extensive damage to property would be considered to be an emergency within this category. Items such as complete failure of heating, water or drainage services, and structural damage or security issues affecting tenant's safety.
- **Urgent Repairs - within 3 working days.**  
Items within this category are those which will prevent further damage therefore preventing the repair becoming an emergency. Examples include minor roof leaks, partial loss of services.
- **Routine Repairs – within 10 working days.**  
This covers works subject to difficulty regarding access, availability of materials or complexity of works. This also covers minor repairs.

1.2 For routine and urgent repairs (where possible), tenants are offered appointments and arrangements are in place whereby the tenant can arrange a suitable appointment directly with the contractor.

1.3 Void properties will be subject to our Empty Homes and Decoration Policy.