

HOMES & COMMUNITIES COMMITTEE

14 MARCH 2022

RESPONSIVE REPAIRS POLICY

1.0 Purpose of Report

1.1 For Members to consider the new Responsive Repairs Policy and to confirm the approval prior to the report being presented to the Policy and Finance Committee.

2.0 Background Information

2.1 This policy applies to general needs and all communal areas of stock managed by Newark and Sherwood District Council, including leasehold properties.

2.2 This policy closes a gap that was identified when the housing services came back into the Council. It covers all responsive repairs, including general build, mechanical and electrical (M&E), communal heating, lighting, boosted water systems, fire related works, door entry systems and lifts.

2.3 Servicing of domestic boilers, statutory compliance, cyclical, void and planned maintenance are not included in this policy as they are covered by their own specific policies.

2.4 Key elements of the policy include:

- a) Service standards (Section 2 page 1)
- b) Definition of a responsive repair (Section 4 pages 2 - 3)
- c) Rights and responsibilities (Section 5 pages 3 – 7)
- d) Repair priority and timescales (Section 6 pages 7 – 9)
- e) Rechargeable Repairs (Section 9 page 12)

2.5 There has been extensive consultation with involved tenants in drafting this policy.

3.0 Proposals

3.1 The new Responsive Repairs policy is attached to this covering report.

3.2 Briefing sessions on the new policy with tenants and relevant colleagues will be designed and delivered following the policy being approved.

4.0 Financial Implications FIN21-22/8098

4.1 There are no financial implications resulting from this report.

5.0 Digital Implications

5.1 There are no digital implications arising from this report

6.0 Equalities Implications

6.1 There are no equalities implications arising from this report.

7.0 Comments from Housing Advisory Group (HAG)

7.1 At HAG on 28th February 2022, representatives commented that this was a comprehensive policy that sets out everyone's responsibilities. They encouraged the Council to use common sense when applying this policy and identified an amendment to the Policy around repairing and replacing handles and hinges on kitchen doors (which has been changed).

7.2 As this is a new policy, they recommended that its performance is reviewed in a year's time.

8.0 RECOMMENDATION(S)

It is recommended that;

- (a) Members endorse the new Responsive Repairs policy and recommend its adoption at Policy and Finance Committee.

Background Papers

None

For further information, please contact Caroline Wagstaff on Ext 5520

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