

“WCO Repairs Policy”

Chapter 2 Schedule 1 of MMA



Functions and Performance Standards of the TMO and the Council in Respect of Repairs Clauses 1& 2

a) Responsive and Planned Maintenance Repairs

TMO responsibilities

The TMO is responsible for the responsive repairs set out in annex A (whether the dwelling is occupied)

Council responsibilities

The Council is responsible for the responsive and planned repairs:

- b) Set out in Annex B
- c) Any repairs not listed in either Annex A or Annex B
- d) Any repairs that fall within the definition of Major Works
- e) Any repairs set out in Annex A that would otherwise be carried out by the TMO where the expected cost of those repairs is more than £1,000.

f) Management of Repairs

a. Reporting repairs

- (i) For those repairs for which the TMO has responsibility listed in **Annex A** Tenants will report repairs by; visiting the TMO Office during opening hours or by telephone. All repairs will be logged, and a receipt provided.
- (ii) For those repairs for which the Council has responsibility listed above or in **Annex B** Tenants will report repairs by either contacting the TMO office (which will forward the request to the Council), or by contacting the Council directly by telephone or email
- (iii) For emergency repairs outside of office hours the tenant will contact the Council's emergency out of hours service by telephoning the 020 7525 26000. **The Council is responsible for all emergency out of hours services**
- (iv) Gas leaks to be reported to the National Grid by telephoning 0800 111 999

b. The priorities, time scales and standards for completing each category of repair.

- (v) The TMO will try to provide a faster repair service to tenants;
 - Over 60
 - Recognised as disabled and covered by the Equality Act 2010
 - Who require works as a result of harassment or domestic violence

(vi) For those repairs for which the TMO has responsibility the following priorities will be set.

1. **Priority 1 Emergency** shall be completed within 24 hours. Repairs deemed to be an emergency are;

- Uncontrollable leaking from water or heating pipes, tank, cistern, or cylinder inside flats;
- A tap which is fully opened and cannot be turned off
- Total loss of cold water supply (except where due to water supply companies)
- Blocked toilet or where toilet cannot be used and is the only one in dwelling;
- Blocked sink, basin or bath tenant cannot clear;
- Total or partial loss of gas supply
- Total loss of electric power supply in a home, unless due to the actions of the power supply company.
- Live bare wires in an accessible position
- Checking electrics after water penetration in a home
- Total loss of heating and/or hot water between 31st October and 1st May (The engineer will call within 48 hours for periods after 1st May and before 31st October)
- Damage to flat door locks where this has caused a security risk
- Broken glazing where the damage constitutes a security risk.

2. **Priority 2 repairs** will be completed within one week and are

- Partial loss of cold water
- Controllable leaks from pipes, tanks and cisterns inside flats
- A tap which cannot be turned off or on;
- Partial loss of electric power
- Unsafe power or lighting socket or electrical fitting in home
- Extractor fan in kitchen or bathroom not working
- Partial loss of heating or hot water;
- Loose or detached banisters or hand rails in home
- Relaxing above the ground floor

3. **Priority 3 repairs** will be completed within one month and include all repairs for which the TMO has responsibility for as set out in **Annex A** and not listed above.

4. **Priority 4 repairs** are those not listed above which may be prioritised due to;

- A commitment to assist vulnerable residents in line with the TMOs equal opportunities policy Chapter 1 Schedule 2.
- Repairs arising from harassment, domestic violence or offensive graffiti

c. Planned Maintenance

The Council is responsible for planned maintenance and will provide the TMO with 6 months' notice of any planned maintenance works on the estate.

The Council will arrange annually for gas regular servicing of gas appliances for tenants.

Upkeep of Communal Areas

In accordance with the responsibilities set out in Annex A to this schedule, the TMO is responsible for the repair and maintenance of communal areas of buildings

The TMO will inspect communal areas on a monthly basis and report repairs to the management committee

The TMO Manager will make regular reports to the Committee on the upkeep and repair of Communal Areas.

Resident's views on the upkeep and repair of Communal Areas will be obtained by a regular self-completion questionnaire/survey.

A Code of conduct for repair staff and contractors

TMO staff and contractors carrying out work on its behalf will be required to work to the TMO's code of conduct and the conditions set out in Chapter one schedule 2 (equal opportunities) of this agreement.

TMO staff and contractors carrying out work on the estate will report to the estate office on arrival and before leaving on completion of works.

Compliance with health and safety requirements

1 Introduction

- The TMO will ensure it works within the Health and Safety at Work Act 1974 and that any contractors working for the TMO will provide the TMO with evidence of their own Company safety policies, methods of works, risk assessment, competence as appropriate.
- The TMO will also encourage contractors to adopt working practices in line with the council's Health and Safety policy.
- The TMO will comply with any reasonable direction from Southwark's Health and Safety Team.
- The Act places a duty on employers to ensure that the health, safety and welfare at work of all their employees is adequately safeguarded.
- They must provide and maintain safety equipment and safe systems at work.
- Employers must also ensure that materials are properly stored, handled, used and transported.
- The employee also has a number of specific responsibilities including taking care of their own health and safety and that of other persons.
- This is also a legal requirement under the HSWA 74. The employer must provide basic training to staff to enable them to do this.

2 Training

- The TMO should arrange basic health and safety training for all their staff. These must include care and responsibilities under the HASAWA 74.
- Where staff are involved in any form of lifting or carrying of objects manual handling training must be arranged.
- In the event of staff being deployed in the handling of poisonous substances and chemicals the TMO must also arrange for appropriate training to be delivered.
- Staff who use visual display computer equipment are also required to receive an individual assessment and appropriate adjustments made.
- The TMO will need to give consideration to the appointment of a first aider.
- The appointed person will be entitled to receive free training to enable them to fulfil this statutory responsibility.

3 Risk assessments

Risk assessments need to be carried out in the following circumstances:

- Assessments of each individual area of work activity.
- any specific changes to job descriptions, typically resulting from restructuring or alterations to work duties
- Lone working arrangements for risks during normal working hours
- Working anti-social hours e.g evening and weekends
- Correct usage of dangerous substances, pesticides and chemicals

Arrangements for monitoring the repairs service

The TMO will use a variety of methods to measure the quality of its repairs service, including;

- Pre-inspections and post-inspections
- Tenant Satisfaction – With all repairs, contractors will be required to return a “Job Satisfaction” slip signed by the resident before payment can be made.
- Tenants will be asked to complete a satisfaction slip on the completion of each repair. The satisfaction slip will provide tenants with the opportunity to comment on the speed and quality of the service.

Regular monitoring reports will be made to the management committee. This will include the following;

- Number and type of jobs prioritised within each response category
- Number and type of jobs not being completed within response category
- Expenditure in relation to budget
- Quality of repair work undertaken
- Level of tenant satisfaction with work, including details of complaints and compensation claims
- Recommendations for improving the economy, efficiency and effectiveness of the service.

Chapter 2

Schedule 1

Annex A

WRAYBURN COMMUNITY ORGANISATION

Repair Responsibilities

Wrayburn Community Organisation is responsible for the repairs and for work on void properties and for repairs to communal areas of buildings and the estate listed in this Annex A except where the work constitutes Major Works or is the responsibility of the Council (in accordance with Annex B and Chapter 2 Clause 1 & 2).

1 Repairs responsibilities for dwellings managed by the TMO and let on periodic tenancies:

Plumbing and heating systems:

- cold water systems beyond the main stopcock in each dwelling including pipes, valves, stopcocks, overflows, cold water storage tanks and insulation of these systems
- the Council's plumbed fittings including baths, sinks, basins, WC suites, taps and waste pipes where they are Council issue or put in by a previous tenant
- the electrical services from the electricity board's meter including internal wiring, conduits, socket outlets, switches, light fittings and ventilation systems supplied by the Council

Internal fittings and fixtures, including:

- window sills and window ironmongery
- internal doors and door ironmongery
- cupboards and kitchen units
- architraves and skirting
- staircases and balustrades- internal non- load bearing partitions and internal surfaces of internal load bearing and external walls including their plastered finishes
- reglazing of broken windows to dwellings which breakages are not due to damage or neglect by the tenant
- redecorating of void dwellings if required for re-letting
- refurbishment of voids up to £10,000 per dwelling

2. The TMO's repair responsibilities for homes let on periodic secure tenancies or fixed term secure tenancies and flats sold on long leases (where such repairs are in the lease)

- external windows, window frames, doors, door frames, ironmongery, window fittings, soffits and bargeboards
- *the common parts of the buildings in the **PROPERTY** including:*
- staircases and landings and repair of steps outside blocks
- doors, windows and their ironmongery and glazing
- refuse chutes and chambers
- floor finishes
- internal non-load bearing partitions and internal surfaces of external walls including their plastered finishes
- store, sheds and community facilities
- Maintenance, repair and replacement of notice boards and estate signs
- All fencing including perimeter fencing
- Repair and maintenance of all lamp posts on the estate
- Door Entry system

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Annex B

Council's Repair Responsibilities

All works to be carried out in accordance with the Tenancy Agreement and the Council's policies and procedures.

Categories of repairs that are the responsibility of the Council:

The Council is responsible for all categories of repairs which are not the TMO's responsibility, as defined in Annex A.

Repair responsibilities for dwellings managed by the TMO let on periodic tenancies or sold on long leases including;

- The fabric and the external structures of buildings, including brickwork, pointing, lintels, the external walls and their openings and all load bearing, party and structural walls and floor structural stability
- the roof structure and roof covering and roof ladders
- the rainwater system including gutters, down pipes/ external stacks and fixings.
- the vertical soil stacks and vent pipes above ground level
- the surface water and foul sewers including gullies, access chambers and their covers
- the water mains from the supply pipe to the stop taps in each dwelling cold water tanks
- hot water systems and heating including boilers, radiators, pipe work, hot water storage tanks, pumps, feed and expansion tanks, insulation and annual servicing of these systems
- gas mains from the main supply pipe to the meter in each dwelling
- The gas supply pipe work from the meter to any appliance and any gas fittings or appliances supplied by the Council and annual servicing of these fixtures and fittings
- electrical supplies to electricity board meter
- Maintenance and repair of external lighting other than changing of bulbs as stated in Schedule 6 annex A
- floors, including joists and floorboards
- asbestos lead piping removal, asbestos survey and removals
- foot paths, pavements, roads and hard standing areas including parking areas, not adopted for maintenance by the Council under its statutory powers as Highway Authority
- Roof mounted extractor fans and servicing ventilation in flats
- Retaining walls at the base of grassed slopes
- External/internal soil stacks for blocks of flats
- Security and fire-fighting or protection systems
- Aerials and associated wires

- All drainage, sewerage, gas, electricity and any other utility services located below ground level
- Lift including motors, hoists, cables, door shaft and associated plants or machinery if any
- Lightening Conductors
- Dry Risers & Testing
- Garages
- TMO Office at 136 Jamaica Road
- any other area not explicitly delegated in Annex A