

Responsive Repairs Policy and Procedure

Document reference: F01

Approved by: **Executive Director of Housing Services**



CONTENTS

1. Policy statement.
2. Scope
3. Procedure
4. Equality and Diversity Implications
5. Relevant Documents, Policies and Procedures

1. POLICY STATEMENT

1.1 St Mungo's aims to repair and maintain its homes to an excellent standard. The responsive repairs service is one of St Mungo's most important functions and the organisation is committed to providing an excellent service that considers its resident's needs, its resources, statutory obligations, and external factors.

1.2 This policy and procedure will provide staff, contractors and stakeholders with guidance and support to provide a robust and fair administration of responsive repairs to residents.

1.3 The Buildings, Leases and Contracts (BLC) Manager will liaise with the Responsive Repairs Manager and Service Directors to ensure that the responsive repairs service provided by landlords meets the standards in the Management Agreement. The BLC Manager will raise any performance issues with individual landlords at the regular performance monitor meetings or, if the issue is urgent, on an ad hoc basis.

1.4 St Mungo's is legally obliged and has responsibilities under the Housing Act (1985), the Landlord and Tenant Act (1988) and the Defective Premises Act (1972) to manage and maintain its properties in a proper manner, free from disrepair and defects. These obligations are laid down in the resident's Tenancy Agreement and Licences.

1.5 St Mungo's are not normally responsible for repairs that need to be carried out due to damage or neglect caused by a resident, a member of their household or a visitor, including pets. St Mungo's will carry out the repair and may recharge the cost back to the resident.

1.6 St Mungo's will ensure that the contractors and operatives undertaking responsive repairs are qualified to do carry out the work.

1.7 Residents are highly encouraged to report repairs themselves to skill them up and prepare them for independent living. Residents should take responsibility to look after the property that they occupy. Appropriate contact details and ways of reporting repairs and maintenance issues to Property Services should be displayed in communal areas in all St Mungo's services.

1.8 The Building Safety Act (2022) and Fire Safety Act (2021) places additional responsibilities on St Mungo's to manage and maintain its HRB (High Rise Buildings).

1.9 A responsive repair is any work required to a defective component of a building, to allow that component to work effectively, and which requires attention in the short term. Generally, this will be an emergency, routine, or major repair.

1.10 A repair is work that is carried out to put right damage, defects, or significant deterioration. We will normally only replace or refurbish parts if a repair cannot be completed due to its condition or age.

1.11 St Mungo's are not normally responsible for repairs that need to be carried out due to damage or neglect caused by a resident, a member of their household or a visitor, including pets. St Mungo's will carry out the repair and may recharge the cost back to the resident.

1.12 Repairs arising from a Void Property Inspection will be responsive in normal circumstances but are dealt with as void re-let repairs (see Voids procedure).

1.13 Some items that are reported as responsive repairs may require more significant investment and will need to be dealt with outside of this procedure as a planned or cyclical repair. This would include items such as replacement kitchen units, whole window replacement or defective boilers requiring replacement. Works more than £1000 will automatically be considered for this type of repair.

1.14 Where works could be included in the planned and cyclical programme, the repair requests will be referred to the Asset Delivery Manager. In these cases, a further inspection of the repair will be required.

1.15 The responsive repairs service complements St Mungo's programmes of planned and cyclical maintenance, void management, and compliance to ensure our stock is well maintained, up to date and meets the needs of its residents.

1.16 St Mungo's will ensure that the contractors and operatives undertaking responsive repairs are qualified to do carry out the work.

1.17 Residents are highly encouraged to report repairs themselves to skill them up and prepare them for independent living. Residents should take responsibility to look after the property that they occupy. Appropriate contact details and ways of reporting repairs and maintenance issues to Property Services should be displayed in communal areas in all St Mungo's services.

1.18 The Buildings, Leases and Contracts (BLC) Manager will liaise with the Responsive Repairs Manager and Service Directors to ensure that the responsive repairs service provided by landlords meets the standards in the Management Agreement. The BLC

Manager will raise any performance issues with individual landlords at the regular performance monitor meetings or, if the issue is urgent, on an ad hoc basis.

1.19 The objectives of this policy are to:

- Provide a seamless, high quality and resident focused repairs service where repairs are completed right first time.
- Comply with all relevant legislative and regulatory requirements and meet our contractual obligations.
- Provide a service that delivers value for money.
- Ensure residents are aware of their responsibilities for reporting repairs.
- Provide services which are easily accessible at a time and in a way to suit our residents and which deliver high standards of resident care.
- Work in partnership with our residents and contractors to continuously drive service improvements.

2. SCOPE

2.1 The principles of this policy apply to all of St Mungo's owned and long lease properties and where the lease or management agreement states that repairs are our responsibility.

2.2 For clarity, we do not carry out responsive repairs to homes owned by other landlords, managed by St Mungo's, where the lease or management agreement explicitly states this is the landlord's responsibility. The Building Leases and Contracts team will maintain a register of properties and set out repairing responsibilities in all short lease, managed and Real Lettings properties.

2.3 For properties where the responsibility to carry out responsive repairs does not lie with either the resident or St Mungo's, i.e. the landlord, scheme staff will record the details of the repair on St Mungo's responsive repairs management system.

2.4 The responsive repair management system will send the details of the repair to the relevant landlord (until this facility is set up, scheme staff will email the landlord with the relevant responsive repair details). Scheme Staff will liaise with the landlord on the progress of the responsive repair to ensure its satisfactory completion.

2.5 St Mungo's will offer three timescales for responsive repairs: emergency (make safe within 4 hours and complete within 24 hours), routine (within 20 working days) and major (within 60 working days). Note, these timescales may differ for landlord response times.

2.6 As part of our service offering, our staff and residents can report repairs in a variety of ways: through the resident's portal (this will replace the current Opal reporting process),

by email (to a dedicated email address, by phone (to a dedicated phone number) or to a member of staff (for residents).

2.7 An appointment to carry out all routine and major repairs will be made with the resident or scheme staff. Appointment times will be either morning (between 08:00-13:00) or afternoon (between 13:00-17:00). In some circumstances, it may be possible for our contractors or operatives to offer a narrower window of arrival and, on occasions, a Saturday appointment or early evening appointment.

2.8 Where it has been identified that a resident is responsible for the repair, the Responsive Repairs Manager will ensure that the repair is carried out and then, in consultation with the scheme staff, make a decision on whether to recharge the resident for the work.

2.9 We aim to complete responsive repairs on the first visit and will monitor our performance against this measure.

2.10 We are responsible for insuring the properties which we own. Any works that St Mungo's is obliged to carry out as the landlord may be covered by the building's insurance.

2.11 Residents are responsible for insuring their own contents by way of a Contents Insurance policy. St Mungo's will not be responsible for personal items damaged due to a repair being required unless a repair hasn't been completed within a reasonable period.

2.12 Work carried out as part of planned works or major refurbishments is covered by a defects liability period (DLP). This starts from the date of practical completion for the building or block. This information will be recorded on Cx and our asset management system when the works are completed.

2.13 We will monitor the performance of our repairs service as follows through a suite of performance indicators, which align with the Regulator for Social Housing's requirements.

2.14 We will carry out post-inspections of completed work and expect our contractors to carry out their own workmanship audits.

2.15 Monthly contract meetings will be held with the responsive repairs contractor(s) to discuss performance and address any issues arising.

2.16 Feedback from residents and scheme staff on the quality of the service received is important to us to help in the continuous improvement of this service.

2.17 St Mungo's will provide relevant vulnerability information, in line with GDPR guidelines, regarding the resident to the contractor prior to them attending a repair. This is to ensure both the safety of the operatives and to make them aware of any special

circumstances the resident may have. All resident information within this context will be reviewed periodically, in line with the relevant procedures.

2.18 St Mungo's operates a code of conduct for contractors who carry out responsive repairs on our behalf. All contractors delivering repairs are expected to work in accordance with this policy.

2.19 St Mungo's must ensure that contractor management of its responsive repairs service correlates to its Building Safety Policy and Procedure. Contractors must be competent to work in HRBs. They will be checked thoroughly at procurement stage and throughout their tenure with St Mungo's. Contractor work to the structure in HRBs will be assessed through 'Permits to Work' and performance reviewed through regular contract management meetings.

2.20 Several responsive repairs can be defined into specific categories: DMC (Damp, Mould, and Condensation), HHSRS (Health and Housing Safety Rating System), structural repairs, disrepair, complex repairs, insurance claim, complaint repairs, suspected resident damage, Health & Safety repairs, Fire Safety repairs, repeat repairs/asset failures or high value work. Each of these repair categories will be flagged on Cx, so that they can be monitored separately.

2.21 Where a resident reports a repair, the Repair Desk staff/Regional Surveyor will ensure that scheme staff receive details of the Works Order, pre-inspections, appointments, etc.

3. PROCEDURE

3.1 Reporting a Repair

3.1.1 St Mungo's offers a range of methods for residents to report repairs and aims to arrange an appointment at first contact with the resident.

3.1.2 Residents and scheme staff can report a repair through the resident's portal on Cx (the responsive repair management system), by telephone (to a dedicated telephone number), by email (to a dedicated email address). Repairs can currently be reported through Opal, but this option will be replaced by the residents' portal, as part of the Cx upgrade. In addition, residents can report repairs directly to scheme staff.

3.1.3 Repairs reported by email or through the residents' portal should use the repair reporting template to ensure that all the repair details are recorded. These reports must be accompanied by a photograph of the defect.

3.1.4 All emergency repairs must be reported by telephone.

3.1.5 Residents and scheme staff are encouraged to report repairs using the residents' portal.

3.1.6 Phone (for non-emergencies) or email reporting should only be used where access to the resident's portal isn't available.

3.1.7 The repair will be recorded on Cx, either automatically (through the repair portal) or by the Repair Desk staff.

3.1.8 Each routine repair will be allocated an appointment slot and a completion date.

3.1.9 Emergency repairs will be attended to within the 4-hour priority period. Major repairs and some categories of routine repairs will need a pre-inspection to assess the nature of the work.

3.1.10 Cx will automatically send a text message to the resident/scheme staff, confirming that a Works Order has been raised (giving details of the repair and repair category) and, where appropriate, the appointment details.

3.1.11 Every effort will be made to correctly determine the nature of the repair at the initial reporting stage. Getting it right now will significantly increase the chances of getting the repair carried out on the first visit to the satisfaction of the resident. So, the contractor or Repair Desk staff may contact the originator of the repair report for further or missing details of the repair.

3.1.12 The repair 'clock' will commence at the time the repair is reported. The repair should be placed onto the repair reporting system in real time.

3.1.13 Residents and scheme staff can contact the Repair Desk staff during normal office hours: 9.00am to 5.00pm.

3.2 Pre-Inspecting a Repair

3.2.1 Most repairs will not require a pre-inspection. The work will be straight forward and easily diagnosed from the description of the work supplied by the resident/scheme staff. Pre-inspections will be kept to a minimum, as they slow down the repair process. However, for more complex or specialist repairs, a Regional Surveyor may need to visit the property to inspect the repair and develop a specification for the work.

3.2.2 Some repairs will automatically require an inspection, such as DMC (Damp, Mould, and Condensation), HHSRS (Health and Housing Safety Rating System), structural repairs, disrepair, complex repairs, insurance claim, complaint repairs, suspected resident damage, Health & Safety repairs, Fire Safety repairs, repeat repairs/asset failures or high value work.

3.2.3 Pre-inspections will not be issued for emergency repairs.

3.2.4 Repairs requiring an inspection will be either automatically flagged when the repair is raised or identified by the Repairs Desk staff during their daily audit of repairs raised on the repairs management system.

3.2.5 An inspection request will be raised on the repairs management system and sent to the Regional Surveyor by workflow and Cx will automatically send a text message to the

resident/scheme staff, confirming that an inspection of the repair is required, and that the Regional Surveyor will contact them to arrange the inspection.

3.2.6 The Regional Surveyor will review the repair details, within 24 hours of receiving the inspection notification, and either issue a Works Order for the repair (if a visit is unnecessary because the repair can be identified from the repair details or urgent interim repairs can or need to be carried out before the inspection) or contact the resident/scheme staff to arrange a visit the scheme within 10 working days. If a Works Order is issued, the resident/scheme staff will receive confirmation of the Works Order.

3.2.7 During the pre-inspection, the Regional Surveyor will identify what remedial works will be necessary to repair the defect and raise a Works Order for the repair or raise a Works Order for further specialist investigation if the source of the defect cannot be determined. These Works Orders will be raised in real time on an I-Pad.

3.2.8 If further investigation works are necessary to determine the cause of the defect, the Regional Surveyor will raise any appropriate interim repairs (such as mould wash downs in DMC investigations) to mitigate the effects of the defect.

3.2.9 The Regional Surveyor will provide verbal feedback to the resident/scheme staff of the inspection and the outcome: Works Order raised, further investigation ordered or referral to the planned and cyclical maintenance programme, whilst on site.

This feedback will be followed up, in writing, with further details, such as contractor appointment dates, by text or email within 24 hours.

3.2.10 The inspection period should be reflected within the overall repair period, i.e. if the repair timescale for completion is 20 working days from date of reporting and an inspection is required that takes 4 working days to complete, then the work period is reduced to 16 working days.

3.2.11 Each Regional Surveyor will inspect the key schemes in their region on a periodic basis to ensure that the scheme is well maintained.

3.4 Repair Categories and Response Times

3.4.1 St Mungo's has pre-assigned categories for prioritising repairs. The response time for each category is determined by the severity of the problem and the likely impact and risk to the resident or building.

Priority	Repair Examples	Response Time
Emergency	No power to property, broken window requiring boarding up, insecure front door, loss of drinking water, toilet not flushing, lift failure, fire alarm malfunction.	24 hours

Routine	Renewing tiles, sealant to bathtubs and sinks, repairs to plaster, toilet not flushing (when there is another working toilet in the property).	20 working days
Major	Replacement of kitchen units, bath tubs, sinks and wash hand basins. Roof repairs requiring scaffolding	60 working days

3.4.2 The contractor will attempt to ‘bundle up’ routine repairs on schemes but will ensure that routine repairs that present a health and safety risk are carried out in a timely manner.

3.5 Out of Hours Emergency Repairs

3.5.1 Outside working hours, St Mungo’s provides an ‘Out of Hours’ repairs service. This allows residents/scheme staff to report emergency repairs 24 hours a day, every day of the year, including bank holidays and weekends.

3.5.2 Only issues which cannot wait until the following working day to be resolved will be dealt with by the out of hours emergency repairs service: that is issues which present a serious risk to resident safety or to the property itself.

3.5.3 Serious leaks and burst pipes, unsafe wiring, unsecured doors, or windows will be attended to in under 4 hours. In all cases the primary objective is to ‘make safe’ and it may be necessary for a follow-up visit to complete the repair fully.

3.6 Appointments

3.6.1 Appointments for routine and major repairs are offered in set timeslots on Monday to Friday. The timeslots are split into morning (8.00-13.00) or afternoon (13.00-17.00) appointments.

3.6.2 Residents, in self-contained accommodation, who require a more specific timeslot, can request a this when reporting the repair and every attempt will be made to accommodate them.

3.6.3 Residents/scheme staff, who having made an appointment, find that they need to cancel it, can contact the contractor (or Regional Surveyor, if it is an inspection), using the details on the Works/Inspection Order to change the appointment time.

3.6.4 If the contractor or Regional Surveyor has missed an appointment or a repair has not been dealt with in the specified time, the resident may be eligible for compensation. To qualify, the resident must have kept the appointment and given the contractor the opportunity to carry out the work. This compensation will only apply to appointments missed for repairs inside the property.

3.7 Completing the Repair

3.7.1 The contractor should ensure that they keep to any appointment that is made and respond to emergency repairs within 4 hours. If for any reason the contractor's visit cannot be made, as agreed with the resident/scheme staff, they are to be informed as early as reasonably possible, but in any event before the time of the visit.

3.7.2 The contractor (or Regional Surveyor, if the appointment is for an inspection) will be responsible for contacting the resident/scheme staff about the delayed appointment. In this eventuality, the resident/scheme staff will be offered an apology, a brief explanation of the reason for the breaking of the appointment and a new appointment.

3.7.3 If the contractor breaks the appointment directly with the resident, the contractor is to notify the scheme staff of the rearranged appointment immediately and update Cx.

3.7.4 If the resident is not informed that a contractor or Regional Surveyor's visit is cancelled before the time of the appointment, this will be classed as a missed appointment and the resident may be eligible for compensation.

3.8 Access to Property

3.8.1 There will be times when it is essential for St Mungo's contractors or Regional Surveyors to enter a resident's home or room to carry out an inspection or a repair.

3.8.2 St Mungo's will give at least 24 hours' notice, except in the case of emergency. It is a condition of the Tenancy Agreement or Licence that a resident grants the St Mungo's, or agents acting on the organisation's behalf, access to their home when required.

3.8.3 St Mungo's will make every effort to avoid entering a resident's home to carry out communal repairs, but there may be occasions when this is necessary.

3.8.4 St Mungo's will take legal action to enforce the right to access, as a last resort, in accordance with its Access Policy.

3.8.5 The contractor will send the resident/scheme staff a reminder text or email 24 hours before the repair appointment.

3.8.6 If the resident/scheme staff are out when the contractor turns up for the appointment, the operative must call them to check if they can make the appointment or whether they want to rebook it. If no contact can be made, a note is to be posted through the letter box by the contractor identifying the job number and asking the resident/scheme staff to contact St Mungo's to re-arrange an appointment.

3.8.7 The abortive visit must be noted by the contractor on the repairs management system, detailing the date and time of the visit, and St Mungo's will cancel the repair, unless it is an emergency or essential repair (DMC, complaint repair, disrepair, Health & Safety, HHSRS, Fire Safety, etc).

3.8.8 Where the resident/scheme staff responds to the contractor's note, St Mungo's will re-raise the Works Order and arrange for a further visit.

3.8.9 St Mungo's will note all missed appointments by the resident/scheme staff and take appropriate action depending on the nature of the repair, such as involving scheme staff to facilitate access or start legal action for access.

3.8.10 On some schemes, a member of staff must accompany the contractor's operatives while a repair is being carried out.

3.9 Chargeable Repairs

3.9.1 Mungo's will undertake repairs to damage that has resulted from the neglect of, or vandalism by, a resident or a guest to their flat or room but may charge the residents the cost of these repairs.

3.9.2 St Mungo's may charge for the cost of repair for one or more of the following reasons:

- The damage or fault is caused by the action (or inaction) of the resident or the residents' guests.
- The damage or fault is caused by work undertaken by the resident or by others on the resident's behalf.

3.9.3 St Mungo's will decide on a case-by-case basis to pursue a recharge taking individual circumstances into account and apply sensitivity.

3.9.4 In certain situations, the resident may be charged for forced entry to their home if access to their home is not provided when required (e.g. the annual gas safety check or building safety checks).

3.10 Managing the Works Order

3.10.1 Each day, St Mungo's will check outstanding orders to identify any that are out of time and contact the contractor to update the repairs maintenance system and the resident/scheme staff.

3.10.2 Where works orders are completed late, the contractor may be penalised for the late repair and the resident compensated accordingly.

3.11 Variations to a Works Order

3.11.1 Where the contractor notifies St Mungo's that additional work is required to complete the repair not identified in the original works order, it will be necessary to vary the order. The order must be varied on the repairs maintenance system to maintain the commitment accounts.

3.11.2 Where a variation to the order is required, the Regional Surveyor will check the details of the variation requested and after verifying that the request is reasonable, authorise the variation.

3.11.3 Where there is insufficient information for a decision to approve the variation, a site inspection will be made by the Regional Surveyor, before authorising a variation.

3.12 Completed Works Orders

3.12.1 When the repair is complete, the contractor will update the repairs management system with the completion date.

3.12.2 The repairs management system will automatically send out a satisfaction questionnaire, by text or email, to the resident/scheme staff to complete. The feedback will be updated onto the repairs management system. St Mungo's will investigate any poor feedback by contacting the resident/scheme staff for further details or arranging to post inspect the completed work.

3.12.3 If the Regional Surveyor deems that the repair is unsatisfactory, they will instruct the contractor to remedy the work.

3.13 Invoicing

3.13.1 The contractor will invoice St Mungo's at the end of each month for all works orders completed during the month.

3.13.2 The Finance Team will compare the invoice with the completed works orders on the repair management system and arrange payment if they match.

3.13.2 The invoice may need to be queried for several reasons:

- The invoice is arithmetically incorrect.
- The codes that have been claimed are incorrect.
- The work is not complete.

Once the queries have been resolved, a final invoice can be submitted and paid.

3.13.3 Invoices must be authorised in accordance with the limits laid down in the Financial Regulations.

3.14 Post Inspection

3.14.1 All jobs relating to DMC, HHSRS, Health & Safety, Fire Safety, structural, disrepair, complex, insurance claim, complaints, suspected resident damage, repeat repairs/asset failures or high value work will be post inspected. Our target is to post inspect at least 10% of responsive repair work.

3.14.2 Post inspections will be automatically raised by the repairs maintenance system and sent to the Regional Surveyor by workflow. The Regional Surveyor will contact the resident/scheme staff to make an appointment to inspect the completed job. If the repair is not completed to a satisfactory standard, the Regional Surveyor will raise a recall on the repairs maintenance system.

3.14.3 Regional Surveyors will group inspections on schemes together to be carried out on one visit.

3.14.4 The post inspection and quality score will be logged on the repairs management system.

3.15 Performance Monitoring

3.15.1 St Mungo's will record and monitor a range of financial and performance indicators to assess and improve the performance of the repairs service, which include the Customer Standards' Tenant Satisfaction Measures, prescribed by the Regulator for Social Housing. These will include average repair cost, first time fix, completion on time, customer satisfaction, works in progress, quality of repair and appointments made and kept. This list is not exhaustive.

3.15.2 Service performance information will be produced monthly and shared with contractors at monthly performance management meetings. These Key Performance Indicators will be included in the quarterly Client Services Committee and Board of Trustees meetings.

3.15.3 St Mungo's are committed to ensuring our resident's and staff's voices are heard and listened to about our repairs service. Resident and scheme staff satisfaction surveys will be carried out for each repair completed and the feedback used to improve the repair service.

Key Performance Indicator	Methodology	Target
Emergency repairs	Number of repairs completed within 24 hours	>99%
Urgent Repairs	Number of repairs completed within 24 hours	>95%
Routine repairs	Number of repairs completed within 20 working days	>95%
Planned repairs	Number of repairs completed within 60 working days	>95%
Outstanding WIP	Number of outstanding repairs	<5%
Right First Time	Number of repairs carried out on first visit.	>70%
Appointments	Number of appointments made and kept	>90%
Average repair cost	Cost of repairs expenditure divided by the number of completed repairs	No Target
Quality of repair	Audit rating by Regional Surveyor	>90%
Resident satisfaction	Feedback from residents and scheme staff on repair service	>85%

Post inspections	Number of post inspections of completed works carried out	>10%
------------------	---	------

3.16 Contract Monitoring

3.16.1 The Contracts Manager will use the repairs management system to project manage all responsive repair work.

3.16.2 The Contract Manager will continuously review the the repairs management system to ensure that St Mungo’s are collecting all relevant data for required performance reporting.

3.16.3 The Contracts Manager will ensure that monthly contract meetings are held with the responsive repairs contractor to monitor progress, discuss performance, and address any issues arising.

3.16.4 Minutes with actions will be produced, filed and circulated to relevant stakeholders by the Contracts Manager after each meeting.

3.16.5 Contracts Manager will ensure that the the repairs management system is updated in real time to provide full oversight of progress and compliance with process.

3.16.6 Works orders will be raised on the responsive repairs system and the Contracts Manager will ensure that commitment records are kept to assist with budget monitoring.

3.16.7 The Contracts Manager will liaise with the Head of Assets to provide all the required performance data in order to produce key performance indicators at the monthly Senior Management Team meetings and during 121 meetings with the Head of Assets.

3.17 Financial Planning and Budgeting

3.17.1 The Contracts Manager and Head of Assets will meet the Finance Team monthly to review budget spend and produce action plans to mitigate any budget overspends.

3.17.2 The Heads of Assets will produce a report on budget spend and mitigation action plans for the months Property Services SMT meeting.

3.17.3 The Head of Assets and Director of Property Services will liaise with the Finance Team to produce the annual responsive repairs budget in quarter 3 each year.

3.18 Stakeholder Involvement

3.18.1 The Contract Manager will invite feedback from scheme staff to present to the monthly performance management meetings with the contractor.

3.18.2 Feedback on the delivery of the responsive repairs service will be collected from scheme staff and residents for each repair and used to help in the continuous improvement of this service.

3.18.3 St Mungo’s are committed to working in partnership with our residents and scheme staff to achieve improvements in service delivery and performance. St Mungo’s will do this by tracking and analysing the performance of responsive repairs and the contractors

who deliver the service and then by working with residents and scheme staff through a range of involvement initiatives, including satisfaction surveys and meetings with Service Delivery staff.

4.19 Complaints

4.17.1 St Mungo's aim to ensure that residents/scheme staff are fully satisfied with its responsive repairs service. However, on occasions when residents/scheme staff are dissatisfied with our service, St Mungo's want to hear about it so that things can be put right. Where a resident/scheme staff wishes to formally complain, complaints will be handled in line with St Mungo's Complaints Policy and Procedure.

4.19 Code of Conduct

4.19.1 Residents/scheme staff can expect a certain standard from operatives who visit their home to carry out a repair. This standard is set out in the Code of Conduct which St Mungo's and its contractors adhere to:

- When we arrive, we will explain what we will be doing and how long it will take to complete.
- If we are running late, we will phone ahead and let the resident know.
- We will honour appointments made with residents.
- We will introduce ourselves and present our ID badge.
- We will be polite and treat everyone with respect.
- We understand that some residents are vulnerable, and we will act accordingly.
- We will never work in a property with a minor unless a parent/guardian is present.
- We will make sure that all residents receive an equal level of service regardless of their circumstances.
- While working, we will be considerate to neighbours and other building users.
- We will give residents as much notice as possible if work will be delayed or has been cancelled.
- We will minimise disruption and mess in residents' homes and keep our working area clear and free from obstructions.

- We will work carefully around residents' possessions and property, use temporary covers when necessary and treat residents' home as if they were our own.
- We will keep the property we are working in secure at all times.
- We will keep materials and equipment safe and tidy to avoid danger to others.
- We will not disconnect or reconnect any services or utilities unless we are trained and authorised to do so.
- We will clear all our rubbish away and clean up before we leave.
- If the work is not finished during the first visit, we will tell the resident what the next steps are and how long we think it will take to complete the work.

We will not:

- Use foul, abusive, or offensive language.
- Smoke in a resident's home or garden.
- Play music.
- Use personal mobile phones.
- Work under the influence of alcohol or drugs.
- Use the resident's facilities such as a toilet (unless the resident gives us permission), telephone, broom, tea making facilities or vacuum.
- Engage in any sort of harassment.
- Smoke in our vehicles.
- Use a mobile phone while driving.
- Promise to arrange additional work, for example a kitchen or bathroom replacement, if we are not authorised to do so.

4. Equality and Diversity

4.1 St Mungo's are committed to eliminating all forms of discrimination against residents, staff, and contractors.

4.2 St Mungo's will design and deliver the responsive repairs service to remove barriers and meet the individual requirements of residents, for instance, those who are vulnerable or disabled. St Mungo's will ensure that this policy is applied fairly and consistently.

4.3 St Mungo's will not directly or indirectly discriminate against any person or group of people in line with its Equality and Diversity Policy. This policy can be translated or provided in alternative formats such as Braille, large print, audio, or Easy Read upon request.

5. Relevant Documents, Policies and Procedures

Our statutory requirements in relation to responsive repairs:

- Commonhold and Leasehold Reform Act 2002
- Control of Asbestos Regulations 2012
- Health and Housing Safety Rating System (HHSRS)

- Decent Homes Standard
- Electricity at Work Regulations 1989
- Gas Safety Regulations 2023
- Health and Safety at Work Act 1974
- Landlord and Tenant Act 1985
- The Housing Act 1985
- Building Safety Act 2022
- Fire Safety Act 2021
- Social Housing (Regulation) Act 2023

Linked policies and procedures are:

- Planned and Cyclical Maintenance Policy and Procedure
- Void Management Policy and Procedure
- Asset Management Strategy
- DMC Policy and Procedure
- Compliance Policies and Procedures
- Building Safety Policy and Procedure
- Disrepair Policy and Procedure
- Complaints Policy and Procedure

This policy was developed in consultation with: **The Leadership Team Plus**