

Response Repairs Manual - INDEX

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SECTION A

1.0 POLICY STATEMENT

1.1 General Policy

1.1.1 A repairs policy with clear definitions of responsibility and expectations can result in the best use of resources both financial and human. A detailed repairs policy forms the basis of an effective repairs service.

1.1.2 Tenants have the right to expect their homes to be properly maintained and to have their repair request dealt with in a professional and customer orientated manner. Customer care therefore plays an essential role in the delivery of this service.

1.1.3 The Councils aim is a 3-pronged approach to maintaining and improving the physical condition of its dwellings:

- 1) Housing Stock requiring unforeseen repairs will be tackled through **Response Maintenance**
- 2) Housing stock in good or adequate condition will be tackled through **Planned maintenance**
- 3) Housing stock in poor condition and requiring major work will be tackled by a range of alternative strategies as part of the **Major Works Policy**

1.1.4 By evaluating and implementing a range of alternative approaches to restore its stock to good condition, the Council will be focusing on a strategy which is in the best interests of tenants and residents.

1.2 RESPONSE MAINTENANCE POLICY

1.2.1 The majority of repairs dealt with by the Council are known as response repairs, i.e. those repairs arising as a result of a personal request by a tenant (or someone representing them) or those relating to empty dwellings. Because of the large volume of such repairs, it is important to prioritise them in some way to ensure that those, which are most urgent, are attended to first. The Authority does this by categorising response repairs into a number of different priority groups, each with specific target times.(see page 5)

1.2.2 It is anticipated that, subject to satisfactory resource levels and the introduction of Planned Maintenance in the Caerphilly County Borough area, expenditure on response repairs will decrease in real terms over the next few years.

SECTION B

1.0 REPAIRS REPORTING GENERAL GUIDELINES AND CUSTOMER CARE REQUIREMENTS

- 1.1 The accurate reporting of a request for a repair is an essential task, but one to which many organisations fail to give sufficient priority, either in ensuring that proper procedures are in place or in training their staff. This section will provide an essential reference point for staff involved in repairs reporting.
- 1.2 The name and address of the tenant (which may be different to that of the caller) will be identified. All repair requests will be logged within the computerised repair system or the alternative manual system in the event of computer failure. (see Section E 2.0.)
- 1.3 A little extra care at this stage of the repairs process can help to reduce the level of secondary enquiries from tenants. Staff receiving repair complaints must ensure that tenants are clearly informed of the priority of the repair, the likely response time and the job number. Staff must also ensure that they take sufficient details of the repair complaint and use the job fax system of logging where possible **to ensure that each job is correctly prioritised.**

Where Clerical Assistants are unable to specify using the job fax manual, adequate and accurate information will need to be passed to the Repairs Inspector, via an inspection note.

1.4 REPAIRS REPORTED BY TELEPHONE

- 1.4.1 When a repair is reported by telephone, the person receiving the call should identify themselves by giving their name and section. The identity of the caller should be established. The address of the property where the repair is needed should be confirmed and the name of the Council tenant. Where possible the telephone number of the caller should be obtained in case any further information is required, or to arrange an appointment.
- 1.4.2 The caller should be asked for full details relating to the repair by asking relevant questions to enable the job to be correctly specified- see para.1.9 below.

A check should then be made on the computerised Repairs History Screen to see if the repair has been reported previously. If it has, it should be explained to the caller that the job has been recorded. The caller must be informed of the priority allocated to the job and the estimated time in which the repair will be completed.

- 1.4.3 If the repair has not been previously recorded, it should be logged on the Repairs Computer system, either by
 - a) the Clerical Officer raising a works order directly by using job fax.