

## Enhanced Repairs Policy

### Responsible Officer

Head of Customer Experience

### Aim of the Policy

This policy aims to:

- Provide an addition to our repairs service.
- Offer Phoenix residents (tenants and leaseholders), the choice to pay for repairs we are not responsible for.
- Offer residents the choice to contribute to the cost of a repair of a higher specification.

### Policy Scope

This policy covers responsive repairs that we currently carry out within our repairs policy including minor repairs which Phoenix is not responsible for (such as Handy Person jobs). It does not include improvement repairs, major works schemes or programmed works.

For example; installing a woodburning stove would be considered an improvement repair. A fencing renewal programme on a specific estate would be considered as programmed works.

Examples of a responsive repair includes fence renewals, door and window repairs, lock changes etc. Handy Person tasks include flat pack furniture builds , curtain pole fitting etc.

### Policy Statement

Phoenix want to be in a position where we enhance our repairs service. This policy will allow residents to make a choice regarding what repairs are carried out in their home.

### The Policy

#### 1. Overview

- 1.1 This policy outlines how and when a resident can request us to carry out a repair that we are not normally responsible for. The resident will be required to pay for such repairs.
- 1.2 The policy will allow residents more choice in how a repair is carried out i.e. a resident could choose to have a fence renewed using panels rather than chestnut type fencing if they are happy to pay the difference in material costs and labour time.
- 1.3 A resident may request a repair to be carried out that Phoenix deem unnecessary and not required i.e. a bath renewal, if the resident is happy to pay for the materials and labour cost.

## **2. Limitations**

- 2.1 There are few repair limitations, as long as the repair is carried out within current building regulations, and is feasible to carry out.
- 2.2 The resident will need to pay for the repair before works commence and will not be eligible if they are in rent arrears.
- 2.3 This policy applies to responsive repairs only, and does not apply to major works, schemes, or programmed works.

## **3. The Procedure**

- 3.1 The request for Repairs Plus+ can be made at any time during a normal repair lifecycle.  
  
The request can be made at the point of call to the repairs team, or when the repair is deemed to require a follow on appointment. The request can also be made when a job is being measured, or closed down as completed.
- 3.2 All Repairs Plus+ requests will be forwarded to the Partnering Manager who will make the final decision on whether the repair will be carried out.
- 3.3 Once the Repair Plus+ has been agreed, and the resident is aware of the cost, the resident will need to pay Phoenix before any works commence.
- 3.4 Once Phoenix are in receipt of the full payment, the resident will be contacted to arrange a suitable appointment date for works to commence. We will normally complete works within 30 working days of full payment.
- 3.5 Repairs Plus+ will be included in any relevant Key Performance Indicators to ensure that the repair meets our current service levels.
- 3.5 Repairs Plus+ will be subject to post inspections and recalls when required.
- 3.6 Where a resident requests a Repair Plus+ to be carried out when Phoenix have deemed the repair unnecessary, the resident will be asked to pay for all labour and material costs
- 3.7 Where a resident requests a Repair Plus+ to improve the specification of a repair, the resident will be asked to pay for any additional materials and labour time required to carry out the task. For example, a normal fence repair costs £100, an enhanced repair choice comes to £150 due to the higher specification, materials and extra time to fit these materials. The resident will be asked to pay the £50 difference.
- 3.8 Payment is made in the same way as a rechargeable repair.

## 4. Monitoring and review

- 4.1 Repairs Plus+ will be subject to the same Key Performance Indicators as all other responsive repairs, but will be reported on separately.

This policy will be reviewed every three years or sooner if there are changes to legislation or good practice.

### Reference to other documents and associated policies and procedures

- Responsive Repairs Policy
- Recharges to Residents Policy and Procedure

## Definitions

Term/acronym	Description
Resident	Includes tenants and leaseholders.
Phoenix	Phoenix Community Housing.

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