



Trust



Kindness



Hope

“Together, we will end poverty”

CLWYDALYN POLICY

Repairs Policy

IMS/RM-POL-01

Version 1

This document can be made available in other formats. To request an alternative format please contact document control hsqe@clwydalyn.co.uk



ClwydAlyn

ClwydAlyn Housing Limited
72 Ffordd William Morgan,
Parc Busnes Llanelwy, Llanelwy,
Sir Ddinbych, LL17 0JD

ClwydAlyn Housing Limited
72 Ffordd William Morgan,
St Asaph Business Park, St Asaph,
Denbighshire, LL17 0JD



About ClwydAlyn

Our mission is to beat poverty, and we strive to support our residents into work, training and volunteering.

How we do things



Trust



Kindness



Hope

Contact us



Customer Services

Monday to Friday 08:00 to 17:00 Freephone from a landline 0800 183 5757 or 01745 536800

Out of hours
emergency repairs

0300 1233091 or text 07786 202533
(please remember to include your name, address and telephone number in your message).



E-mail/online

help@clwydalyn.co.uk or online @ **https://www.myclwydalyn.co.uk/**



Postal address

72 Ffordd William Morgan
St Asaph Business Park
St Asaph
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#InfluenceUs

Do you want the chance to feedback on what is important to you as a ClwydAlyn resident? Do you want to help shape and improve the service we provide to you? Do you have anything from a few minutes to a few hours to spare each month? If the answer is Yes, then this is your chance to become an Influencer at ClwydAlyn, please follow the link **#influenceus form** or contact **influenceus@clwydalyn.co.uk**

Resident Involvement

During the review of this policy, ClwydAlyn engaged with resident committee members and influence us members to discuss improvement of our Repairs and Maintenance services.

Equality, Diversity and Inclusion

Every care has been taken to make this document inclusive. If you have any suggestions or would like this document in an alternative format, please contact document control on **hsqe@clwydalyn.co.uk**

Document Information/Document Control

This document is an agreed statement which contains the set of principles acting as guidelines for achieving the goals of ClwydAlyn.

The master copy is held by the Document Controller, the PDF version is held in ClwydAlyn's SharePoint.

For further information please contact document control **hsqe@clwydalyn.co.uk**

Issue Number and Revision History

Version No.	Revision Details/Reason for change	Author	Date
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1 Key Objectives

ClwydAlyn is committed to providing an excellent Repairs and Maintenance service to ensure the satisfaction of its residents and leaseholders, to protect the value of its housing stock and achieve value for money. To achieve this, ClwydAlyn will:

- 🏠 Ensure all staff are clear on the objectives of ClwydAlyn regarding repairs and maintenance working within our values of **Trust**, **Kindness** and **Hope**.
- 🏠 Ensure all staff are provided with appropriate training.
- 🏠 Meet our Repairs and Maintenance targets with a ‘First Time Fix’ approach.
- 🏠 Focus on improving the average time taken to complete a repair, across all repair types.
- 🏠 Ensure that our service to all customers reflects ClwydAlyn tenancy agreements, leases, legal requirements, best practice and regulatory guidance under the Regulatory Framework for Housing Associations Registered in Wales (2021) requirements.
- 🏠 Work collaboratively with all key partners to ensure that we achieve these objectives.
- 🏠 Produce service standards in consultation with our residents.
- 🏠 Establish the principles for performance standards and performance management.
- 🏠 Explain resident’s responsibilities and identify where a recharge approach may be appropriate.
- 🏠 Identify and resolve situations where vulnerable residents may require support with providing access for repairs.
- 🏠 Ensure that resident’s homes meet the standard set out in the Government’s Welsh Housing Quality Standard (WHQS) and continue to maintain their homes to at least this standard.

2 Introduction

All responsive repair works will be carried out by ClwydAlyn in line with this policy and will be undertaken by ClwydAlyn’s staff team or approved sub-contractors employed by ClwydAlyn Housing.

ClwydAlyn will provide a quick, efficient and cost effective responsive and planned repair service to provide residents with homes that are safe and well maintained.

A separate policy is in draft to cover repairs carried out on Voids (empty homes), referred to as **Void Standard Policy (AM-POL-06).pdf**.

ClwydAlyn will undertake an annual budget setting process for repairs, and seek to make the most efficient use of this budget. The costs of the repairs service, and the cost of the provision of the preventative service, will be contained within the budget set. ClwydAlyn will drive performance, improvements, cost savings and enhanced service offerings to achieve Value for Money (VfM).

ClwydAlyn will take a strategic approach to ensure that repairs on our stock relate to current maintenance needs, deliver a first-time fix approach, enhance sustainability, deliver value for money with ClwydAlyn being directly influenced by our resident's feedback and priorities. This will be underpinned by our Asset Management Plan.

ClwydAlyn will annually monitor, track and review demand profiles of its housing stock for maintenance and plan resources appropriately to ensure homes are maintained and we make best use of those resources available. This data will also ensure our programmed investment work minimises component failure.

All ClwydAlyn trade operatives receive the appropriate health and safety training.

On a regular basis, individual technical qualifications are maintained in accordance with regulatory and legal requirements.

Policy and processes are communicated to all colleagues with responsibility for service delivery as required.

This policy will also provide information about the repairing responsibilities of ClwydAlyn and the responsibility of the residents and leaseholders. It outlines the policy for repairs and how repairs are categorised dependant on urgency, type and size of work.

3 First Time Fix

ClwydAlyn will deliver a 'First Time Fix' (FTF) approach to repairs and maintenance.

To achieve FTF, ClwydAlyn will attend the property and complete the repair in one visit, utilising materials from the Operative's van stock or ClwydAlyn approved suppliers.

Where an Operative leaves the property to collect materials from a supplier, the job will be recorded as FTF, if they return the same day to complete before starting another job.

Where a single job takes longer than one working day and an Operative returns on consecutive days to complete the work before starting another job, the job will be recorded as FTF.

All other repairs that must be re-attended on a different day will not be classed as FTF and will be recorded as such, in the management system.

ClwydAlyn will measure this approach and seek to continually improve the number of jobs completed on the first visit.

4 Repair Categories

There are two main categories of repair: **Responsive Repairs**, made up of Emergency Repairs and Appointed Repairs and **Planned Repairs**, which is made up of Compliance work and Programmed refurbishment work.

4.1 Responsive Repairs

All responsive repairs (except emergencies), will be completed by appointment at a time and date agreed with the resident, and where possible, at the time of reporting a repair.

Responsive (appointed) repairs are categorised into 5 priority types:

-  24 hr emergency (make safe) repairs
-  7-day urgent repairs
-  28-day routine repairs
-  90-day non routine repairs
-  180-day major works

Residents can carry out a minor repair themselves, please see **Section 14 – Resident Self Repair Scheme** for more information.

4.1.1 Emergency Repairs

Emergency repairs are carried out when there is a potential danger to health or risk to the safety of the occupants or third party or a danger of serious damage to the building. Priority will be given to those repairs that arise from acts of harassment or anti-social behaviour.

Emergency repairs will be attended to within 24 hours. To provide an enhanced level of customer service, ClwydAlyn will endeavour to attend all emergency repairs as soon as possible after the repair is reported.

A resident must be available within the 24-hr period to give an Operative /contractor access. If they cannot give access, they will be given an appointment slot to suit them within an urgent priority target, unless there is a serious risk to Residents or buildings in which case the no access procedure may need to be followed.

In some instances, it may only be practical to carry out a temporary repair to make the home safe and secure. Once the temporary repair has been completed, arrangements will be made to complete any follow-on work at a time and date agreed with the resident.

4.1.2 Examples of Emergency Repairs

The following are examples of emergency repairs (this is not an exhaustive list):

Domestic Heating Systems	Any burst on a heating system which is likely to cause water damage. From 1st October to 30th April or at any time of the year where residents are assessed as vulnerable. *Note: For all other instances of no heating during the period between 1st May to 30th September jobs raised will be prioritised as 28-day routine repair. No heating where you do not have a separate gas or electric fire. No hot water – when no other source in the property e.g. Immersion heater or electric shower. *Note: For all other instances of no hot water, jobs raised will be prioritised as a 7-day urgent repair.
Electrics	Complete power failure (if nearby homes are also affected, contact the electric company instead of the Group) Failure of communal lighting. Faults to bathroom, kitchen or staircase lighting. Smoke alarm that cannot be silenced, where no fire emergency exists. Smell of burning from electrical accessory e.g. sockets
Gas Leak	Gas smell leaks should directly be reported to Transco, in line with the Gas Policy.
Property Security	Broken Lock or broken window – if it makes the home insecure (Residents may be recharged for this repair). Lost keys – if it makes the property insecure (Residents may be recharged for this repair). Make secure following a police entry.
W.C.	Blocked W.C. – where there is only one in the property. (Residents may be recharged for this repair).

Water and Drainage Systems	Burst pipes, cylinders or tanks where there is an uncontrollable flow of water that the resident cannot contain. No cold water – if there isn't a general problem in the neighbourhood. Where effluent is overflowing into the property or garden.
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4.1.3 Vulnerable Person

For the purpose of this policy we would consider a resident vulnerable if they are at risk of harm due to factors such as age, disability, mental health or domestic violence. These are examples and discretion will be applied, where appropriate, by ClwydAlyn staff.

-  Person with mental health difficulties
-  Child under 3 years old
-  Person with a disability

4.1.4 Emergency Repairs Out Of Hours (OOH)

ClwydAlyn provides emergency repairs using an on-call trades team outside of normal operating hours, during evenings, weekends and bank holidays, which can be accessed via the OOH Call Centre (Galw Gofal).

ClwydAlyn will aim to respond within 24 hours under the out of hours service to make safe the fault and repair where practical to do so. Emergency Repair leaflet – see **Appendix 1**.

4.1.5 Routine Repairs

Routine Repairs are carried out when situations don't pose a health hazard but cause an inconvenience, discomfort or nuisance to our residents or third party, and are likely to lead to further deterioration of the building if the problem persists.

Routine repairs may be reported by the resident or identified and reported by a ClwydAlyn colleague. For example, repairs identified whilst a gas service appointment is undertaken will be recorded as a new job under a specific priority (for reporting purposes). Repairs of this nature will be treated as all other repairs where we offer appointments.

4.1.6 Examples of Routine Repairs

The following are examples of responsive repairs which will be completed by appointment (this is not an exhaustive list):

Electrics	Faulty extract fan. Outside light not working.
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	Faulty doorbell. Partial or individual faults to plugs/outlets.
Leaks that have been controlled by the resident	Running overflow. Dripping tap. Leak on a wastepipe. Any item which leaks only when used, such as a basin.
Miscellaneous	Defective entry phone system. Damaged fencing. Failed double glazed units. General wear and tear to kitchen units. Leaking gutter.
W.C.	Non-flushing W.C. that can be flushed in another way. Renewal of W.C. pan where there is only one in the property. Noisy pipes.

For an overview of the repairs classification please see **Section 6 Repairs Classification**.

4.2 Planned Repairs

4.2.1 Compliance Work

Compliance work includes regular and periodic (time-based) maintenance schedules. This work may include:

- Corrective maintenance if an issue is noticed.
- Predetermined maintenance – follows a recommended schedule.
- Condition-based maintenance – when a situation or condition indicates maintenance is needed.

The following are examples of compliance work; this is not an exhaustive list:

-  Gas boiler/ASHP/unvented cylinder servicing
-  Electrical testing
-  Emergency lighting checks

4.2.2 Programmed Repairs

Programmed repair works are faults which have been identified as common to several properties in a geographical area of a non-urgent nature. These will be delivered collectively as part of a refurbishment programme to deliver value for money. An example would be comprehensive replacement of aged kitchen & bathrooms. ClwydAlyn would take a 'batched' programmed approach to such requirements.

Residents will be kept fully informed of the programme, including extent of works and timescales for delivery.

In extreme unexpected/unavoidable circumstances where works are unable to take place, e.g. global pandemic, all jobs may be put on hold until further notice. Senior Managers will define the procedure for returning these works to the usual streams in line with corporate priorities.

5 Repair Priorities

All repairs will be raised in ClwydAlyn's management system. When raised, each job will be allocated a job priority which will define the category of repair (See **Section 4 – Repair Categories**) and the target completion date of that repair.

Job priorities are defined in **Section 6 – Repairs Classification – Classification of Repairs**

6 Repairs Classification

6.1 Responsive Maintenance

6.1.1 Emergencies – within 24hrs

Jobs will be raised as an emergency where there is a potential danger to the health or risk to the safety of the occupant, or a danger of serious damage to the building. We will respond to these within 24 hours according to the severity of the repair (some will be attended to within four hours).

In some instances, only a temporary repair will be carried out to make the situation safe and secure. Once this is complete, arrangements will be made with the resident to complete the repair in an appropriate timescale. Residents will be advised accordingly.

In the case of heating repairs that cannot be completed in the first instance, temporary heating may be offered to the resident, depending upon the time of year.

For all emergency repairs the resident is asked to stay at the property to provide access.

Examples are:

- 🔑 Blocked and overflowing foul drains.
- 🔑 Blocked toilet (where there is only one WC).
- 🔑 Complete and partial heating system failure.
- 🔑 Complete loss of electricity supply.
- 🔑 Defective Fire Door.
- 🔑 Failure of alarm/call system.
- 🔑 Flood/fire.
- 🔑 Hot water system failure.
- 🔑 Locked out of property.
- 🔑 No communal lighting on stairways and passageways where there is no other lighting.
- 🔑 No external communal lighting where there is no other lighting.
- 🔑 No water.
- 🔑 Property insecure or failure of security systems such as windows or external doors.
- 🔑 Water leak.
- 🔑 Broken glass to door or window.

6.1.2 Emergency out-of-hours

The repairs service will operate solely for emergency repairs that occur outside of the normal working hours. This service will usually involve making the situation safe, secure and the full repair will be completed during normal working hours.

The maintenance team will have 3 staff on-call, 7 days a week who will cover the whole of North Wales. Staff need to attend within a 24-hr period to meet our KPI and are expected to carry out minor repairs or where this is not possible, staff are to make the fault safe, and a return visit will be arranged during normal working hours.

All OOH requests are triaged by the OOH Service Centre who may defer jobs to the following day.

6.1.3 Normal working hours

Mon - Friday 08.00 – 16.30.

6.1.4 Urgent Repairs – within 7 days

This category would be used where there is no immediate requirement to attend, but the situation is causing discomfort, inconvenience, or nuisance to the occupants or a third party, and is likely to lead to further deterioration of the building if the problem persists.

Urgent repairs will be completed within seven calendar days of being reported; examples are:

- 🏠 Partial heating system affecting one room.
- 🏠 Repairs to damaged gutters and downspouts causing water ingress.
- 🏠 Roof damage.
- 🏠 Partially blocked drains, sinks, baths and basins.
- 🏠 Badly fitting external doors and windows.
- 🏠 Damage to stair treads and handrails/banisters.
- 🏠 Faulty communal aerial.
- 🏠 Containable water leak or if external.

6.2 Routine Day to Day Repair – within 28 days

Day to day repairs are minor routine repairs to a resident's home or the communal area in a property which arise on a regular basis and require attention within a reasonable period of time. The duration of these jobs normally takes between 1 hour and 2 days.

Examples are:

- 🏠 General joinery repairs, including internal doors, floors and windows.
- 🏠 Repairs to walls, brickwork and slate/tiles.
- 🏠 Repair of gutters and down-pipes.
- 🏠 Replacement glass to door or window.
- 🏠 Repairs to kitchen fittings.
- 🏠 Smaller repairs to plasterwork- less than two square meters.
- 🏠 Dripping taps or shower units.
- 🏠 Other minor plumbing repairs.
- 🏠 Repairs to tiling.
- 🏠 Repairs to front and side gate.

6.3 Non-Routine Repairs – within 90 days

Non-routine repairs are works that involve more intrusive/substantial work to remedy the problem. This type of work may involve slightly more disruption to the resident, with further investigation required to resolve a problem. The duration of these works may take more than 2 days to complete.

Examples are:

- 🏠 Re-plastering of rooms or of areas of more than two square meters.
- 🏠 Fault finding on electrical circuits.
- 🏠 Large areas of re-pointing brickwork, coping stones, paths (once safe and secure).
- 🏠 Removing items such as baths to repair the floor beneath.

-  Re-tile shower area.
-  Replacement double glazed units.
-  Large roof repairs requiring scaffolding.

6.4 Major Repairs – within 180 days

Major maintenance repairs or improvements which can be deferred and batched together in a mini planned maintenance programme. This allows for better use of our resources and worked on using a schedule of works with a specification and/or inspections at regular intervals. Dependant on workload, sub-contractors may be used to carry out this work. These can also be ‘one off’ projects to improve an area and/or address an issue within a building or common area. Adaptations are improvements to a house and/or common area to help the residents to live more comfortably within their home and reduce the need to transfer to another house. Referrals are usually received from local councils and funded through Welsh Government grants.

Examples are:

-  Renewal of boundary fencing.
-  Re-roofs.
-  Electrical rewire.
-  Re-laying drains.
-  Adaptations – Wet Rooms/Ramps
-  Retaining walls.
-  New driveways.
-  Structural works.

6.5 Planned Maintenance works 365 days (12 months)

Planned works are improvements to properties to replace and/ or upgrade existing components e.g. kitchen, bathroom, window replacement through a programme of works.

6.6 Servicing Planned Programme for 365 days (12 months)

This involves carrying out routine gas, electric, emergency lighting and water quality inspections in all our properties, in line with legal requirements.

See Appendix 2 – **Maintenance Repair Classification.**

7 Reporting Repairs

7.1 Methods of Reporting Repairs

Repairs can be reported via ClwydAlyn's Contact Centre by the following methods:

- 🏠 **Internet** – using our online resident portal service, or via email.
- 🏠 **By telephone** – Contact Centre customer services staff are available daily Monday to Friday to answer all enquiries.
- 🏠 **Out of Hours** – Monday to Friday, weekends and Bank Holidays, the same number can be used to access the out of hours emergency repair line.
- 🏠 **In person** – at our main office reception open daily Monday to Friday or any of our staffed buildings such as an Extra Care.
- 🏠 **Via ClwydAlyn staff** – residents can report repairs directly by speaking to one of our staff e.g. Property Inspector, Housing Officer and Trade Operative who can log a repair.

ClwydAlyn will provide appropriate interpretation and translation services. ClwydAlyn will also ensure appropriate technology solutions are in place to support customers and officers in the diagnosis of repairs and efficiency in deploying operatives effectively.

7.2 Assessing the Repair

Upon receipt of a repair request, a member of the Contact Centre will assess the repair under the following criteria:

- 🏠 **Urgency** – the first point of contact will determine the urgency of the repair.
- 🏠 **Responsibility** – certain repairs are the responsibility of ClwydAlyn. For example, if the repair is deemed to be fair wear and tear ClwydAlyn will be responsible. If, however, the repair is due to wilful damage, ClwydAlyn may recharge the resident. Some repairs are the responsibility of the resident and are defined in the occupation contract. These are further clarified in **Section 4 – Repair Categories** and **Chargeable Costs Policy (CAS-POL-03).pdf**.

7.3 Appointments

All Responsive repairs are arranged by appointment and where possible at the time of reporting the repair. Appointments for major refurbishment or

planned work will be made at a later date. A team member will contact the resident to arrange a convenient start date.

Monday – Friday appointments are offered between the hours of 8:00am and 4:30pm, on a day agreed with the resident.

ClwydAlyn is able to arrange appointments outside of working hours, depending on the type and scale of work involved, should the resident prefer this. A member of staff will be able to discuss whether this is an option with the resident.

For residents who are unavailable within the core times, ClwydAlyn will endeavour to accommodate their needs with a suitable alternative appointment time.

7.4 Routine Repair Confirmation

Following an assessment of the repair status, the following will apply:

-  A work order will be raised at the time reported or the same day, and a description of the repair will be given, supported by pictures where available
-  The work priority assigned to the order including the date of the appointment will be communicated to the resident verbally at the time of reporting the repair. Upon request a copy of the appointment can be sent to the resident in writing or by text.
-  If the next available appointment is not convenient with the resident a suitable alternative will be offered.
-  For emergency jobs reported, these will be directly assigned to an operative by the Contact Centre. For urgent repairs, a works order will be raised and passed to a Maintenance Planner who will arrange a convenient date with the resident. If the nature of the repair requires a more detailed inspection, an appointment will be made for a Property Inspector to attend to inspect the items of work required and agree what will be completed, with the appropriate time scale.
-  Text reminders are in place for repair appointments to support residents as a reminder and to help reduce no access rates.
-  Satisfaction data will be collated after each repair. The resident will be asked whether they are satisfied with the repair via the satisfaction survey.

- 🏠 This information will be utilised to develop the service, and any dissatisfied responses will be inspected by a Team Leader, to review the concerns and utilise as service improvement insight.

8 Responsibilities

Responsibility for the maintenance of ClwydAlyn's homes is shared between the resident and ClwydAlyn. Residents are expected to keep the property in good decorative order and undertake the following minor repairs:

- 🏠 Easing to internal doors to fit carpets
- 🏠 Clearing blocked sinks, basins and shower wastes
- 🏠 Reset electric fuses (RCDs)
- 🏠 Replace light bulbs (unless communal)
- 🏠 Reset boilers
- 🏠 Filling minor ceiling/wall cracks and internal decoration
- 🏠 Toilet seat repairs and replacements
- 🏠 Plumbing in washing machines and repairs to own equipment
- 🏠 Repairing damage caused by themselves or their visitors
- 🏠 Repair any fittings or appliances not provided by ClwydAlyn
- 🏠 TV aerials or satellite dishes (unless communal) and any damage to property or neighbouring property caused by their installation
- 🏠 Curtain rails and blinds (unless communal)
- 🏠 Garden areas, including residents own fencing

ClwydAlyn have a legal responsibility for keeping the structure, exterior and services of the building, and most of the fixtures and fittings in good order. These include:

- 🏠 All services. This includes gas and water pipes, and electrical wiring
- 🏠 Chimneys, chimney stacks and flues
- 🏠 Communal aerial systems
- 🏠 Communal entrances, halls and passageways, stairways and lifts
- 🏠 Communal lighting
- 🏠 Communal security systems
- 🏠 Drains, gutters and external pipes
- 🏠 External brickwork and doors, windowsills and frames
- 🏠 Pathways within property boundaries, steps and other forms of access
- 🏠 Plastering/rendering to walls
- 🏠 Repairs to boundary walls or boundary fences
- 🏠 Replacing keys and locks (residents may be charged for this if replacement is a consequence of their actions)
- 🏠 Roofs

Note: For leasehold and shared ownership properties, the repair responsibilities will be set out in the lease and will take precedent over the above.

9 Inspections

Inspections can be classified as either pre-inspections or post inspections.

9.1 Pre-Inspections

Pre-inspections may be needed to accurately diagnose problems and determine what work is required, or to support a vulnerable resident who is seeking assistance on a defect.

It is ClwydAlyn's intention to carry out pre-inspections when and as required. Major work and planned refurbishments will require a pre-inspection together with resident consultation to ensure the resident is fully aware of the work involved. Examples of where they are necessary include:

-  Where the resident is unable to fully explain the repair required and needs our assistance.
-  The responsibility for the repair lies with the resident or it is unclear.
-  Where a work schedule is required to cover major or multiple repairs.
-  Kitchen or bathroom refurbishment.
-  A previous repair has not solved the problem.

9.2 Post Inspections

Post inspections will be conducted to collate quality information regarding the repairs. We set an annual inspection target for completed jobs which are prioritised in certain areas identified within the procedure **Post Inspection Procedure (AM-P-24).pdf**. We will use the information gathered to improve the repairs process and ensure an acceptable level of quality is achieved.

-  Cleaning and Window Cleaning – 5%
-  Cyclical Painting – 10%
-  Planned Work – 100%
-  Responsive Repairs – 5% of all works orders >£500
-  Responsive Repairs – 1% of all works orders <£500

-  Subcontractor Work – 100%
-  Void Work – 100%

10 Cancellations

Repairs will only be cancelled when:

-  The resident requests it
-  The work has been completed by someone else
-  The work is to be completed on a planned programme of works
-  Duplicate work order
-  Cases of no access – appointed minor repairs only where there is no risk to resident or property. In this instance the resident will be notified, and if the work is still required a new work order will be raised and a new appointment made.

11 No Access

It is the responsibility of the resident to provide access for Operatives to carry out repairs and for surveyors to carry out required inspections.

ClwydAlyn will confirm with the resident the appointment for the repair or inspection verbally at the time of reporting, or in writing or text to the resident's choice. Text appointment reminders are also sent on three occasions, 1 week before, one day before and on the morning of the appointment.

If the repair is an emergency repair, or if insufficient time is available to advise the resident in writing, we will verbally advise the resident only. If the resident fails to provide access a missed appointment card will be left, requesting the resident contacts ClwydAlyn to rearrange as soon as possible. The engineer can also advise of the next available appointment by confirming this on the missed appointment card. If this appointment is not convenient, the resident can call ClwydAlyn to rearrange the date. The following sections identify the individual process for no access for specific repair types.

Further clarification on no access can be found in the separate policies for Gas Servicing, Electrical Testing and Routine Repair no access policies.

11.1 Responsive Repair – No Access

In cases of no access for day-to-day responsive repairs, the resident will have the option to contact ClwydAlyn and rebook the repair. If the resident does not contact ClwydAlyn, ClwydAlyn will attempt to contact the resident to make a second appointment. If no contact is made with the resident, an assessment will be made of the required repair to establish the course of action.

For repairs that do not cause any potential risk of disrepair, structural damage or a health and safety risk if left incomplete, where the resident fails to contact ClwydAlyn within the due date for completion, the repair will be cancelled. The resident will then be required to contact ClwydAlyn for the repair to be re-raised. Examples of this include, but are not limited to:

-  Renew shelf to kitchen unit
-  Repair bath panel
-  Renew skirting board
-  Repair doorbell

For repairs that may cause a potential risk of disrepair, structural damage or a health and safety risk if left incomplete, and the resident fails to contact ClwydAlyn within the due date for completion, ClwydAlyn will make a minimum of two further attempts to gain access to complete the repair, by providing the resident with a new appointment. ClwydAlyn may also pass this on to the Housing Team who will support in contacting the resident. Examples of this include, but are not limited to:

-  Water leak
-  Damage to roof tiles
-  Mould treatment

If a low-risk repair has not been completed following all attempts, a letter will be sent to the resident informing them that the repair may be cancelled if they fail to contact ClwydAlyn in the next two weeks. The letter will be recorded on ClwydAlyn's management system (Mavis).

For high-risk repairs where access is still not given, ClwydAlyn may instigate the process of legal action to gain entry to complete necessary repairs.

11.2 Planned/Major Work – No Access

Planned or major work are repairs which are external or larger repairs which have a high value or are multiple trades. These types of work, if

allowed to persist, may result in disrepair to the property. Therefore, large repairs are not immediately cancelled in cases of no access.

Where the resident does not give access at the time of the pre-arranged appointment, a missed appointment card will be left. Following this ClwydAlyn will continue to make attempts to re-arrange with the resident, by telephone, email, text and a formal letter issued.

If all ClwydAlyn attempts to gain access to complete works are unsuccessful, the incident may be escalated to involve a Housing Officer for support.

Where access is still not given, ClwydAlyn may instigate the process of legal action to gain entry to complete necessary repairs.

11.3 Gas Servicing/Electrical Periodic Inspection – No access

In cases of no access for Gas Servicing or Electrical Testing (EICR) appointments, there is a separate no access policy which allows for the procedure to be activated with two further attempts to make an appointment and possible legal action ultimately.

12 Variations to Jobs

At the time of reporting, a job will be raised using the best available knowledge at the time. Jobs are raised using CA numbers that provide details of the work items required.

In some instances, it may be identified by the attending engineer or sub-contractor, that a variation to the original job is required.

A variation may include increasing or decreasing an existing scope of work and adding to an existing work order or even raising additional work orders.

Operatives are given autonomy based on their appropriate training and experience, to authorise and amend jobs where minor materials or time will be required. Variations requiring significant value will be authorised by a Supervisor or Manager before works are undertaken.

12.1 Variations to Specialist Sub-Contractor Works

Variations to specialist sub-contractor works will be authorised by the relevant Supervisor/Manager or by a member of our Property Management Team in line with the specific works contract if in place.

13 Rechargeable Repairs

A separate policy exists for chargeable costs (**Chargeable Costs Policy (CAS-POL-03).pdf**)

A rechargeable repair is where deliberate damage or neglect by the resident, their family or visiting friends is caused to a property belonging to ClwydAlyn. When an unavoidable chargeable cost situation arises, the work will be charged based on the current schedule of rates working document as applied by our in-house maintenance contractor. We will not apply an administration fee for any chargeable cost invoices that are raised.

The decision to apply a chargeable cost will be undertaken following a case review by the respective Housing Team Leader or Housing Services Manager. The decision will be based on photographic evidence of works and a detailed explanation having been provided by the Property Management Team.

The Housing Services Debt Assistant will have responsibility for processing the chargeable cost invoice based on the determination of the Housing Services Team Leader or Housing Services Manager

14 Resident Self Repair Scheme

ClwydAlyn's Self Repair Scheme enables residents to carry out their own minor, non-urgent repairs and where required material can be delivered or collected from a CA supplier. ClwydAlyn will say thank you and reward residents who carry out a self-repair.

Residents can submit a self-repair request with the Contact Centre; qualifying repairs will meet the criteria as set out in the Self Repair Process.

All work requests will be assessed by an appropriate member of staff prior to being authorised. Qualifying repairs must be the responsibility of ClwydAlyn and must not be the consequence of wilful damage, neglect, misuse or abuse.

15 Other Work Categories

15.1 Cyclical Works

Cyclical works are carried out periodically to prolong the life of the building component and to avoid either expensive repairs or a complete

breakdown. Cyclical programmes are in place to control and minimise responsive failure demand, for example cyclical painting.

15.2 Gas Servicing

Gas Safety (Installation and Use) Regulations 1998 require that landlords ensure that appliances and associated equipment to which their duty extends is checked for safety within 12 months of installation and every 12 months thereafter. ClwydAlyn adopts a 10-month servicing programme to help ensure compliance.

Annual Gas Safety Checks are completed to this effect with an external audit function in place, full details of which can be found within the Gas Safety Policy. **Gas Safety Policy (HS-POL-11).pdf**

For properties that do not currently have a live gas supply, ClwydAlyn will carry out an annual health and safety inspections.

15.3 Electrical Installation Condition Report (EICR)

The electrical fixed wiring system to every property will be inspected at least once every 5 years or on tenancy change to ensure the installation is safe, full details of which can be found within the **Electrical Safety Policy (HS-POL-33).pdf**

15.4 Programmed Improvement Works

Large scale improvements such as kitchens, roofs, bathrooms, hard standings and windows/doors will be undertaken on a programmed basis in accordance with the stock condition survey and Asset Management Strategy plan.

Any associated repairs may be deferred until the programme works are to be undertaken.

15.5 Void Properties

Repairs to void properties will be completed in line with the Voids Policy, Voids Standard and WHQS requirements. Initial inspection will be carried by a member of the Property Team who will generate a work order and give instruction to the Maintenance Team. Any amendments to the initial instruction will be agreed by the Voids Supervisor and/or in collaboration with the Property Team, and an explanation will be provided in the works order log.

16 Asbestos

ClwydAlyn will take all steps possible to identify asbestos and asbestos-containing materials. Any works undertaken to manage the risk from asbestos will be completed as set out in the Asbestos Policy. Asbestos information known to ClwydAlyn will be shared with operatives and contractors.

17 Complaints

Residents who are dissatisfied with the service will be encouraged to follow **Compliments and Complaints Policy (GOV-POL-19).pdf**. Complaints and claims for compensation will be dealt with through the Policy and Discretionary Compensation Guidance for ClwydAlyn. Legal claims for disrepair will be dealt with outside the complaints policy by the Property Management Team.

18 Performance Management

The performance of ClwydAlyn will be monitored and actively managed monthly. The measure of performance will be reflected within the Key Performance Indicators (KPIs) and Performance Indicators (PIs) and used to benchmark our repairs service in accordance with best practice. These will be reported regularly to the Executive team, Committees and Board. We will adopt best practice and benchmark our service with similar peer organisations across the sector to enhance cost and performance metrics.

The following is a list of operational performance measures which are reported to committee:

- 🏠 % Overall satisfaction with the repairs service you received on this occasion?
- 🏠 Overall Time to Complete a Repair – Days
- 🏠 Appointments kept as % of appointments made
- 🏠 Average time to complete a routine repair – Days
- 🏠 Average time to complete an emergency repair – Days
- 🏠 Average time to complete an urgent repair – Days
- 🏠 Repairs and maintenance (STAR)
- 🏠 Number of Resident Self-Repairs completed
- 🏠 First Time Fix as a % of routine jobs completed

Satisfaction will be monitored by the Resident Committee and we will also monitor and track resident views and feedback to assist identifying service improvements or vulnerability issues. Contacting residents will help to ensure our service is fit for purpose and residents are maintaining

their tenancy appropriately. Accreditation will be obtained and the repairs service audited routinely as part of ClwydAlyn's corporate audit schedule.

19 Customer Satisfaction

ClwydAlyn will gather satisfaction data in several ways and report consistently which may include methods such as:

-  Immediate phone back
-  Postal survey
-  Text messages
-  Internet
-  External verification (surveys)
-  Bespoke surveys targeted at specific service areas
-  Organisation wide periodic satisfaction surveys

20 Equality and Diversity

ClwydAlyn has a responsibility to serve the needs and promote the interests of its entire staff and all its residents/service users. ClwydAlyn will provide equal service in accordance with the Equality Act. ClwydAlyn works towards developing services, facilities and working practices, which are equally accessible to and appropriate for all its customers, irrespective of their gender, age, race, sexuality, transgender, disability, religion, marital status/civil partnerships or income.

A key element of the Equality Standards involves carrying out an Equality Impact Assessment on all existing and new policies to ensure they do not have an adverse impact on or have any that can be justified on ClwydAlyn.

ClwydAlyn will make consideration for all identified vulnerable residents when conducting this service.

At the discretion of ClwydAlyn consideration will be given to all vulnerable residents, tailoring our service and customer needs. This will be dealt with case by case on an individual need.

We will provide information in alternative formats upon request.

21 Resident Consultation

As part of our commitment to transparency, accountability, and resident involvement, we have actively engaged residents in the development of the repairs categories and procedures within this Repairs Policy.

Recognising that residents are the primary users of our repair service,

their insights and experiences have played a vital role in shaping this policy.

21.1 Methods of Consultation

We employed a range of consultation methods to ensure a wide representation of views, including:

-  **Resident Focus Groups:** We held targeted sessions with a diverse group of residents to discuss current repair experiences and gather feedback on expectations and service priorities.
-  **Questionnaires:** Online questions were distributed to several local RSL's and Councils asking them for information on their maintenance service. This information was used to inform the resident group, allowing them to comment on specific aspects of our own repairs service and propose improvements.
-  **Resident Panel Involvement:** Our Resident Scrutiny Panel reviewed draft versions of the policy and provided critical feedback on areas including communication standards, service timescales, and complaint procedures.

21.2 Incorporating Feedback

The feedback received through these channels has directly informed key elements of this policy, including:

-  Clarifying repair responsibilities between ClwydAlyn and residents
-  Improving response time categories
-  Enhancing communication around repair appointments and progress
-  Ensuring the process for reporting repairs is accessible to all

We will continue to review this policy in consultation with residents to ensure it remains responsive to their needs and expectations.

22 Policy Review

This policy will be reviewed upon process change or at least every 3 years.

23 Related Policies and Procedures

-  **Asbestos Management Policy (HS-POL-03).pdf**
-  **Asset Management Strategy (AM-STR-01).pdf**
-  **Chargeable Costs Policy (CAS-POL-03).pdf**

-  **Compliance No Access Flow Chart Grid (AM-P-01).pdf**
-  **Compliance No Access Legal Letter Request**
-  **Compliments and Complaints Policy (GOV-POL-19).pdf**
-  **Damp, Mould and Condensation Policy (AM-POL-08).pdf**
-  **Decarbonisation and Sustainability Strategy (EM-STR-01).pdf**
-  **Electrical Safety Policy (HS-POL-33).pdf**
-  **Equality, Diversity and Inclusion Guidance (ED-G-07).pdf**
-  **Fire Safety Policy (HS-POL-08).pdf**
-  **Gas Safety Policy (HS-POL-11).pdf**
-  **Health Safety and Wellbeing Policy (HS-POL-02).pdf**
-  **Home Health check Process Map**
-  **No Access High Risk Flow Chart Day to Day Repairs & Maintenance (RM-P-01).pdf**
-  **No Access Low Risk Flow Chart Day to Day Repairs & Maintenance (RM-P-02).pdf**
-  **Post Inspection Procedure (AM-P-24).pdf**
-  **Resident Concern Policy (CAS-POL-04).pdf**
-  **Unacceptable Behaviour Policy (CAS-POL-06).pdf**
-  **Void Standard Policy (AM-POL-06).pdf**
-  **Water Hygiene Policy (HS-POL-04).pdf**

24 Statutory and Legal Framework*

-  Code of practice on Racial Equality in Housing
-  Commonhold and Leasehold Reform Act 2002
-  Construction (Design and Management) Regulations 2015
-  Construction Act 1996
-  Control of Asbestos Regulations 2012
-  Control of Substances Hazardous to Health (COSHH) 2002
-  Disability Discrimination Act 1995
-  Environmental Protection Act 1990
-  Equality Act 2010
-  Gas Safety (Installation and Use) Regulations 1998
-  Health and Safety at Work Act 1974
-  Health and Safety Legislation
-  Homes (Fitness for Human Habitation) Act 2018
-  Housing Act 1996
-  Housing Health and Safety Rating System - HHSRS
-  Landlord and Resident Act 1985 & 1987
-  Leasehold Reform, Housing and Urban Development Act 1993
-  Occupiers Liability Act 1957
-  Right to Repair Regulations 1994
-  The Regulatory Framework for Social Housing in Wales 2012
-  WHQS 2, Welsh Housing Quality Standards

* Or such superseding act or regulation replaced

Appendix 1 – Repairs Leaflet



Emergency Repairs

When should I call?

Call our emergency line only if the issue is a true emergency. Examples include:

- Gas leaks or carbon monoxide alerts
- Flooding or burst pipes
- No heating or hot water (in cold weather)
- Total loss of power or water
- Only toilet blocked
- Dangerous structural damage
- Broken external doors or windows

Please call us on 0800 183 5757

What is not an emergency?

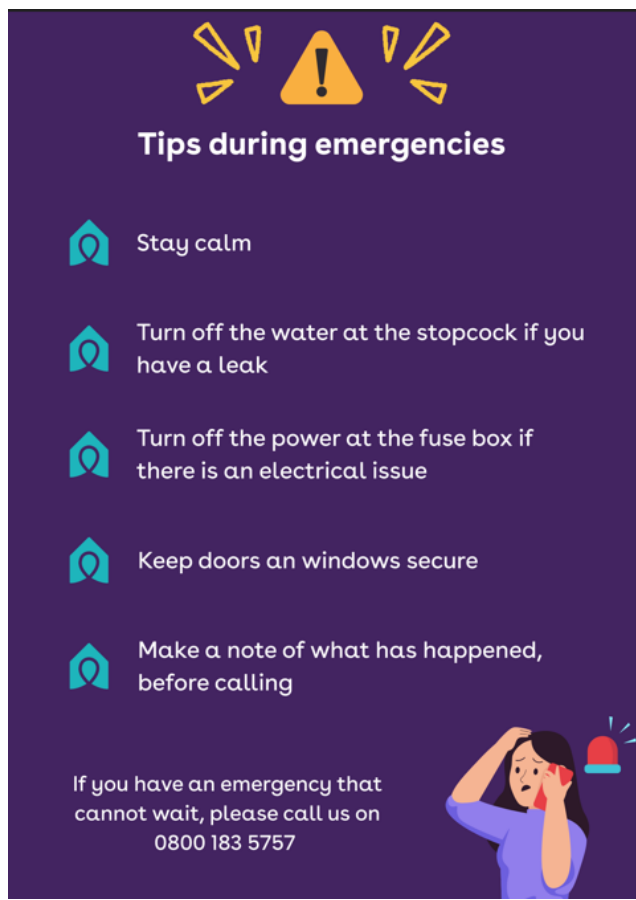
We understand that all repairs are important, but some can wait until normal hours:

- Dripping taps
- Noisy fans or small leaks
- Light bulbs out
- Repairs to internal doors
- Heating issues during warm weather (unless vulnerable)

How to Report Routine Repairs

You can report non-urgent repairs on the 'MyClwydAlyn' portal online at or call us on 0800 183 5757 during business hours.

If you smell gas, there's a free, 24-hour National Gas Emergency Helpline you can call to report a leak
0800 111 999



Tips during emergencies

-  Stay calm
-  Turn off the water at the stopcock if you have a leak
-  Turn off the power at the fuse box if there is an electrical issue
-  Keep doors and windows secure
-  Make a note of what has happened, before calling

If you have an emergency that cannot wait, please call us on 0800 183 5757

Appendix 2 – Maintenance Repair Classification

