



Repairs and Maintenance Policy

Title: Repairs and Maintenance Policy - OPY801		Version 1.0	
Authorised by	Director of Housing and Support	Date Authorised	September 2023
Annual Check	September 2024	Next Full Review Date	September 2025

Repairs and Maintenance Policy

1. PURPOSE

The purpose of this policy is to detail how property repair is undertaken in Nacro, in line with financial, statutory, and regulatory requirements.

It includes all arrangements for repairing properties that Nacro have repair liabilities for.

2. SCOPE

This policy covers all properties owned, leased, or managed by Nacro including all residential and commercial properties that Nacro has repair responsibilities for, including service user damage.

3. RISK

High quality property repair is essential to maintain Nacro's housing stock, keep tenants safe and maintain our reputation. Unmanaged assets can have financial implications, as properties may need extensive void works and remain unlet for longer. Additionally, smaller repair issues left unaddressed may become more costly when the issue eventually comes to light.

Finally, the main risk which effective repairs mitigate is accidents occurring from poorly maintained properties and health and safety breaches.

4. EQUALITY AND DIVERSITY

Property repair requirements affect individuals across all the protected characteristics, however, the impact of a poorly maintained home can be different, depending on the health, age, and vulnerability of the tenant. The very young, older, or disabled tenants are more at risk from poorly maintained homes. Consideration to the tenant's vulnerability should be applied when considering the urgency of repairs.

5. GDPR/CONFIDENTIALITY

GDPR and confidentiality is going to need to be considered carefully when assigning jobs to contractors requires sharing personnel identifying information, such as tenant's

address and any vulnerabilities tenants may have which impact of their ability to manage the visit.

6. CONSULTATION

This policy has been reviewed by the Head of Quality & Safeguarding (Housing), the Head of Property & Asset Management and the Property Maintenance Team.

7. LEGAL

As a registered provider of social housing, Nacro must follow the standards established by the regulator of social housing, the Regulator of Social Housing. Alongside this, Nacro's maintenance responsibility is outlined in the following guidance and legislation:

- Decent Homes Standard
- The Social Housing Act 2023 – details pending.
- Section 11 of the Landlord and Tenant Act 1985
- Housing Health and Safety Rating System (HHSRS)
- Section 4 of the Defective Premises Act 1972
- Environmental Protection Act 1990

8. DEFINITIONS

“A Contractor” for the purposes of this policy is defined as “a person or firm that undertakes a contract to provide materials and/or labour to perform a service or do a job” specifically concerned with a property or building.

9. THE POLICY

9.1 Reporting repairs:

9.1.1. All responsive and day to day property repairs must be reported to the Nacro Housing/Core or CAS-2 Maintenance Helpdesks giving clear details, photographs and confirming if it is service user damage.

9.1.2. The Maintenance helpdesk will ensure that general repairs are reported to the relevant landlords, where they are responsible.

9.1.3. Repairs should be reported by telephone for 24-hour emergencies and an email maintenance request form completed for all other urgent and routine repairs.

9.1.4. Upon receipt of a repairs request where Nacro is responsible, the Maintenance Helpdesk will raise a job order with an approved contractor.

9.1.5. Staff should not contact any contractor direct before a repair has been reported to the helpdesk except for in specific circumstances where special arrangements have been made i.e., for some out of hours repairs.

Nacro Housing, Education centres, service delivery centres and offices

Telephone 01332 203118 or email maintenance.helpdesk@nacro.org.uk

Nacro CAS-2 Properties and offices Telephone 0300 555 0263

property.repairs@nacrocas2.org.uk

9.2. Classification of repairs:

The Maintenance Helpdesk will classify a repair as either emergency, urgent or routine according to the criteria shown below.

9.2.1. Emergency repairs (24-hour target completion time): these are normally repairs needed in situations where there is danger to the health or safety of staff or service users or a danger of serious damage to the property. Examples include:

- fire or flood
- complete loss of water or electricity supply
- burst water pipes
- blocked WC if only one in the property
- blocked/ overflowing drains
- complete central heating failure (October – March)
- resident locked out of property (re-charge may apply)
- external door or window requires boarding up for security reasons

9.2.2. Urgent repairs (7-day target completion time): these are normally repairs to prevent further damage or deterioration to the property. Examples include:

- partial loss of electricity or water supply
- minor roof damage not requiring scaffolding
- partially blocked drains or waste pipes
- loose or unsafe handrails, stair treads, bannisters
- loose or damaged floor boards
- complete central heating failure (April – September)
- damp and mould (see separate policy on this issue)

9.2.3. Routine repairs (31-day target completion time, or 28 days for CAS-2): these are generally defects that can be deferred without causing serious deterioration to the building or discomfort to occupiers. Examples include:

- repairs to external paths, gates, fencing and walls
- repairs/ cleaning out of rainwater goods
- tiling of kitchens and bathrooms
- repairs to kitchen fittings
- minor plumbing repairs/ renewing taps
- repairs/ replacement of internal doors
- repairs/ replacement of door intercom units

9.2.4. In some cases, while the initial cause of the repair issue will be bound by this classification, any works to make good the property as a result of, for example, water damage to the property ie plastering and decoration, may exceed this period due to the need for walls to be fully dried out before further works can take place.

9.2.5. Void repairs

Repairs needed in order to re-let a vacant residential property will be carried out as quickly as possible. Where routine repairs are required, the target completion time will normally be 7 days (5 days for CAS-2 properties). However, where major or extensive repairs are necessary, the target completion time will be extended to either 14, 21 or 31 days. For CAS-2 properties, this will require a Category 2 or 3 application to the Ministry of Justice (MoJ) CAS-2 contract management team, dependent upon the nature and scope of works involved.

A weekly report will be provided by the Helpdesk identifying void properties outside of target, except for CAS-2, where daily reporting arrangements are in place.

9.2.6. Emergency out of hour repairs

Nacro Housing, Education Centres, and other commercial buildings, that occur outside normal office hours or at weekends should be reported to either:

- Nationwide Property Solutions call centre on 01924 433 066 or,
- if the residential property is in Birmingham, to L. Daniels Property Maintenance Ltd on 07553 357879.

Calls will only be accepted from Nacro on call managers and not service users. Call centre staff will arrange for a contractor to attend to the repair.

Nacro CAS-2

Calls can be made by Nacro on call managers, service users and third-party agencies i.e., Police to Frontline call handling service. This service will then contact Nationwide Property Solutions to attend the emergency repair. Frontline will report to Nacro the following working day the call it has taken, and actions followed through on.

9.2.7. Where the service user's risk assessment indicates that they should not be visited unaccompanied, consideration must be given to deferring the repair until the next day or two contractors attending together.

9.3. Functions of the Maintenance Helpdesks

9.3.1. The **Nacro Core and Housing Maintenance Helpdesk** (Housing, Education, other commercial properties) receives requests and raises orders for the following functions:

- Reactive repairs
- Decorating
- Raising orders for CCTV systems

9.3.2. The **Nacro CAS-2 Maintenance helpdesk** receives requests and raises orders for the following functions:

- Reactive repairs
- Decorating
- Cleaning
- Rubbish removal including needle sweeps
- Gardening
- Window cleaning
- Pest control
- Wifi repairs
- CCTV repairs

9.4. Property Compliance

9.4.1. This includes gas safety checks, electrical safety checks, fire risk assessments, legionella checks, asbestos checks. While these are dealt with by the Nacro maintenance (compliance) team, they are subject to separate individual policies located in the Health and Safety section of One Space.

9.5. Performance

9.5.1. Monthly performance reports will be produced by the Property team to monitor and assess progress in meeting these targets. The performance of individual contractors will also be monitored and will be taken into consideration when reviewing their approved status.

9.6. Planned and cyclical maintenance

- 9.6.1. Planned and cyclical maintenance is essential to keep buildings in a good state of repair and to reduce future maintenance and dilapidation costs.
- 9.6.2. Nacro will implement a continuous five year planned maintenance programme for the Nacro owned stock and any properties where Nacro has major repair responsibilities.
- 9.6.3. The programme will be based upon the results of periodic stock condition surveys.

9.7. Stock condition surveys

- 9.7.1. Stock condition surveys will be carried out at least every five years on the Nacro owned properties and any other buildings where Nacro has a long-term lease with full maintenance responsibilities. The purpose of these surveys is to assess the condition of the key components of the building (e.g., bathrooms, kitchens, space and water heating systems, external walls, doors, windows, and roof) and to identify both short- and long-term maintenance requirements and whole life costings. The survey is also an additional safeguard check to assess whether there are any hazards within a property that fall within the scope of the Housing Health and Safety Rating System and have not been reported in routine health and safety inspections.
- 9.7.2. For residential properties, the surveys also assess compliance with Decent Homes standards. The results of the surveys will inform future planned and cyclical maintenance programmes.
- 9.7.3. The Nacro maintenance team will also undertake inspections of other properties it manages, to supplement the monthly health and safety inspections by operational teams as and when it is considered this is required.

9.8. Obtaining quotes and tenders

9.8.1. Inviting Quotes

The Maintenance Helpdesk/Property Repairs team will invite the following quotes:

Cost	Number of quotes required
Over the value £3,000	2
Over the value £5,000	3

Contractors will be asked to return their quotes to the Maintenance Helpdesk team by a specified date.

- 9.8.2. For void repairs up to £5,000, or any other urgent works where any waiting to obtain quotes may result in further damage to property, harm to

occupants or significant financial loss, a waiver may be obtained from the Head of Property, Head of Housing or Head of CAS-2, or the Education Vice Principal For works over £10k, this approval must come from the appropriate Director.

9.9. Schedule of Works

9.9.1. Prior to obtaining a quote, a schedule of works will be prepared for contractors to price against which will:

- itemise each element of the work required.
- give measurements where appropriate (e.g., room sizes)
- give details of any colour schemes required for redecoration.
- specify any make, model number or named manufacturer's materials or substances to be used.

9.10. Evaluation of quotes

9.10.1. Quotes will be evaluated by either the Maintenance Helpdesk Manager, Building Surveyor or National Property Maintenance Manager dependent upon the value.

9.11. Tendering for higher value works

9.11.1. Contracts for major repairs that are likely to exceed the value £50,000 will normally be subject to competitive tendering. The process will involve:

- preparation of a detailed schedule of works with, where appropriate, drawings
- invitations to tender issued to at least three and up to five suitably qualified and experienced contractors.
- receipt of tenders in sealed envelopes that do not identify the name of the individual contractor.
- opening of all tenders at the same time in the presence of at least two senior managers unless the exercise has been carried out on Nacro's behalf by external consultants.
- recording details of each tender in the contracts register
- evaluation of tenders
- award of contract to the successful bidder
- issue of an appropriate form of contract (e.g., JCT Minor Works contract).

9.12. Issuing of repairs to contractors

9.12.1. Responsibility for an individual repair may fall to the landlord or owner of the property rather than to Nacro, as determined by the lease or management agreement. The Maintenance Helpdesk will check its records to identify where the responsibility lies and will refer the repair to the landlord where appropriate.

9.12.2. Nacro has a large number of approved local contractors which can be issued works order to. A smaller number of specialist contractors i.e., for fire safety works with regional and national coverage are also available

9.12.3. The Maintenance Helpdesk team will give the contractor or landlord assigned to carry out the repair, the contact details of the local member of staff to enable them to make an appointment to carry out the work. Staff should try to arrange an appointment with the contractor well within the target response time.

9.13. Authorisation of repairs

9.13.1. The Maintenance Helpdesk can authorise repairs expenditure up to the value of £2000. Repairs above this value will require the relevant budget holder's approval.

9.13.2. The Maintenance Helpdesk will obtain written confirmation of the budget holder's approval before issuing a works order subject to the financial authorisation limits set out in Nacro's Scheme of Delegation which are as follows:

Repairs up to £50,000	Directors and Financial Controller
Repairs up to £10,000	Heads of Service/Education Vice Principals
Repairs up to £5,000	Maintenance Helpdesk Manager and Area Managers
Repairs up to £2,000	Maintenance Helpdesk Administrator

9.13.3. Following the budget holder's approval of the expenditure the repair order will need to be authorised by a member of the Property team according to the following limits:

Amount exclusive of VAT	Responsible person
Repairs up to £2,000	Maintenance Helpdesk
Repairs up to £5,000	Manager Helpdesk Manager Building Surveyor Void Property and Contracts Manager
Repairs up to £10,000	Head of Property and Asset Management
Repairs over £10,000	Director

9.14. Confirmation of completed repairs

9.14.1. Housing, CAS-2 and commercial property repairs are confirmed by staff or the receipt of an engineer's report from the contractor with the invoice. Where the repair has been carried out by the landlord or owner of the building, staff should notify the Maintenance Helpdesk team.

9.14.2. In all other cases staff should confirm that routine minor repairs have been satisfactorily carried out by completing the slip attached to the job order. The contractor will return this slip with their invoice to the Maintenance Helpdesk.

9.15. Post completion inspections

- 9.15.1. The Property team will arrange for post completion inspections to be carried out on 10% of works between the value of £1,000 - £5,000 and on all works above the value of £3,000.
- 9.15.2. Major repairs (i.e., those above the value £5,000 excluding V A T) will be inspected either by a member of the property team or an external surveyor acting on Nacro's behalf.
- 9.15.3. The purpose of these inspections is to confirm that all items set out in the schedule of works have been fully completed to a satisfactory standard and represent good value for money. The Property team will keep a written record of post inspection completions.

9.16. Payments to contractors

- 9.16.1. The Maintenance Helpdesk will check all repair invoices submitted by contractors to ensure that:
- the work being charged for corresponds with the order raised.
 - there is no significant variance (i.e., 10% or more) between the estimated and actual cost.
 - The completion slip on the works order has been filled in by scheme/Centre Staff.
- 9.16.2. If it has not, the Maintenance Helpdesk will contact the scheme or centre staff to obtain confirmation. The Property Repairs team will ensure that they are in receipt of an engineer's report.
- 9.16.3. The invoice will be forwarded to Nacro Finance team for payment. No payments will be issued for repairs that have not been raised by the Maintenance Helpdesk team.
- 9.16.4. Nacro is committed to paying contractors on time and in accordance with the Prompt Payment Policy

9.17. Approved contractors - Recruitment and selection

- 9.17.1. The Property team will maintain a list of approved contractors. The team will ensure that there are sufficient contractors to carry out the range and volume of repairs in each area. The process to become a Nacro approved contractor is detailed in the Control of Contractors Procedure.
- 9.17.2. Nacro can also engage a one-off contractor. The process for this is also detailed in the Control of Contractors Procedure.
- 9.17.3. Individual contractors must also provide evidence that the:
- have adequate third-party insurance in the event of an accident whilst working at Nacro premises.

- are registered with HM Revenue and Customs for tax and, where applicable, VAT.

9.17.4. New contractors will initially be engaged on a six-month probationary period, at the end of which a review will take place to assess their performance in terms of meeting target completion times and the quality and cost of their work. Feedback and comments from centre and scheme staff will also be taken into consideration before a contractor's approved status is confirmed.

9.18. Terms of engagement

9.18.1. Contractors signing the Contractor Appraisal questionnaire agree to Nacro's modern slavery policy, Code of Conduct and Safeguarding Policy. A separate terms of engagement contract can also be issued where required.

9.19. Management of Contractors

9.19.1. As required by Nacro's Control of Contractors Policy, the Property Services team will carry out periodic reviews of individual contractor performance. The reviews will assess the performance of the contractor in meeting target completion times and the quality and cost of their work taking into consideration feedback from Nacro staff and service users. Satisfactory performance reviews will be a condition of continued approved status for individual contractors.

9.20. Insurance claims

9.20.1. It may be possible to claim at least part of the cost of some repairs through Nacro's insurance. Examples of potential insurance claims include the cost of repairs or damage caused by:

- fire
- flood
- subsidence
- malicious damage

9.20.2. With insurance arrangements being split between Landlord and Nacro we need to ensure that we all understand who insures what, and the process to follow if there is an unfortunate loss event occurs. Failure to follow some basic steps can result in claims being, at best delayed at worst rejected and, additional costs being unnecessarily incurred.

9.20.3. In all circumstances, whether or not the costs are likely to be covered by insurance, reasonable steps must be taken to make the property safe and prevent any further damage or deterioration including:

- arranging for emergency repairs to be carried out (e.g., boarding up broken windows etc.)
- re-connecting services (e.g., pipes, electrical wiring etc.) where safe to do so.
 - Regular inspection of empty properties

9.21. Rechargeable repairs

9.21.1. Recharges to service users (Nacro Core)

Nacro's Tenant/ Service User Recharge (Finance) Procedure sets out the process for recharging tenants/ service users for the cost of repairs that are the result of deliberate damage. The process involves the Maintenance Helpdesk or local scheme manager providing a copy of the invoice for the repair to Nacro's Finance team who will arrange for a recharge invoice and form to be raised and sent to local centre/ scheme staff who will issue it to the service user and agree a payment plan with them.

9.21.2. Recharges to landlords

Where appropriate, Nacro will recharge landlords for the cost of repairs or surveys (e.g., asbestos surveys) carried out on their behalf (by way of rent reduction). Except where emergency repairs are required and the landlord cannot be contacted, the written agreement of the landlord to meet such costs must be obtained prior to the commencement of any works.

In many property leases there is provision is set off costs incurred by Nacro carrying out repairs which are the landlord's responsibility when the landlord has not carried out a repair they have been notified of, within a reasonable time period.

9.22. Safeguarding

9.22.1. In keeping with Nacro's vision, values, and principles, of creating an effective and strong culture of safeguarding, we believe that safeguarding is everyone's business.

9.22.2. Much of the repair work is carried out by external contractors, on behalf of Nacro. Although maintenance contractors do not work directly with service users, they may meet children, young people and adults at risk on an ad hoc or irregular basis, for short periods of time e.g., planned/unplanned maintenance works to Nacro tenanted properties, or an education site. To support this, Nacro provides all our contractors with 'Safeguarding

requirements for Nacro’s maintenance contractors’, which details our expectations, DBS check requirements and a contractor’s code of conduct.

10. IMPLEMENTATION

The policy will be published on One Space and the property maintenance team will be briefed on any changes to the content of the policy at a team meeting immediately following publication.

11. REVIEW

The policy will be reviewed by the Head of Property & Asset Management at a minimum every two years.

12. POLICY/PROCEDURES/GUIDANCE HISTORY

Reference number	To be given by Co.Sec.	Effective from	
Author		Approved by	
Version number		Date for review	
Privacy Impact assessment		Equality Impact assessment	

Revision History

Version	Date	Editor	Summary of Changes