

Post Inspections Policy

Document Owner	Responsive Repairs Manager
Approved by	Operations Director
Approved date	January 2025
Prepared by	Responsive Repairs Manager Policy Officer
Date of Next Review	January 2028
Lines of Defence	<ol style="list-style-type: none"> 1. Approval by Director 2. Manager will audit regularly to ensure post inspections targets are met, and review findings and lessons learned.

1 Scope and Aims

- 1.1 This policy stipulates when and why post inspections of repairs and maintenance works are carried out.
- 1.2 The aim of this policy is to ensure a programme of post inspection of routine maintenance work which ensures that Hexagon Housing Association (Hexagon) delivers a high-quality maintenance service to residents that offers good value for money.
- 1.3 This policy is applicable to all aspects of the responsive repair service delivery to Hexagon and Horniman properties.
- 1.4 In this policy, the term 'Hexagon' will refer to Hexagon and its agents, consultants and contractors. Inspections may be conducted by Hexagon's contractors and consultants where relevant.

2 Equality and Diversity

- 2.1 An Equality Impact Assessment screening has been completed (Appendix 1) that did not identify any areas for concern.

3 Post Inspections

- 3.1 Hexagon's contractors will take pre, during, and post works photos for all responsive repairs and these photos will be made available to Hexagon to facilitate effective monitoring of quality.
- 3.2 Post-inspection of completed repairs will be carried out by Hexagon and/or Hexagon's contractors on a regular basis to establish a good level of quality and customer satisfaction.
- 3.3 As a minimum, the Contractor's Technical Supervisor will physically post inspect at least 15% of all completed repairs, 15% of post-works photos, 100% of void works, and 100% of new component installs and stock improvement works. These inspections must include a mixture of directly delivered and sub-contracted works across a variety of trades, and evidence of inspections must be made available to Hexagon.
- 3.4 Hexagon will complete post inspections on at least 10% of Responsive Repairs works, including Routine and Emergency repairs, through site quality checks, photos, or phoning the resident.
- 3.5 A list of 10% of completed Responsive Repair works will be randomly generated through Hexagon's database, and these will be subject to post inspections.
- 3.6 The Responsive Repairs manager will monitor completed post inspections to ensure the 10% target is being met.

- 3.7 Hexagon will post-inspect 100% of repairs that are subject to a complaint or tenant dissatisfaction.
- 3.8 Hexagon will post-inspect 10% of property safety works. These inspections will be completed by Hexagon's contractor.
- 3.9 Hexagon will inspect 100% of voids works.
- 3.10 Hexagon will inspect 100% of works completed that required a temporary or permanent decant of the household.
- 3.11 Hexagon will inspect 100% of completed orders exceeding £500 in value.
- 3.12 Hexagon will inspect 100% of new component installations within the Responsive Repairs remit.
- 3.13 Hexagon will post-inspect 100% of stock improvement capital works. Inspection will be conducted by Hexagon's consultants.
- 3.14 Hexagon will inspect 100% of completed damp and mould works.
- 3.15 Post inspections will assess the following:
 - 3.15.1 Was the work completed in accordance with the instruction and set standards?
 - 3.15.2 What standard of workmanship has been achieved?
 - 3.15.3 Was the repair completed within the target timeframe?
 - 3.15.4 Has value for money been achieved?
 - 3.15.5 Has the repair remedied the defect that was originally reported?
- 3.16 The Responsive Repairs Manager will regularly review failed post-inspections and action lessons learned.
- 3.17 All recalls and appointments to rectify defect repairs will be recorded and reported as a monthly KPI to Hexagon by the Contractor. The Responsive Repairs manager will monitor this and action lessons learned.

4 Relevant Hexagon Policies and Procedures

- 4.1 Repair Priority Policy
- 4.2 Damp and Mould Policy
- 4.3 Complaints Policy
- 4.4 Decant Policy and Procedure

5 Related Guidance and Legislation

- 5.1 Landlord and Tenant Act 1985
- 5.2 The Homes (Fitness for Human Habitation) Act 2018
- 5.3 Decent Homes Standard 2006

- 5.4 Building Act 1984
- 5.5 Regulator of Social Housing Consumer Standards
- 5.6 Building Regulations 2010
- 5.7 Building Safety Act 2022
- 5.8 Social Housing (Regulation) Act 2023
- 5.9 Housing Health and Safety Rating System (HHSRS)

6 Appendix 1: Equality Impact Assessment

Part one: Initial Screening

Name of policy, service or function	Post Inspection Policy
Current or Proposed	Proposed
Persons completing Initial screening	Policy Officer
<p>This policy stipulates when and why post inspections of repairs and maintenance works are carried out.</p> <p>The aim of this policy is to ensure a programme of post inspection of routine maintenance work which ensures that Hexagon Housing Association (Hexagon) delivers a high-quality maintenance service to residents that offers good value for money.</p> <p>This policy is applicable to all aspects of the responsive repair service delivery to Hexagon and Horniman properties.</p>	

Analysis of relevant data

Summary of Data	Analysis
Organisational Statistics	We have not received any complaints / dissatisfied feedback about our post inspection process.
Qualitative data from colleagues managing/delivering the service area	Post inspections are conducted to ensure that Hexagon delivers a high quality repairs service that delivers value for money. Where less than 100% of a certain type of repair will be post-inspected, the relevant percentage is randomly generated through an IT system that ensures there will be no unequal impact on different protected characteristic groups.

Screening

Protected Characteristic	Is impact of policy positive, negative, or none	Reason
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	Positive	Negative	No Impact	
Age			X	Where less than 100% of a certain type of repair will be post-inspected, the relevant percentage is randomly generated through an IT system that ensures there will be no unequal impact on different protected characteristic groups.
Disability			X	
Gender			X	
Gender reassignment			X	
Race			X	
Religion or belief			X	
Sexual orientation			X	
Socio-economic status			X	
Literacy			X	

What are the arrangements for monitoring the policy and its impact on customers?

The Responsive Repairs manager will monitor completed post inspections to ensure the targets are being met.

The Responsive Repairs Manager will regularly review failed post-inspections and action lessons learned.

All recalls and appointments to rectify defect repairs will be recorded and reported as a monthly KPI to Hexagon by the Contractor. The Responsive Repairs manager will monitor this and action lessons learned.

The Policy will be reviewed in 3 years time.

As no negative impact has been identified in this screening, we will not progress to Part 2 of the Equality Impact Assessment.