

Repair Priority Policy

Document Owner	Head of Property Services
Approved by	Customer Services Committee
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Prepared by	Repairs Manager and Policy Officer
Date of Next Review	December 2027
Lines of Defence	<ol style="list-style-type: none">1. Approval by CS.Cmte2. Performance monitored through post-inspection programme and KPI reporting to Directors Group and Board

1 Scope and Aims

- 1.1 The aim of this policy is to provide a cost-effective repairs and maintenance service to homes and communal areas that responds to the needs of tenants.
- 1.2 This policy applies to all repairs for which Hexagon are responsible. This includes repairs undertaken by managing agents, and work undertaken by any of our repair contractors.
- 1.3 This policy aims to provide clarity and transparency as to Hexagon's approach to priorities, target timeframes, and appointment scheduling for repairs.
- 1.4 Hexagon will ensure that the terms of this policy are adhered to by Hexagon's contracted repairs service through the procurement and contract management of the service. The Responsive Repairs manager will be responsible for this.

2 Equality and Diversity

- 2.1 This Policy will be implemented in accordance with Hexagon's responsibilities and duties under relevant legislation, including the Equalities Act 2010.
- 2.2 An Equality Impact Assessment Screening was completed that found this policy does not have a negative impact on any protected characteristic groups. See Appendix 3.

3 Consultation

- 3.1 Hexagon's Resident Advisory Group, Resident Repair Group, and Resident Disability Inclusion Group were consulted on this policy in March 2023.

4 Repair Priorities

- 4.1 All repairs will be allocated one of the following priorities:
 - 4.1.1 **Priority 1: Emergency.** To be attended to and made safe within 2 hours and rectified within 24 hours. The time starts when the contractor receives notification of the emergency repair and ends when the job has been made safe.
 - 4.1.2 **Priority 2: Routine.** To be completed at the resident's convenience but within 28 calendar days, often in less than 10 days.

- 4.1.3 All category 1 Housing Health and Safety Rating System Hazards (including Damp and Mould – see the Damp and Mould Policy) will be rectified within 21 days – this will be tracked via Hexagon's repairs system in partnership with our repairs contractor.
- 4.2 Emergency work will include any defect which puts the health, safety, or security of the resident or a third party at immediate risk or which affects the structure of the building adversely.
- 4.3 If a resident requests an appointment time for a priority 2 routine maintenance work that is more than 28 days after the request was made, this will be considered on a case-by-case basis. In this case, the repair would not be included as having not met our timescale targets in performance reporting, as the extended timeframe is at the request of the resident.
- 4.4 Priority 2 repairs to communal areas will be appointed dependent upon the nature of the work but must always be completed within 28 days, with a target of reducing the average end to end time to 8 days.
- 4.5 Recalls or defects to repairs will be completed as per Priority 1 Emergency work, to be attended to and made safe within 2 hours and rectified within 24 hours regardless of the nature of the repair and individual requirement. All recalls will be recorded as a recall to enable robust reporting.
- 4.6 A separate process is in place for repairs to rectify defects arising within the 12 month defect period of a recently completed development. See Appendix 2 for details.

5 Appointments

- 5.1 When a resident requests a Priority 2 repair, the contact centre will offer an appointment to that resident with a specified date and timeslot.
- 5.2 The resident will be offered an AM or PM appointment slot within the following appointment times:
 - 5.2.1 8:00am – 12pm Monday to Friday
 - 5.2.2 12:00pm – 8:00pm Monday to Friday
 - 5.2.3 9:00am – 1:00pm Saturday
- 5.3 At all other times, including statutory holidays, there will be an out of hours' service for emergency repairs only.
- 5.4 A reminder of all appointments will be sent to the resident by text message, phone call, or email the day before the appointment date.

- 5.5 The Contractor will telephone and/or text the resident when they are on route to advise of their estimated time of arrival. If they receive no reply they will still attend the property and if no access is available, they will follow the No Access Procedure.
- 5.6 The Contractor will notify the resident at least 24 hours in advance when an appointment cannot be honoured, by telephone call in the first instance, followed by a text message and email. The Contractor will arrange an alternative appointment with the resident. All broken appointments will be recorded and reported.
- 5.7 Where a repair appointment is not honoured by the contractor and no prior notice is given to the resident, the resident will be entitled to claim compensation. See Hexagon's Compensation Policy.
- 5.8 When a repair cannot be completed on the first appointment, the Contractor will agree a date and time for a second appointment with the resident. Hexagon and the Contractor will closely monitor and review works that are not completed first time due to materials or parts, and work with their supply chain to reduce this over time.
- 5.9 When a repair cannot be completed on the first appointment as variations need to be authorised by Hexagon, the Contractor will agree a second appointment with the resident, allowing enough time for authorisation (or where possible receive authorisation from Hexagon whilst on site to proceed).
- 5.10 Where repairs are not completed on the first appointment (for any reason), the repair will still need to be completed within the timeframes outlined in section 4.1 of this policy.

6 Emergency Repairs

- 6.1 Emergency repairs are issues that pose an immediate risk to health and safety or the fabric of the building; this includes, but is not limited to, an uncontrollable water leak, total loss of electrical power, total loss of water supply, insecure external window, door, or lock.
- 6.2 The Priority 1 target times will apply to out of hours as well as normal working hours.
- 6.3 Reports of emergency repairs will be handled by the Contractors contact centre for normal working hours and for all out of hours calls. The contact centre will establish if the nature of the work is an emergency and allocate the repair to the appropriate tradesperson.

- 6.4 The Contractor's contact centre will establish if the issue is a serious incident requiring the attendance of emergency services, and if this is the case the contact centre will call the appropriate services immediately.
- 6.5 Any follow up work required following Emergency work will be allocated the appropriate priority depending on the category of work. The target response time for follow up work will start from the time the new work order is raised.
- 6.6 If the Contractor attends a property to complete an Emergency repair and on arrival it becomes clear that the works are not an emergency, the Contractor will still carry out the required works on that visit.
- 6.7 The Contractor will communicate clearly and regularly with the resident about the emergency repair, providing progress updates to the resident, and requesting feedback from the resident.
- 6.8 Where the Emergency Repair impacts on multiple households, Hexagon will communicate with all households directly impacted by the issue to provide progress updates and information.

7 Monitoring

- 7.1 A thorough regimen of pre and post inspection of repairs will be carried out by Hexagon (or a managing agent acting on behalf of Hexagon) and the Contractor on a regular basis to establish a good level of quality and customer satisfaction. See the Pre and Post Inspection Policy.
- 7.2 The Contractor will take pre, during, and post works photos for all repairs and these photos will be made available to Hexagon on request.
- 7.3 All recalls and appointments to rectify defect repairs will be recorded and reported as a monthly KPI.
- 7.4 Hexagon will assess the performance of the Responsive Repairs and other repairs contractors at monthly contract meetings. Each Contractor will report on key performance indicators to Hexagon monthly. Hexagon have a partnership framework with their Responsive Repairs contractor and will work together to resolve any underperformance. If necessary, Hexagon may also utilise financial sanctions within the contract to effectively manage the contract and ensure residents receive a good service.
- 7.5 Hexagon's Resident Repair Group will regularly assess performance and outcomes from complaints.

- 7.6 Hexagon will send residents a customer satisfaction survey by text after every completed repair and the Responsive Repairs Manager will review customer satisfaction regularly. The Responsive Repairs Manager will also regularly review learning outcomes from complaints received. Customer satisfaction surveys will not be sent following repairs to communal areas.
- 7.7 Repair KPIs will be reported to the Hexagon Directors Group on a monthly basis for learning and oversight, and performance against targets will be benchmarked against other organisations within the sector.

8 Legal Framework

- Home Standard 2012
- Housing Act 1985, 2004
- Decent Homes Standard
- Housing Health and Safety Rating System (HHSRS)
- Building Regulations sections A to P
- Landlord and Tenant Act 1985
- Equality Act 2010
- Social Housing (Regulation) Act 2023
- Building Safety Act 2022

9 Related Hexagon Policies

- 9.1 No Access Policy and Procedure
- 9.2 Vulnerable Residents and Reasonable Adjustments Policy
- 9.3 Pre and Post Inspections Policy

10 Appendix 1: Resident's Responsibilities

10.1 It is Hexagon's responsibility to carry out most repairs to the outside of your home, the main structure and communal areas. Hexagon are also responsible for repairs to fittings which Hexagon have provided within the home, such as kitchen, bathrooms and heating systems, along with the systems for supplying gas, electricity and water. Hexagon are also responsible for floors, ceiling and plastering, and will 'make good' internal decorations after carrying out repairs.

10.2 There are some repairs that Hexagon are not responsible for, and that are the responsibility of the resident to repair. These include:

- Unblocking sinks, hand basins and baths.
- Small repair jobs such as electrical fuses and replacing toilet seats.
- Fitting new locks if you lose your keys (if keys are stolen we will replace locks if you have a crime number from the police).
- Damage caused by you, someone living with you, or a visitor.
- Internal doors (except fire doors), internal door latches and locks, handles, hinges, keys and rubber door stops.
- Replacing cupboard catches, handles and hinges.
- Plugs and chains to sinks, hand basins and baths.
- Accidental damage to sinks and toilets.
- Replacing broken glass in windows and doors, unless it is criminal damage (you will need to provide an official crime number from the police).
- Decorating the inside of your home.
- Replacing doorbell and smoke alarm batteries and testing smoke alarms.
- TV aerials, apart from communal ones.
- Replacing bulbs, fluorescent light tubes or starter switches, unless they are in communal areas.
- Anything that you have fitted to your home, inside or outside, including flooring.
- Any non-standard items that were given to you at the start of your tenancy.
- Plumbing to washing machines or dishwashers.
- Draught exclusion to doors and windows.

- Minor plaster cracks and gaps between skirting boards and floors.
- Adapting doors for carpets or resident's own flooring.
- Bleeding radiators.
- Repairing/replacing tidy-dryers, washing lines, etc.
- Shelving and curtain rails.
- Gardening (unless covered by service charge).
- Pest control not covered by statute.
- Window locks.

11 Appendix 2: Defects (to recently completed developments)

11.1 The table below sets out the priority levels and target response times for defects arising within the 12-month defect period of a recently completed development:

Priority Level	Within	Definition	Examples
Emergency	24 hrs of receipt of defect report	A threat to life or limb, directly affecting immediate health and safety, affecting security, will cause further damage to the property.	<ul style="list-style-type: none"> - Gas leak - Hazardous electrical faults - No sockets working - No lights working - Loss of all or part of communal lighting - No cold water to kitchen sink - Water/sewage ingress - Blocked drains - No working WC - No heating whatsoever between 1st October and 31st March - No heating whatsoever between 1st April and 31st September where household has a child under 5, or disabled occupant or occupants over 65. - Faulty doors or windows - Loose or falling building elements.
Urgent	7 days of receipt of defect report	Causing significant inconvenience or significant discomfort	<ul style="list-style-type: none"> - Faulty supplies to appliances - No sockets working in a given space - No lights working in a given space - Faulty appliances (where supplied) - No cold water to an outlet - Minor water leaks - Blocked waste pipe - No toilet with operational flush - No hot water by means of central heating or back up Immersion heater to an outlet. - No heating whatsoever between 1st April and 30th September where household does not have a child under 5, or disabled occupant or occupants over 65.
Normal	28 days of receipt of defect report	Minor inconvenience or minor discomfort	All other reports

12 Appendix 3: Equality Impact Assessment

Part one: Initial Screening

Name of policy, service or function	Repairs Priority Policy
Current or Proposed	Proposed
Persons completing Initial screening	Policy Officer
<p>The aim of this policy is to provide a cost-effective repairs and maintenance service to homes and communal areas that responds to the needs of tenants.</p> <p>This policy applies to all repairs for which Hexagon are responsible.</p> <p>This policy aims to provide clarity and transparency as to Hexagon's approach to priorities, target timeframes, and appointment scheduling for repairs.</p>	

Resident Involvement

Method	Feedback
Resident Advisory Group and Resident Repairs Group	<p>Consulted in March 2023; The groups had queries about how resident vulnerabilities would be identified and where necessary have their repairs prioritised.</p> <p>Response: Our Repairs Contractor will ask households about vulnerabilities when the resident raises a repair, and where the resident reports that the issue requiring repair is having a greater impact on them due to their health or disability, Hexagon will log and treat this as an Emergency Repair where there is an immediate health and safety risk.</p>
Resident Disability Inclusion Group	<p>Consulted in March 2023; The Resident's DIG raised concerns that Hexagon do not collect enough data on resident vulnerabilities to be able to effectively meet our general equality duty under the Equality Act 2010.</p> <p>Response: This is being addressed through a Resident Profiling programme, and our Repairs Contractor will be asking residents about vulnerabilities at the point that a repair is raised.</p>

Screening

Protected Characteristic	Say if impact is positive, negative, or none			Reason (include description of any data or research used)
	Positive	Negative	No Impact	
Age	X			Where the issue requiring repair poses an immediate health and safety risk due to a resident's age, this will be logged as an Emergency Repair.
Disability	X			Where the issue requiring repair poses an immediate health and

				safety risk due to a resident's disability, this will be logged as an Emergency Repair.
Sex			X	No impact identified
Gender reassignment			X	No impact identified
Race			X	No impact identified
Religion or belief			X	No impact identified
Sexual orientation			X	No impact identified
Socio-economic status			X	Compensation offered for missed appointments.
Literacy			X	The information in this policy can be given to residents verbally upon request; residents can report repairs needed verbally by phone; residents can request updates on repairs and appointment times by phone call rather than text.

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

See section 7 of the policy for a breakdown of performance monitoring, including customer satisfaction feedback surveys.

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