

# SOUTHSEA SELF HELP HOUSING CO-OPERATIVE

## REPAIRS AND MAINTENANCE POLICY

Southsea Self Help Housing Co-operative aims to offer the best possible repairs service (allowing for the fact that the service is administrated on a voluntary basis by members of the Co-operative) and maintain its properties to the highest possible standards. To this end the Co-op will ensure regular servicing of equipment and adhere to a fixed cycle for maintenance and repainting of its properties.

### **1. RESPONSIBILITIES**

THE CO-OP is responsible for the exterior and the structure of Co-op property, as well as installations for the supply of water, gas and electricity. Basins, sinks, baths and toilets, and fitted kitchen units are the responsibility of the Co-op, as is the central heating system and boiler. The Co-op will ensure that all repairs are carried out in a professional and safe manner and that no injury or damage is caused due to the Co-op's negligence.

INDIVIDUAL CO-OP MEMBERS are responsible for the internal decoration of their accommodation (although the Co-op may from time to time resolve to offer some financial assistance in the purchase of materials required to discharge this responsibility), and for all damage to Co-op property due to their own negligence or misuse, Members are responsible for reporting the need for any repairs promptly and to the correct officer as per Section 4 below.

### **2. SPEED OF THE SERVICE**

There are three categories of repairs:

**EMERGENCY REPAIRS**      Includes any damage to a Co-op property that directly affects the health or safety of members, e.g. severe roof leaks, total loss of electrical power or light, burst pipes etc.

**URGENT REPAIRS**      Problems that cause serious inconvenience and/or damage, e.g. leaking pipes, partial loss of electric power or light, insecure window or doors, etc.

**ORDINARY REPAIRS**      Problems that do not cause undue inconvenience.

**EMERGENCY REPAIRS WILL BE DEALT WITH WITHIN 2 WORKING DAYS URGENT REPAIRS WILL BE DEALT WITH WITHIN 5 WORKING DAYS ORDINARY REPAIRS WILL BE DEALT WITH WITHIN 4 WEEKS**

### **3. MAINTENANCE OFFICER & STREET REPS**

The Co-op will elect a Maintenance Officer at the Annual General Meeting. In addition 2 ' Street Representatives' for each street (6 in total) will be elected. This will form the Maintenance Team. The team will meet at least quarterly, but more often if required. The representatives will carry out pre and post repair inspections and assist the Maintenance Officer as required. The Maintenance Officer will be responsible for overseeing the implementation of this policy and reporting back to the Management Committee on a quarterly basis.

### **4. REPORTING REPAIRS**

Repairs are to be reported to either an appropriate Street Rep, or in their absence, directly to the Maintenance Officer. Reporting of repairs should be submitted on a Maintenance Request form, stating the problem and when access will be available for Maintenance Team to inspect.

**Please note the resolution of the problem CANNOT start until access has been given for pre repair inspection.**

### **5. AUTHORITY LEVELS**

The Maintenance Team have delegated authority to incur expenditure on a repair of up to £1,000 without seeking further permission from the Management Committee, unless the budget is already spent, in which case new limits will be imposed by the Management Committee. For renewals/improvements the Maintenance Team will produce a planned proposal schedule of works for the Management Committee's approval. Tenders/quotes will be required as directed by the Management Committee. On approval of quotes a purchase order will be raised for the chosen contractor to carry out the works.

### **6. POST WORKS INSPECTION**

Once the works are completed the contractor will submit an invoice for payment. The invoice will be passed to the Maintenance Officer, who will arrange post work inspection. If this is satisfactory the invoice will be passed to the Treasurer for payment to the contractor.

### **7. REPORTING**

Quarterly reports will be produced on repairs expenditure and these will be presented to the Management Committee, together with a reconciliation to the budget and any renewals/improvements expenditure.

## **8. DO IT YOURSELF**

As a self-help co-operative, members are encouraged to undertake their own repairs and assist members with repairs wherever possible. However repairs will still have to be reported to the Maintenance Team. The Co-op will not pay members for any repair works undertaken, but will reimburse the cost of any materials (provided receipts are submitted to substantiate the expenditure). Any electrical, gas or plumbing works must be carried out by a professional, certificated operative.

## **9. CYCLICAL MAINTENANCE**

The Co-op will ensure that all gas boilers are serviced along with a landlords safety certificate (legal requirement) issued on an ANNUAL basis. Members will allow access for safety checks each year.

External Cyclical maintenance (painting etc.) will be done every FIVE years, unless required sooner. Members will allow access for these necessary works to Co-op properties. The cycle for the next 20 years is : 2017, 2022, 2027, 2032.

## **10. PROPERTY INSPECTION**

The Maintenance Team will undertake an internal inspection of ALL Co-op properties every THREE years, starting in 2015. Members will give access for members of the Team to carry out this work on receipt of a 3 day notice.

## **11. RENEWALS and IMPROVEMENTS**

The Co-op will undertake any renewals/improvements as required. Any such items must be identified in the annual budget and may be procured by external contractors. Normal tendering procedures apply to any such works (directed by the Management Committee)