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1.0 INTRODUCTION

McTaggart Construction Ltd (MCL) recognises that meeting our client's expectations of a high standard of service delivery is essential. MCL acknowledge that the provision of a value for money repairs service that is both responsive and of the highest technical competence is an essential part of this process and we have therefore prepared this policy to assist in its delivery.

2.0 AIMS & OBJECTIVES

Aims

- To manage repairs and maintenance to the homes of its clients
- To comply with all relevant health and safety requirements
- To ensure a safe and secure environment to our clients residents

Objectives

- To run an effective planned and responsive repairs service
- To continuously improve performance
- To give the highest levels of client satisfaction

3.0 GAS SAFETY

MCL is committed to the provision of a high quality gas repairs service that:

- Properly discharges its legal and regulatory obligations
- Preserves the safety of occupants

MCL will operate a 24 hour emergency repair service, during the defects liability period, to all gas fired equipment and installations that it fitted. This service will be provided in order to:

- Reduce the risk of danger to residents, or
- Reduce the risk of significant loss or damage to the property.

4.0 RESPONSIVE DAY TO DAY REPAIRS

MCL will provide a service, where all repair requests will be handled through a dedicated Customer Contact Point. All repairs (with the exception of specialist work requiring contact with a third party) will be made by appointment with the resident. Our aim is to minimise the time between a request for a repair and its completion, unless the repair can be more effectively carried out as part of a programme of batched or planned works. Our emphasis for responsive repairs is to arrange an appointment directly with the resident and where practical complete the repair in one visit.

Reporting Arrangements

Housing Association Repairs and Maintenance Teams may report repairs by the following means during normal working hours:

- By Phone: Alex Nicol **01294 832195**
- By E-mail: customercare@mctaggartconstruction.co.uk

In exceptional circumstances repair reports may be made to:

Alex Nicol on 07590 227 233

Out of Hours Reporting

McTaggart Construction Ltd will operate an emergency out of hours repair service where repairs for joinery, plumbing and electrical items can be reported to:

- By Phone:
Andy Kennedy (Joinery) **07792099717**
Mark Watt (Plumbing) **07957922472**
Brian Christie (Electrical) **07976368265**

Out of hours contact numbers for specialist contractors will be provided on a project specific basis.

Batched Repairs

Where repairs require being undertaken to a number of properties or where the repair is of a larger or more complex nature, these will be scheduled as part of a programme of works which will reduce administrative and overhead costs. We will strive to complete any such programme of works within 3 months of notification by the relevant housing association Technical/Maintenance officer.

Operative Empowerment

Our operatives will be empowered to undertake necessary work to complete repairs when the repair involved is more than the original scope of works indicates.

No Access

Where access cannot be gained for a standard appointment we will make two further attempts to gain access or reschedule the appointment. However if unsuccessful at this time the repair will be passed back to the Housing Association and deemed to be no longer required.

Home Visits

MCL recognises its responsibility to protect vulnerable residents. It is MCL policy that no member of its staff or contractors acting on their behalf will enter a resident's home unless there is a responsible adult present.

Vulnerable Residents

Vulnerable residents, such as people of old age or with disabilities, will be given priority when booking repair works.

Pre- Inspection

Some repairs will require a pre-inspection prior to being arranged. This will include damp related problems and repairs where the scope of the works is not clear or detailed enough. An appointment will be made when necessary and carried out within 5 working days or at an agreed time with the resident.

Right to Repair

MCL acknowledge that the Association and its residents have a right to expect a repair to be completed within set timescales published by the association and we are committed to ensuring that our staff and contractors perform to these timescales. However this right to repair will not apply in the following circumstances:

- The resident has told MCL that they no longer wish the repair carried out
- Where the resident or association has failed to provide details to allow access to be gained
- Access for an inspection or for a repair has been denied by a resident, their family or any individual known to the resident
- Where special parts need to be ordered in order to complete the repair
- Where weather conditions prevent the completion of the repair

Multi-skilling

MCL and their appointed contractors encourage their trade staff to add allied skills additional to their main trade thereby increasing the potential for jobs to be completed in one visit, resident satisfaction and efficiency savings.

5.0 RECHARGEABLE REPAIRS

Circumstances sometimes arise when it is necessary to charge for repair works carried out by MCL that are outside our responsibility. MCL will, at all times, ensure that there is a consistent approach to recharging repairs and recovering costs. The association will be advised that the cost of the repair is rechargeable to them and advised of the options available to them.

Associations will be responsible for the repair or replacement of any item in the property which is damaged through neglect, carelessness, or deliberate action on the part of the resident or their family or any individual knowingly allowed into the property. MCL may also recharge for repair works we are requested to undertake that have been caused by deliberate acts of vandalism by parties' unknown, vehicular impact, storm damage or other acts of god or caused by civil and military unrest.

Residents Responsibilities

Some repairs are the responsibility of the resident of the property and not MCL; such repairs are defined within the resident's handbook and the resident is responsible for the maintenance, repair or replacement of the categories set out within their handbook.

6.0 END OF DEFECTS LIABILITY PERIOD

Prior to the expiration of the Defects Liability Period the association or their appointed representative should make contact with MCL's Customer Care Manager and invite them to undertake a joint inspection of the development with a view to creating a Schedule of Defects.

Within 14 working days of the completion of this inspection, the association is to provide MCL with a Schedule of Defects which we will rectify within the agreed time period. This timescale may be varied in some circumstances due to the nature of the works, difficulty in gaining access, ordering of specialised parts or where the works may be affected by inclement weather.

All repairs (with the exception of specialist work requiring contact with a third party) will be made by appointment with the resident and as detailed in **Section 4.0** above.

Upon notification by MCL that the Schedule of Defects had been completed the association shall undertake any relevant verification procedures and issue the Completion of Making Good Defects Certificate.

7.0 CLIENT PARTICIPATION

Client involvement plays a key role in developing the future direction of the repairs and maintenance service we provide. MCL encourage client feedback in the development of its improvement programmes through one-one meetings with its management team.

8.0 MONITORING & EVALUATION

MCL will evaluate and measure its performance through the use of performance indicators. These are listed below:

- 1st Time Fix
- Appointments Kept
- Clients Satisfaction with repairs service

9.0 CUSTOMER SERVICE STANDARDS

MCL will ensure:

- All operatives wear readily identifiable uniforms and carry identification
- All repair work is undertaken to a high standard
- Treat vulnerable residents as a priority
- Wherever possible repair works are undertaken within agreed time scales
- Leave all properties clean and tidy following remedial works

10.0 HEALTH & SAFETY

All operatives and staff will follow MCL Health and Safety Policy at all times.

Policy Review

This current policy will be reviewed March 2021 and shared with our employees.



Gary Climson
Managing Director
McTaggart Group
March 2020