

New repairs and gas servicing contract – have your say

We've been listening to residents to find out what's important to them as we start the process of choosing a new repairs and gas servicing provider.

Below is a summary of what residents have told us so far. We'd like to find out what you think, and for you to tell us if something is missing, including your ideas about how a new contractor can support Croydon's communities through social value, for example, volunteering and apprenticeships.

We've also taken the opportunity to set out which repairs - inside and outside the home – tenants are responsible for. These are noted at the bottom of this document.

Appointments, reporting a repair

- There should be an in-house contact centre (based at the council's offices) and different ways to report repairs
- Convenient & flexible appointments for residents that can be tracked
- Residents should be able to specify morning or afternoon slots
- Residents should get confirmation that a reported repair has been received by a named officer and who will do the repair
- Appointments for customers who collect need to school children
- Residents should be sent reminders of appointments the day before
- The contractor should call the resident when they're on their way to confirm their estimated time of arrival
- Residents should be able to track the progress of their repair in different ways
- Clear timescales for different types of repairs to manage customer expectations
- Communal repairs should be prioritised
- Leaks should have a higher priority to prevent the issue from becoming worse
- Leaseholders should be informed of any works to their block

Cancelling appointments

- The resident should be given 24 hours' notice when an appointment needs to be cancelled. If this happens, another appointment should be made with the resident straight away
- All cancelled appointments should be recorded to monitor how often this is happening
- The council should not pay contractors for appointments that are cancelled

During the repair

- Operatives should be polite, show respect to residents and understand the different needs of residents
- Operatives should always carry identification and introduce themselves before entering a residents' home
- Contractors should bring all supplies necessary for the job and not rely on residents for things like tissues
- Every effort should be made for the repair to be completed at the first visit. If this isn't possible, the operative should make a second resident appointment with the resident and update their record

After the repair

- Old fittings and all packaging should be taken away and residents' homes should be left clean, tidy and operatives should check that utilities are working before they leave
- Residents should be able to confirm whether they are satisfied or dissatisfied with the repair immediately after the appointment
- The provider should inspect a number (%) of completed repairs for quality
- There should be more satisfaction follows ups through visits or telephone calls

If there are problems

- The contractor should, as a minimum, comply with all the requirements of the law to complete repairs within the timescales set.
- Compensation should be paid to residents if repairs are carried out late
- Late appointments should be monitored by the council and resident representatives
- The contractor should show how it has learnt from complaints and feedback to improve its service
- There should be a much clearer and accessible process for making and responding to complaints
- Resolve problems quickly when things go wrong

Support for vulnerable residents

- Safeguarding measures should be introduced for vulnerable residents including named operatives, a password system, and pre-booked appointments
- Additional needs or requests made by vulnerable residents should be recorded and shared with operatives
- The contractor should observe residents' cultural preferences/differences
- Details of this should be taken by contact centre and passed on to the operatives completing the repair
- Language line should be offered to residents who need assistance

Resident involvement and contract management

- Residents should be included in monitoring performance and contract management
- Minimum standards and key performance indicators (KPIs) should be published on website
- Contractors should take part in resident meetings, such as the tenant and leaseholder panel and analyse feedback from complaints and commendations to improve the service
- Clear policies and procedures, with roles and responsibilities for landlord, contractor, and residents
- Penalties, compensation, and disrepair cases should be monitored by residents

Lettable standards/voids

- Residents should be involved in reviewing lettable standards and voids standards
- Every void property should be inspected to ensure it meets the lettable standard before a resident moves in
- All major repairs should be done before a tenant moves into a property
- A gas safety check, with a valid Gas Safety Certificate, water checks that the water tank is filled (having been chlorinated/disinfected), and ensure the water and electricity is turned on
- Where a resident moves into a home and Lettable Standards have not been met, the contractor should make the repair or make good the item within two working days, or at a time that's convenient for the resident

Social value

- Contractors should consider how they are going to give back to the community and support community projects and use local businesses to fulfil the handyman role

- Support crime reduction initiatives
- Provide employment opportunities including apprenticeships, work experience, careers fairs for residents
- Support focussed events and initiatives for young people in the borough
- Work with local businesses in their supply chain
- Provide and resident training
- Help start-up businesses and small/medium enterprises
- Support Croydon's commitment to reducing carbon emissions e.g.by using electric vehicles in their fleet
- Commit to reducing waste to landfills
- Commit to improving air quality by using low carbon emitting products

Repairs inside the home that are a tenant's responsibility

- **Clearing blocked internal waste pipes and traps**
- Replacing light bulbs, electrical fuses and plug tops as necessary
- **Replacing strip lighting and light bulbs in sealed bathroom units ***
- Maintaining and replacing **internal doors, door handles, hinges**, locks and brackets
- **Repairing and replacing internal door frames skirting boards and individual kitchen cupboards**
- Repairing cracked or broken glass to inside and outside your home (if you are unable to provide a crime reference number)
- **Minor repairs to floors, including floor tiles floorboards and other floor coverings+**
- **Minor repairs to plaster+**
- **Repair minor cracks** to ceilings+
- Replacing waste plugs and chains for sinks, basins, and baths
- Curtain fittings and rails, and any shelving or clothes airers
- **Replacing toilet seats**
- Insulation jackets to hot water cylinders or tanks
- **Tiling to walls in kitchens and bathrooms** or tiles to hearths and fire surrounds
- Maintaining any gas and/or electrical appliances that you have fitted
- Regularly checking and **replacing any battery-operated smoke detectors fitted in the property**

Repairs outside the home that are a tenant's responsibility

If your property has a private garden, you are responsible for:

- Grass cutting and hedge cutting
- **Repairing and replacing fences between private gardens** (we will only repair or replace fences that adjoin roads, public footpaths, alleyways or communal gardens)
- **Repairing and replacing paths in private gardens**
- **Replacing washing lines**
- **All repairs to free standing sheds in private gardens**
- Cutting back or lopping any trees within the boundaries of the property

Repairs covered under the concessionary repairs scheme are shown in **bold**.

+ minor repairs are those that are possible to carry out without the need for special tools or expensive materials and/or equipment.

Reglazing

- Replacing cracked or broken glass inside your property
- Repairing or replacing external glazing if damage is deliberate or through lack of care, or where you cannot provide a crime reference number

Gifted Items

- If you have been gifted items whilst living in your council home, you are responsible for the repair and maintenance of these yourself