



Repairs:
CIH charter for housing



Making People *Smile*



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The CIH repairs charter is a flexible framework that helps you identify what outcomes a good quality repairs service can deliver. It is not intended to be a regulatory tool but can be used as a basis for internal challenge - through tenant scrutiny, peer or independent review for example.

The charter focuses on the delivery of **responsive repairs**. It does not cover voids, programmed improvements, or wider asset management functions. However, the underlying principles may be adapted to cover these areas.

The charter includes a set of commitments which are underpinned by a range of outcomes - together, the commitments and outcomes provide a framework against which organisations can assess where they are now and where they aspire to be.

By signing up to this charter, you are making a public commitment to deliver high quality repairs services which are clearly focused on outcomes for tenants.

There are 6 core principles underpinning the repairs charter for housing:

1. Sign up is voluntary and based on self assessment
2. It has been developed using sector expertise
3. It is flexible and can be tailored to suit the outcomes that matter to you and your tenants
4. It is focused on outcomes, not on processes
5. It drives sector-led improvement
6. It complements existing frameworks or initiatives

What are we signing up to?

Core commitment	We can demonstrate
<p>Delivering an effective repairs service is a corporate and strategic priority</p>	<ul style="list-style-type: none"> • There is strong corporate commitment, leadership and accountability to deliver an effective repairs service. We have shared goals and objectives for the responsive repairs service developed in consultation with tenants and other key partners • Our responsive repairs service is an integral part of our asset management strategy which influences overall investment, disposal and development of tenants' homes • Our responsive repairs service supports other organisational strategies and objectives and is linked in with other departments (e.g. housing management and development) to deliver organisational priorities in a joined up way • We have robust governance and risk management arrangements in place to challenge and drive performance • We are flexible and quick to respond to the changing economic and regulatory environment • There is a clear understanding, right across our organisation, that our responsive repairs service is one of the most important and valued services we provide. Delivering a quality service is a key organisational objective for us and all of our delivery partners
<p>We equip everyone involved in the repairs service with the right skills, capacity and resources</p>	<ul style="list-style-type: none"> • We commit sufficient time, capacity and resources to ensure we can consistently deliver an effective and efficient responsive repairs service • We have a structure in place that has the right people, with the right skills in the right jobs to deliver the responsive repairs service effectively and avoids duplication of roles and processes • We invest in training and development to ensure that staff, tenants and partners at all levels have the appropriate knowledge and skills to deliver our responsive repairs service effectively • We provide relevant training and development, capacity building and support to our tenants so they are able to be directly involved in the development and improvement of our responsive repairs service and the scrutiny of our performance • We have reliable and flexible IT system, with real time integration which manages the critical flow of information to support the business, and enables us to meet customer expectations in relation to direct reporting, appointing and tracking of repairs via their preferred method of contact (e.g. the internet or smart phone)

What are we signing up to?

Core commitment	We can demonstrate
<p>We provide an accessible and accountable repairs service</p>	<ul style="list-style-type: none"> • All of our tenants can easily access the repairs service, we offer a range of options for how tenants can report a repair • We offer equal access to our responsive repairs service regardless of age, disability, gender, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation • We collect relevant and meaningful information on the profile of our tenants which helps us to tailor how we deliver the responsive repairs services. Information collected is safely stored and used in accordance with data protection requirements • We ensure effective two way communication with our tenants • We clearly set out and communicate with tenants what our responsive repairs service can and cannot deliver, including what we will charge/ recharge for, to enable us to effectively manage expectations and we apply this approach consistently and fairly • We have clear policies, procedures and processes in place for delivering the responsive repairs service which set out the aims of the service and the roles and responsibilities of all parties
<p>We deliver a quality responsive repairs service</p>	<ul style="list-style-type: none"> • There is clear operational responsibility for the delivery of the responsive repairs service • We ensure that all statutory and regulatory requirements are consistently met, including health and safety obligations (including fire safety and asbestos requirements) • We offer flexibility about how the service is delivered, that meets the tenants needs • We ensure that the repair is done in one visit where feasible, to the required quality, and to the overall satisfaction of the tenant • We provide flexible appointments that balances the needs of our tenants with delivering a value for money service • We take opportunities to improve, and maintain the sustainability and energy efficiency of our stock • We have an effective quality assurance system in place to ensure the quality of work carried out consistently meets our required standards

What are we signing up to?

Core commitment

We ensure that a value for money approach is embedded throughout our repairs service

We continually strive to understand and improve our performance

We can demonstrate

- Value for money is understood and embedded across the responsive repairs service. It is part of our performance management framework, determines how we allocate resources and is widely communicated to staff and tenants who are encouraged to identify value for money opportunities
 - We understand the cost of delivering the responsive repairs service. We balance the need to minimise costs with maintaining a good quality of service
 - We understand how our cost and performance compares with other similar or local landlords and we use that information to improve our service
 - We have adopted a procurement strategy for the selection of our supply chain to deliver repairs services that are sustainable and provide value for money, for the duration of the contract
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- We have an effective performance management framework in place to report, monitor and review performance. These include challenging performance targets which are at a team, service provider and individual level. Our repairs targets are subject to regular review and demonstrate continuous improvement
 - Tenants are encouraged and empowered to hold us to account about the delivery and performance of our responsive repairs service. We provide our tenants with regular information on comparative costs, performance and satisfaction in a format which has been agreed with them, to enable evidence-based value for money judgements to be made
 - We welcome all feedback about our responsive repairs service - including comments, compliments and complaints, and meaningful satisfaction information. We use this feedback intelligently to continuously review and improve our service
 - Good practice is sought and adopted from within and outside the sector
 - Our responsive repairs service is continuously reviewed to minimise waste and avoid duplication, and improve environmental sustainability

Signing up to the repairs charter

We recognise that the housing sector is diverse and that capacity, resources and priorities will vary from organisation to organisation. It's also really important that organisations have the space to innovate and be creative in their approach. As such, we recommend that you use the repairs charter as a framework which can be built on and adapted to respond to individual and local circumstances. It is up to you and your tenants how you use the repairs charter – to drive continued excellence or to act as a springboard for change - the key thing is that you work to deliver the right outcomes.

Organisations that sign up to the repairs charter will benefit from the following:

1. **Sharing practice and learning from others:** CIH will support a free, open-access website and participating organisations will be invited to up-load short, practice examples which align to the charter principles which they will share with the wider sector. This reflects the principles of transparency and sector-wide shared-learning which underpin the charter.
2. **Joining our repairs network:** organisations that sign up to the repairs charter can join our free repairs online network, where other charter signatories that can share ideas, expertise and knowledge to drive improvements in repairs across the housing sector.

To sign up to Repairs: CIH charter for housing visit the webpage www.cih.org/repairscharter

Support and assistance

While this charter can be used as a self-assessment framework, CIH has a team of experts who can provide external assistance and critical challenge. More information on our services can be found at www.cih.org/charters

