
The LDF Reactive Repairs Policy

Purpose This policy sets out the reactive repairs process and guidelines for clergy occupied homes which are managed by the London Diocesan Fund (LDF) Housing Team.

Introduction and Scope This policy applies to all team members engaged by the LDF, including employees, clergy, volunteers, and contractors of the LDF Housing Team.

The policy aims to enhance clergy experience with reactive repairs and planned maintenance and is to be read in conjunction with the Repairs and Maintenance Service Standard for Clergy. It applies only to properties that are owned and managed by the LDF. Properties under the management of external Managing Agents will adhere to the specific policies.

Other areas of maintenance such as Gas Safety, Electrical Inspections and Ingoing Works are covered in separate policies.

Our commitment to clergy drives our mission, focusing on delivering quality services that meet clergy expectations, foster trust, and are guided by the following principles:

- Consistently meeting the defined Service Standard.
- Staying responsive to clergy needs.
- Enhancing overall satisfaction.
- Fostering a collaborative partnership between clergy and the LDF Housing Team

Effective Date 01 November 2023

1. Definitions

The Repair of Benefice Buildings Measure 1972 defines “repairs” as such works of repair and replacements as are needed to keep in repair (and in working order where applicable):

- the structure and exterior of the parsonage buildings, including doors, windows, drains, gutters, and external pipes; and
- all walls, fences, gates, drives, and drains, other than those which are the responsibility of a third party; and
- the installations for the supply of water, gas, and electricity; sanitation, including basins, sinks, baths, and sanitary conveniences; and space heating or heating water; and
- any fixtures fittings and appliances.

Emergency repair

Where there is an immediate danger to a person’s safety, major damage to the property, flooding, major electrical fault, heating or hot water failure, or the property is not secure.

Routine repair

Non urgent work to rectify or prevent damage to and ensure the proper working order of the property and its fixtures.

Major works

Refers to non-urgent routine maintenance works that have been reclassified due to their cost exceeding £1000. These repairs typically involve significant enhancements or improvements to the existing provision, as opposed to standard repair work.

2. Performance Monitoring

The LDF will record and monitor a range of financial and performance indicators to assess and improve the performance of the repairs service. These indicators will be monitored on an ongoing basis for accountability but will be reported monthly. The following list is not exhaustive but will include:

- Repairs satisfaction
- Number of appointments made and kept.
- Number/percentage of jobs completed right first time.
- Average cost of a repair per property.
- Average time to repair.
- Percentage of repairs completed within target.

3. Feedback and Improvement

We are committed to ensuring our clergy voices are heard and listened to within our repair's services and across the LDF. We want clergy to be happy with the work we do and the way we go about it. We will use a variety of methods to engage with our clergy regarding the quality of our repairs and maintenance service and commit to using a listening and learning approach to continually improve the service we offer. Methods include:

- Fixflo satisfaction surveys which are automatically generated following a completed job.
- Feedback on complaints about repairs. This is generated as and when they come through.
- Direct engagement on the Reactive Repairs Policy.

4. LDF's Repairs Service Standard

4.1 The LDF will provide a repairs service which both meets our landlord service obligations and agreed Service Standards, while ensuring that clergy are provided with a safe and decent home that they can be proud of and a repairs service they can trust. To achieve this, we will:

- attend to emergency repairs within 24 hours.
- attend to urgent repairs within 7 days.
- ensure routine repairs are completed within 28 days including follow up work unless agreed differently with clergy or the follow up work goes over to major works. This will be communicated with clergy.
- strive to aim for all major work repairs to be completed within 90 calendar days unless agreed with clergy or they form part of a large-scale programme.
- ensure that if a major repair is identified, our clergy members will receive a clear explanation of the rationale behind the reclassification and the expected timeframes for completion.
- to maintain effective communication regarding the progress of these major repair projects whenever feasible. If a major repair is scheduled to be covered by a quinquennial or planned maintenance programme, the clergy will be duly notified, and the repair will be postponed until the scheduled date.
- establish clear responsibilities for repair duties between the LDF and the clergy. This can be found in our Service Standard Repairs Guide handbook.
- ensure that where the LDF is responsible for the repair, our contractors will contact clergy within one working day and make an appointment at a mutually convenient time for all internal non-emergency works.
- only allow LDF approved, and suitably qualified contractors to carry out any work in the property.
- ensure both LDF staff and LDF approved contractors always remain professional and polite.
- maximise our repairs delivery by using the opportunity to undertake multiple repairs in one visit and to deliver repairs right first time.

4.2 Performance Measures

Category	Completion target within timescale
Emergency - 24hrs max	99.5%
Routine – 28 days	98%
Major Repair – 90 days	90%

5. Code of Conduct

LDF staff or contractors will:

- answer calls promptly and be polite, honest, and helpful always.
- introduce themselves when calling the clergy by phone and will show photo identification before entering their home.
- explain what work is going to be carried out and discuss with the clergy how this might affect them.
- protect the belongings of the clergy whilst working in their property, protecting them from damage and dust for example.
- make sure that materials and tools do not cause danger to anyone in the home.
- keep mess and rubbish to a minimum, making sure it is all removed at the end of the working day or when the job has been completed.
- make sure that electricity, water, and gas are connected at the end of each day wherever possible.

6. Repairs Responsibility

6.1 The clergy are responsible for keeping their home in good order and informing the LDF when issues arise which may require a repair.

6.2 Although the LDF is responsible for carrying out most repairs to a property, there are certain repairs which clergy are responsible for. The table below gives an indication of the responsibilities of both the LDF and the clergy. A more extensive list of repairs and responsibilities can be found in the Repairs and Maintenance Service Standard Handbook

Repair/Issue	LDF Responsibility	Clergy Responsibility
Gas, electricity, and water supply to the property	✓	
Internal decorations of the property		✓
The integrity of the main building structure, roof, chimneys, and internal building fabric	✓	
kitchen units, air vents and extractor fans (where provided by the LDF)	✓	
Replacing toilet seats, plugs, and chains to baths, basins, and sinks.		✓
Grounds maintenance, including gardens and grass cutting		✓
Fitting or replacing, latches, chains, bells, spy holes or extra locks		✓
Window-related repairs, including frames, glazing, security locks, and handles.	✓	
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7. Reporting Repairs

Clergy can report a non-emergency repair 24 hours a day, every day of the year. All repairs should be raised via the repairs and maintenance system Fixflo. Once this has been logged, an approved contractor will make contact within 24 hours to arrange an appointment.

Alternatively, clergy can email or write to the LDF Housing Team if they do not have access to a computer or an email address.

8. Timescale for Repairs

8.1 Emergency repairs

As a landlord, we have responsibilities to carry out work in the event of an emergency. These will be completed within 24 hours of the request, however subject to the individual issue, this may be making safe only pending further follow on works.

8.2 Urgent repairs

These are repairs that may cause inconvenience or nuisance. We will complete these repairs within 7 working days of the request.

8.3 Routine repairs

These are defects that are not likely to cause any serious inconvenience, nuisance, or consequential cost to the customer or third party if not given an immediate response. We will complete these within 28 working days the request.

8.4 Major Works

These are works that fall outside of the usual reactive repair process and can be identified by a contractor or Diocese Surveyor visits, insurance claims or other incidents. For some major works, statutory consents such as planning, listed building consent and/or building control may be required which will increase the time taken to complete works but are required by legislation. Where this is the case occupant's will be kept up to date by the relevant project manager overseeing the project. We aim to complete this within 90 days.

9. Emergency out of hours

9.1 Only emergency repairs will be undertaken out of hours, and these will be where there is a direct risk that cannot wait until normal operating hours.

9.2 The work will be limited to making the problem safe and returning to complete during normal working hours.

9.3 In some circumstances completing the make-safe works will result in completion of the entire job, or it will be cost efficient to complete the job while on site rather than return for a further visit, in which case the repair will be completed at the discretion of the operative.

10. Tracking Repairs

Clergy will have access to the repairs and maintenance system, Fixflo, which will allow them to track the progress of their repairs which they have raised.

11. Quinquennial Survey

Under the Repair of Benefice Buildings Measure 1972 the LDF has an obligation to inspect parsonage houses every five years to assess their condition. This assessment is known as the Quinquennial Survey. When it is time for the quinquennial survey, the LDF will initiate contact to schedule it. After the survey has been carried out, the findings will be shared with the incumbent, and any essential maintenance or improvements will be assessed and addressed by the appropriate project manager responsible for overseeing the project.

- 12. Access**
- 12.1** At times, it may be necessary for the LDF or an LDF contractor to access a clergy member's home for inspection or repair purposes. In such instances, the LDF or contractor will provide a minimum of 24 hours' advance notice, unless it is an emergency.
 - 12.2** The LDF or contractor will advise clergy in advance if any furniture needs to be moved or any floor covering needs to be taken up.
 - 12.3** Clergy should make sure that members of their household, including pets, are kept away from the area where the operative(s) or contractor(s) is/are working.

- 13. Insurance Claims**
- 13.1** The LDF maintains buildings insurance which covers building defects but not the home content.
 - 13.2** Claims for damage to clergy home content or other third-party possessions will only be considered where there is a clear legal liability or where LDF contractors could have foreseen the need for repair and failed to act.
 - 13.3** In other circumstances it is the responsibility of the clergy member to make a claim under their home contents insurance.

14. Complaints We aim to ensure clergy are fully satisfied with our repairs service. However, on occasions where there is dissatisfaction with our service, we want to hear about it so that we can put things right. We can receive complaints via email, phone, letter or in person.

- 15. Rechargeable Repairs**
- 15.1** There are times when the LDF will undertake repairs to damage that has resulted from negligence or carelessness from residents or visitors of the clergy home.
 - 15.2** If the LDF Housing Team responds to a repair (outside of the usual wear and tear) that is caused by a member of the clergy household, this will be deemed rechargeable, and the clergy will be advised of this and provided with indicative costs of the repairs.
 - 15.3** The LDF will charge for the cost of repair for one or more of the following reasons:
 - The damage or fault is caused by the action (or inaction) of a member of the clergy home or guest.

- The damage or fault is caused by work undertaken by clergy or by others on their behalf.
- It is the clergy’s responsibility to carry out the repair in accordance with the Service Standard.
- If the repair required is of a health and safety matter, at no point will the completion of a repair be delayed based on a decision whether to recharge.

The LDF is committed to ensure that all data is:

**16. GDPR
(General Data
Protection
Regulation) and
Data Protection
Act 2018**

- Processed lawfully, fairly and in a transparent manner.
- Collected for a specific and legitimate purpose and not used for anything other than this stated purpose, or as provided for in our privacy and fair processing notices.
- Relevant and limited to whatever the requirements are for which the data is Processed.
- Accurate, and where necessary, kept up to date. Any identified inaccuracies will be amended or removed without undue delay.
- Stored for as long as required in line with our Document Retention Policy.
- Secured with appropriate solutions, which protect the data against unauthorised or unlawful processing and accidental loss, destruction, or damage.

17. Contacts

Emergency repairs contact number (Fitzgerald)	01582 599 688 (during office hours) 07976 890 230 (outside office hours)
Fixflo (repairs and maintenance system)	https://dioceseoflondon.fixflo.com
Address	36 Causton St, London SW1P 4AU
LDF Housing Team email	propertyenquiries@london.anglican.org
LDF contact number	020 7932 1100

**18. Monitoring,
Review and
Accountability**

This policy will be reviewed every two years or sooner to incorporate legislative and/or regulatory amendments and best practice developments.

Authority, Related Documents & Document Information

Related controlled documents

Gas Safety Policy and Procedure
 Electrical Safety Policy and Procedure
 Service Standard Repairs Guide Handbook

Related legislation

The Repair of Benefice Buildings Measure 1972
 The Gas Safety (Installation and Use) (Amendment) Regulations 2018
 The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020
 Landlord and Tenant Act 1985

Version Control Information

Version number	Issue date	Nature of amendment	Developed by	Approved by
1			Melinda Nyoko	Dan Warner
2				

