



# Responsive Repairs and Maintenance Policy

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**Dérive**  
Salford

## **1.0 Introduction:**

- 1.1 This policy will ensure that Dérive delivers effective responsive maintenance to the properties and assets owned by Dérive ensuring they are safe and in a reasonable state of repair.

## **2.0 Aim / Purpose of the Policy:**

- 2.1 The aims of this policy are that properties and assets (including their components) owned by Dérive:

- Receive efficient and effective responsive repairs
- Are repaired and maintained in line with statutory regulatory requirements
- Are repaired and maintained with high levels of customer satisfaction
- Are repaired and maintained in a manner compliant with health and safety legislation
- Are repaired and maintained in accordance with appropriate Dérive policies including asset management and investment strategies

- 2.2 “Dérive” is a term which includes any agent operating on behalf of Dérive who will follow this policy. In certain contexts the specific agent roles are mentioned to assist in implementation. Appropriate operational and performance monitoring procedures to deliver the policy are attached in the annex.

## **3.0 Policy:**

- 3.1 Dérive will ensure that its properties and assets:

### **3.2 Receive effective and efficient repairs**

- 3.3 Upon notification repairs will be carried out to the relevant specifications for works and within timescales. This will include a clear identification of the requirement.

### **3.4 Are repaired and maintained in line with statutory requirements**

- 3.5 Responsive repair specifications will be regularly reviewed against statutory regulatory requirements and where necessary specifications will be amended to ensure compliance.

### **3.6 Are repaired works and delivered with high levels of customer satisfaction**

- 3.7 Dérive will ensure that responsive maintenance processes are developed in line with customer expectations. This will involve understanding customer preferences and experiences as well as enabling wider stakeholders to be informed and influence these processes.

- 3.8 Are repaired and maintained in a manner compliant with health and safety legislation**
- 3.9 Dérive will ensure that repair works are undertaken in a manner compliant with relevant health and safety legislation.
- 3.10 Are repaired and maintained in accordance with appropriate Dérive policies including asset management and investment strategies**
- 3.11 Dérive will regularly monitor its responsive repair processes against the appropriate performance monitoring arrangements and where necessary make amendments and improvements.
- 3.12 Dérive will ensure that all works contracted / purchased will be procured in accordance with the appropriate procurement policies.



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