

Equality Impact Assessment Summary

Title	Provision of a Responsive Repairs Service		
		Reference	URH
EIA lead officer (The person who developed the impact assessment)	TMO Managers HRE E&D		
Brief description of business activity	<p>United Residents Housing (URH) through its partner TMOs (note URH have no direct management responsibilities) is responsible for repairs to the structure and exterior of its tenants' and leaseholders' homes (or freeholders with a service charge attached) and for repairs to its blocks and estates. In line with the tenancy conditions. URH will take reasonable steps to keep all communal areas, lifts, communal lighting, entry-call, communal aerials and domestic refuse facilities in repair.</p> <p>URH is responsible for most repairs inside tenanted properties (other than those arising from damage caused by the tenant) including installations for gas, electricity and water supplies, heating and hot water, drains, basins, sinks, baths and toilets.</p> <p>URH is not responsible for non-structural repairs and maintenance inside leaseholders' flats (other than to communal heating systems and other ducted service pipes) but will carry out emergency work to prevent a problem causing a nuisance to neighbours or structural damage.</p> <p>The tenancy conditions also state that repairs will be carried out by the TMO if the tenant and their household are not able to do or arrange the work themselves because of their age, or a disability, or other special reasons</p>		
Key inequality issues identified	<p>There is a clear need to ensure that residents are aware of services and are able to fully communicate with staff and contractors and vice versa. Profiling information must be updated regularly to ensure that information about residents' disabilities and / or communication needs is known, recorded and provided to contractors where appropriate. Need to produce standardized repairs procedures including guidance for staff and timescales for repair due to DV and hate crime. Need to analyse satisfaction data and complaints by groups.</p>		
Key relevant data/research consultation	<p>16 responses were received to the consultation (who responded that they support the findings of the EIA and the suggested actions outlined in the EIA and suggest no other areas that should be considered in future EIAs on this service)</p>		

Potential impact identified – High

Follow-up Action	Timeframe	Responsibility
Produce a repairs procedure which includes guidance for staff and timescales for repair due to DV and hate crime	To be completed during 2010/11	Performance
Ensure full use of profile data when attending for repair	Ongoing	Staff and contractors
Research best practice in the provision of equalities training for contractors (including repairs and maintenance contractors) and provide such training	To be completed during 2010/11	HR
Ensure that repairs satisfaction data analysis is disaggregated	X 6 monthly	Performance

	Sign-off date
Equalities and Diversity Unit	September 2010

For full report please contact: COdamo@urh.org.uk