

"Seems to mainly just be a lot of bullet points and numbers on most of the pages"

Appendices will be added to end of the policy for lists such as West Kent's repair responsibilities, resident responsibilities, etc, so that the main document is more concise and easier to read.

"What is the no access process? What kind of emergency would you need to force entry ? Would you not call me first or if away check if there was another key holder? This section seems a bit threatening without providing much details"

West Kent will produce a separate document that explains the 'no access process' being referred to, and it will be linked clearly in this policy.

The policy will be amended to include an example of an occasion when we would force entry, that we hope describes the necessity and makes it sound less threatening:

"In an emergency, we may force entry to your home without notice or permission to complete essential work. An example of the type of emergency would be a substantial leak from a flat above another property"

"For an emergency or urgent repair, how is it managed if I report this on a Friday and you give to the next working day or 3 working days? Will I have to wait to after the weekend? This is a bit unclear and confusing"

Repair timescales include weekends, and the following clarification will be added to the policy document: *"All timescales include weekends, for example if an urgent repair is reported on a Friday we will be with you by the following Monday"*. All mention of 'working days' will be removed. For example, the timescales table will be amended to read: *"Within three full days"* for urgent repairs, and *"by the end of the next day"* for emergency.

"A bit unclear what an emergency is and if this could different for elderly or tenants who are disabled....does everyone get the same response time no matter what or who you are?"
As someone who is disabled, I would like to see within the procedure, what provision and additional resources are made to deal with disability in line with government legislation, such as the equalities act etc.

We are currently working on a new policy that will address how vulnerable residents may be impacted more significantly when something goes wrong in their home. There will be certain criteria, such as age or disability, that will mean a repair is prioritised. We will very soon be looking for residents to help with the design of this policy.

"Also doesn't say how often the inspections are carried out? Like gas checks and electrical testing... Are these done every year?"

This is a good point, but we need to be careful not to add in too much specific detail around some points, especially if they could change and cause the policy to become inaccurate. Compliance checks are legal requirements, so we do not control the timeframes or any potential changes.

Feedback received

Amendments to draft policy

"The policy does not specify how to deal with repair disputes and delays that may occur between WKHA and the third-party freeholder. This means that the leaseholders could face long waits for essential works and be trapped in endless conflicts. I would like WKHA to establish clear deadlines for any repairs that depend on a third-party freeholder and to implement effective measures in case of non-compliance by the freeholder."

Unfortunately, we are unable to impose deadlines for freeholders as they do not have to abide by them. However, the policy does state our responsibility for making the freeholder aware, asking for timescales, and stepping-in where there is no progress on a case-by-case basis. West Kent will always respond to emergency repairs regardless of responsibility.

The statement "Leaking roofs, missing roof tiles and faulty or blocked guttering causing serious water penetration" should, I believe come under emergency repairs and not be just classified as routine.

We will add this to the list of emergency repair examples as *"Leaking roofs, missing roof tiles and faulty or blocked guttering causing serious water penetration"*. We will also continue to include it on the examples of routine repairs as *"Leaking roofs, missing roof tiles and faulty or blocked guttering"*, with the matter of water penetration being the difference between routine or emergency.

"Further works" Update this with a clearer definition and timescale - Unclear who is responsible for updating and what the timeframe should be. It may imply that additional works will be completed within 5 days"

The explanation has been re-written to be clearer that the 5 days applies to the update and not the work being completed: *"If we identify further work, we will advise you when these will be completed. We will contact you within 5 working days to provide the update"*

It was suggested that the following sentence could be worded more clearly "Below is a list including, but not limited to the items that Residents are responsible for:"

This will be changed to: *"Below is a list of items that Residents are responsible for. Please note that this is a list of common items, not all items:"*

"Why are residents liable for replacing fencing put up by West Kent?"

We have looked at what other associations are doing and most of them do not replace fencing unless there is a Health & Safety issue. We will review these on a case-by-case basis. The draft policy will be updated to include this same explanation: *"Fencing is considered to be residents' responsibility unless there is a Health & Safety concern for example a drop in height that could cause harm."* We will also add a link to the website for further information.