

ASTLL11

Respond to requests for repairs and organise the maintenance and repair of property



Overview

This unit is about receiving and responding to requests for repair work, both face to face and by telephone. It is about authorising or commissioning work directly or referring requests to appropriate colleagues. It also covers the competences required to organise the maintenance and repair of property. This unit applies to both planned maintenance and contingency work.

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Performance criteria

You must be able to:

- P1 Question tenants in a professional and appropriate manner to determine the nature of their requests for repairs and maintenance
- P2 Obtain all necessary background information concerning the work, including inspection reports, and identify the nature and scale of the work to be done
- P3 Arrange inspection visits, if necessary, to confirm any problems reported by tenants / licencees
- P4 Identify whether the problem is your own responsibility and / or whether the repair should be charged to the tenant / licencee
- P5 Determine who has responsibility under the tenancy / licence agreement for carrying out the work
- P6 Advise tenants / licencees if their requests are not within your responsibilities
- P7 Handle situations where individuals become distressed, abusive or aggressive
- P8 Undertake costing of maintenance and repair work
- P9 Liaise with the relevant people to identify any safety and security issues
- P10 Work in accordance with legislative requirements
- P11 Authorise maintenance and repair work as appropriate
- P12 Liaise with tenants / licencees and others to arrange a convenient time for work to take place
- P13 Prioritise urgent repairs or those caused by service failure
- P14 Communicate the programme to the work team clearly and within appropriate timescales
- P15 Regularly check progress, identify any deviations from the programme and take the appropriate action
- P16 Carry out actions which are consistent with legal requirements
- P17 Keep full and accurate records of your decisions and actions taken
- P18 Check that the work has been completed according to the specification and take the appropriate action to deal with any problems with the completed work
- P19 Sign off the work when it has been completed in accordance with requirements
- P20 Keep records which are clear and accurate

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Knowledge and understanding

You need to know and understand:

- K1 How to handle requests for repairs and maintenance
- K2 How to identify the nature and scale of the work which is required
- K3 The responsibilities of all relevant parties with respect to the condition of the property including tenant / licensee liability for certain costs when and how to arrange and organise inspection visits
- K4 How to handle difficult situations involving customers
- K5 The general layout, and terms used, to describe the features of your properties and the types of faults which can occur
- K6 Your responsibilities under agreements with tenants / licensees
- K7 Your responsibilities under relevant legislation and regulations
- K8 When you should charge tenants / licensees for repairs
- K9 The outline requirements of health and safety in relation to the need for maintenance and repair
- K10 Emergency repairs requiring prompt action to avoid health and safety risks
- K11 The requirements of any relevant regulations and legislation
- K12 Circumstances which require emergency action, particularly where there are health and safety risks
- K13 The factors to be taken into account when prioritising action to carry out work
- K14 The actions available to deal with deviations from programmes of work
- K15 How to sign off work when it has been completed
- K16 How to record repairs and maintenance

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