



# Repairs and Maintenance Policy

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## REPAIRS AND MAINTENANCE POLICY

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## 1. INTRODUCTION

1.1 Rutherglen and Cambuslang Housing Association is a community-based, Housing Association operating in the Rutherglen & Cambuslang areas of Glasgow. At the time of writing this policy the association owns and manages 873 properties which are defined by age, type, and size in the following tables.

1.2 Housing Association Stock by age;

RENTED HOUSING STOCK BY AGE (as of 1 <sup>ST</sup> April 2023)					
Pre 1919	1919-1944	1945-1964	1965-1982	Post 1983	Total
247	109	54	46	417	873
28.3%	12.5%	6.2%	5.3%	50%	100%

1.3 Housing stock by type;

RENTED HOUSING STOCK TYPE (as of 1 <sup>ST</sup> April 2023)							
Property type	Main/Detached House	Cottage Flats	Tenement/ Main Door Flats	other	MTR	Leased Property	Total
Various	373	52	329	119	N/A	N/A	873
%	42.7%	6.0%	37.7%	13.6%	N/A	N/A	100

1.4 Housing Stock by size;

RENTED HOUSING STOCK BY SIZE (as of 1 <sup>ST</sup> April 2023)					
1 Apt	2 Apt	3 Apt	4 Apt	5 Apt+	Total
12	222	353	233	53	873
1.4%	25.4%	40.4%	26.7%	6.1%	100

- 1.5 The Association is committed to maintaining its properties and common areas to the highest possible standard, whilst providing a good service. This standard is achieved through our, Repairs and Maintenance Policy, Estate Management Policy, Void Management Policy.
- 1.6 This policy covers all aspects of the repairs and maintenance service incorporating, reactive, planned, and cyclical works.
- 1.7 The Repairs and Maintenance policy and review has been developed to take account of legislative, regulatory, and good practice requirements in relation to service delivery within the repairs and maintenance area of operation managed by the asset management team.

## 2. AIMS AND OBJECTIVES

- 2.1 The Association aims to meet the Scottish Government Social Housing Charter outcomes 1, 2, 4, 5 and 13 which states;

**Outcome 1- Equalities** – Every tenant and customer have their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services.

**Outcome 2 - Communication** – Social landlords manage their business so that tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.

**Outcome 4 – Quality of housing** – Tenants homes as a minimum, meeting the Scottish Housing Quality Standard (SHQS) April 2015 and continue to meet it as a minimum requirement and thereafter, continue to improve the standard beyond SHQS. When they are allocated, are always let to a high standard to encourage the tenants to maintain the high standard set by the association, and as contained within the associations void policy.

**Outcome 5 – Repairs, maintenance & improvements** - Tenants homes are well maintained, with repairs and improvements carried out when required/reported or outcomes of the stock condition survey. Also, to give tenants reasonable choices about when work is agreed to be carried out.

**Outcome 13 –Value for money** – tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.

- 2.2 To comply with legal duties, codes of good practice and obligations contained within the association's tenancy agreement as administered by the Housing Management Team.

- 2.3 To provide homes in a safe and higher standard of repair that offers affordable, warm, comfortable, and healthy living environment for occupants, which remain, in high demand.
- 2.4 To provide an efficient and responsive reactive repairs service that reflects, the association and tenant priorities and **gets repairs done right, on time, and first time.**
- 2.5 To have consideration of tenant's satisfaction survey/feedback, value for money, specifications, KPI's service delivery and community benefits throughout the association's procurement process.
- 2.6 Ensure effective system driven reporting are in place to monitor all performance and financial aspects of the maintenance service which will underpin the planning of works and enable the Maintenance Sub-Committee to make strategic decisions with the proper information and reporting as a guide.
- 2.7 Provide customers with regular performance information (KPI's) and a range of opportunities to be involved in the development of a full range of maintenance, repair activities and services.
- 2.8 To ensure practices and procedures are reviewed as a result of feedback, through our tenant's repair satisfaction surveys and complaints procedure, and review the concept of an association's tenants advisory panel.

### **3. ROLES IN SERVICE PROVISION AND RESPONSIBILITIES**

- 3.1 The Maintenance Sub-Committee will have responsibility for approval of this policy on the basis that it meets regulatory requirements and supports the mission and objectives of the association. It also ensures approval for the budgetary requirements to implement the policy.
- 3.2 The Director and Asset Manager has responsibility to ensure that the policy is applied and meets the Association's Business Plan and Associations agreed Budget objectives.
- 3.3 The Finance Assistant/FMD Financial Services Ltd has responsibility for ensuring that the appropriate financial information is provided quarterly via the Associations management accounts.
- 3.4 The Asset Manager and Housing Manager have a joint responsibility to ensure that appropriate technical and administration support is in place to deliver the operational objectives of the policy and provide advice and training to relevant members of staff.

## 4. LEGISLATION

- 4.1 The legislative requirements include the need to comply with the range of tenants health and safety compliance duties that landlords are responsible; and various landlord responsibilities set out in the 2001 and 2010 Housing (Scotland) Acts. Also, various guidance and information issued by the Scottish Housing Regulator (SHR) in relation to tenants' health and safety compliance and reporting within the ARC and Annual Assurance Statement.
- Various contractual terms are imposed via relevant tenancy, occupancy, and management agreements. The Association shall ensure all its practices accord with these terms and requirements.

## 5. REPAIR RESPONSIBILITIES

- 5.1 Repair obligations of the landlord are summarised below;

- 1) **External fabric** - To repair and maintain the external fabric of the building and related common parts in a good condition under the terms of the responsive, cyclical, and major repairs programmes as detailed in this policy. This includes, for example, roofs, external walls, gutters, downpipes, and close doors.
- 2) **Internal common works** – To maintain common entrances, stairways, passageways, and other common areas in a good condition and fit for use by the resident household and visitors. This includes for example stairs, close windows, and communal TV aerials.
- 3) **Internal fitments** – To repair and maintain installations which have been provided by the Association. This includes for example, kitchen and bathroom fitments, pipework for the supply of gas and water, heating systems and electrical wiring, windows, and doors.
- 4) **Environmental repairs** – To repair and maintain environmental areas owned by the Association such as paths, walls fences, bin stores, play areas, drying areas, and hard and soft landscaping.

- 5.2 Under current legislation tenants have obligations to report and allow access to carry out repairs to their home and the common areas. They also have responsibility for specific areas of maintenance. Full details of responsibility are contained within **Appendix 1**.

## 6. RECHARGEABLE REPAIRS

- 6.1 Charges will be levied where a repair becomes necessary as a result of the wilful, negligent, or accidental actions of a tenant, household member or visitor to a property as opposed to through fair wear and tear. Full details on the process and circumstances for charging are contained within the Associations **Rechargeable Repair policy**.

## 7. REACTIVE REPAIRS SERVICE

- 7.1 The Association will offer a wide range of methods to maximise ease of reporting a repair. Currently repairs can be reported by phone, email, in person, or writing. The association are looking to improve this service delivery and reviewing improvements such as reporting online, messaging or via the association's portal.
- 7.2 Non-emergency repairs, we will operate a repair by appointment system on specific dates or days and within a 5-day specified timeslot.
- 7.3 With all repair works, the association will aim to ensure that good quality materials, are used by the associations approved contractors and that high standards of workmanship are always attained. We will clearly identify our expectations to our approved contractors and also invite customer feedback via our customer satisfaction survey at individual repair level.
- 7.4 We will publicise information about the service, we provide, and this will be in a number of ways e.g., the associations website, which will also provide detailed information such as repair responsibilities and response times. Publications such as the quarterly newsletter will also be used to provide general information such as practical tips, out of hours contact details and performance statistics, etc.

## 8. RESPONSE TIMES

- 8.1 The Associations, staff will categorise reported faults according to the level and nature of the response required. We will endeavour to apply a consistent approach to this categorisation; however, discretion will be applied where a tenant is significantly more inconvenienced as a result of their age, health, or any other relevant factor(s).

### **Emergency repairs**

An emergency repair is defined as something that could not have been foreseen and which could cause danger to health, residents' safety, or serious damage or destruction to property. The minimum emergency service provided will be a "make safe" solution with any associated outstanding repair work following on from the original visit. **Appendix 2** details the repairs that would normally be classified as emergency. Right to repair items with a one-day completion time will also be placed in this category.

All emergency repairs (other than central heating breakdowns) will be responded to within 6 hours from the time of the initial request for service and immediately made safe. Central heating breakdowns will be responded to within 24 hours (currently under review). The Association will have in place arrangements to ensure requests for emergency repairs can be received and responded to 24 hours a day, 7 days a week.



### **Urgent repairs**

Where a repair is categorised as urgent, the Association will offer a repair is carried out and completed within 48 Hours, (commencing with the day after the repair was reported).

### **Routine repairs**

Where a repair is categorised as non-emergency, the Association will offer a repair by appointment system where the repair (or inspection if necessary), is carried out and completed within 5 working days, (commencing with the day after the repair was reported). Right to repair items with a 1, 3 or 7-day completion time will be placed in this category. The time response time for this category will be extended only where the tenant indicates that access will not be available until after the 7-day response or the repair requires more than one visit.

### **Non-Urgent repairs**

Sometimes a repair will take longer than usual due to unique circumstances such as a part difficult to obtain, multi trades being involved in a repair or unforeseen additional works required. It is likely that a small number of these repairs will arise in a year. Non-Urgent repairs will be completed with 20 working days (currently under review) of the original report being made. If this is not possible, full information will be provided as to the reasons for the delay and the expected completion date.

- 8.2 The Association will apply the same process of categorisation of defect repairs required in newly built properties. We will aim to maintain effective working relationships with contractors/developers to ensure as far as possible that works are carried out within the relevant timescales.

## **9. RIGHT TO REPAIR**

- 9.1 The Association will adhere to the requirements of the Right to Repair scheme defined in the Housing (Scotland) Act 2001. This statutory scheme covers specified repairs known as qualifying repairs of an urgent nature up to a maximum of £350.
- 9.2 If a qualifying repair is not started within the required timescale, tenants can instruct an alternative contractor from the Associations list to carry out the repair and charge the landlord the cost. Details of qualifying repairs and responses are contained within **Appendix 2**.

- 9.3 When a qualifying repair is reported the Association will commit to;
- ✓ State the maximum time allowed to carry out the repair and the last day of the period.
  - ✓ Give details of a the primary and a secondary contractor.
  - ✓ Make, arrangements for planned access.
- 9.4 The Association will establish procedures, without the requirement for submission of a claim if compensation is due, to be awarded. The level of compensation is set in legislation and is subject to a maximum of £100.
- 9.5 We acknowledge the particular requirement to advise tenants in writing annually of the provisions of the scheme and will use its newsletter as the principal method of achieving this. We will maintain records that monitor and demonstrate compliance with the Right to Repair Scheme.

## 10. REPAIRS INSPECTIONS

### Pre- inspections;

- 10.1 As an association we understand the need for the repairs service to have, the technical expertise within our asset management team, to undertake assessments on our properties, that determine the appropriate repair action to be taken. In, general terms, we will pre inspect repairs in the following circumstances.
- ✓ Any reported structural defect that has potential to cause harm or deteriorate rapidly.
  - ✓ Reports of Damp & Mould conditions and refer to the associations Damp and Mould Policy and Register.
  - ✓ Works orders that have potential to cost more than £750.
  - ✓ Fire Risk related repairs identified by the asset or housing management teams will seek relevant expertise, to carry our FRA assessments if required.
  - ✓ Tenants Health and Safety compliance.
  - ✓ Potential insurance claims or that will involve a loss adjuster.
- 10.2 Our staff are fully trained to determine the circumstances when a pre-inspections should be requested. Full details are contained within, **Appendix 3.**
- 10.3 Pre-inspections will be carried out on an appointment basis within 5 working. days of the report being made (or later if this suitable to the tenant). The repair will then be categorised under the standard response times. The time taken to complete repairs requiring a pre-inspection will be measured from first report to completion of work. Records of post inspections are imputed on the Associations SDM Housing Management system IT system.

### Post- inspections;

- 10.4 The Association will carry out a percentage of post inspections to completed, works to ensure that we are providing a high-quality service which is also value for money (VFM). The main trigger for post inspections will be linked to feedback from our repairs, satisfaction survey and customer complaints. We will also have regard to invoice amounts and contractor performance.
- 10.5 The Associations SDM Housing Management systems, will record the outcome of post inspections which will be presented to the Associations, approved maintenance contractors at monthly or quarterly contract meetings, which are fully recorded within notes of the meeting.
- 10.6 **Post- inspections**, will be carried out by appointment, that suits the tenant. They will not be included as part of the time taken to complete the repair(s).

## 11. VOID PROPERTIES

- 11.1 The Association has a **Void Management Policy** which details our procedures, to let void properties as quickly as possible in order to minimise loss of rental income. In order to achieve this, we will adopt a systematic approach to undertaking inspections, instructing necessary repair work, monitoring progress towards completion and passing properties as fit to let, also liaise with the Housing Management Team, in relation to demand, quality and standards.
- 11.2 We will have in place a void property standard which will define, as far as practically possible, our expected standard for reletting our houses. The time taken to carry out repairs on void properties will vary on an individual property basis. Our timescales range from 5 working days, for minor repairs to 20 plus working days for more extensive work, and the asset team will liaise with the housing management team.
- 11.3 It is our policy to instruct both a Gas and Electrical Safety checks/certification and Water Hygiene works, appropriate EPC certificate, to all void properties prior to a new tenant taking up the tenancy, and the asset team will liaise with the housing management team.

## 12. PROPERTY ADAPTATIONS

- 12.1 We aim to maximise the availability of housing for people, with diverse needs and recognise that adapting houses, can have a significant positive impact on the health and well-being of individuals and their households. The Association has a separate **Adaptations Policy** which details how we will meet the needs of tenants whose circumstances require the addition of specialised facilities or equipment.

12.2 Where, the, association have installed additional or specialised equipment or facilities, or in consultation with the tenants Occupational Therapist (OT), these will be maintained in accordance with this policy. The asset team will liaise with the housing management team, during all stages of this process.

### 13. GRAFFITI REMOVAL

13.1 Where graffiti appears on external surfaces, of association properties, including commercial properties. South Lanarkshire Council provides Environmental services to ensure that our area is maintained in a good condition and graffiti is removed as soon as possible. Where graffiti appears on internal areas, such as close walls, the Association will instruct removal by our own approved contractor. Where the contents are offensive, or causes a safety problem, this will be categorised as an emergency repair. The asset team will liaise with the housing management team, during all stages of this process.

### 14. ASBESTOS MANAGEMENT

14.1 The Association recognises the dangers presented by asbestos and have detailed **Asbestos Management Policy, Asbestos Register**, and procedure documents in place. These will describe the general approach and particular steps it will take in order to meet relevant legal, health and safety, and best practice requirements and guidelines.

The Associations Asbestos Register can be viewed by the association's staff and contractors, via the association's web-site [username-maintenance@randcha.co.uk](mailto:username-maintenance@randcha.co.uk)  
Password – Asbestos@1

### 15. INSURANCE

15.1 The Association will maintain comprehensive buildings insurance for all its properties. Tenants, sharing owners and outright owners are responsible for arranging home contents insurance to cover their own possessions. The Factoring Officer will liaise with owners and Sharing owners in relation to building insurance.

15.2 We, will provide guidance only to our tenants of reasonably priced home contents insurance to assist them in this process..

### 16. PLANNED & CYCLICAL MAINTENANCE

16.1 Planned maintenance is work which is programmed in advance, normally over a 5-year planned investment programme and a 30-year Life Cycle programme, as outlined within the associations, stock condition survey. It will be based upon information held on good quality stock condition information and the anticipated life span of components and contained within the associations SDM Housing Management System, for system driven reporting to be available.

To supplement this information, we will use feedback from our tenant satisfaction survey and robust monitoring of our reactive repair spends as a prompt for targeting technical inspections, discussions with the Housing Management team on any difficult to let properties and 5-year investment planned programmes.

Analysis of our technical inspections will be used to inform our planning of future maintenance requirements or investment planning. Examples of planned maintenance investment programmes, include kitchen and bathroom replacement, windows, roofs, and heating systems etc.

- 16.2 The Association recognises the expectations set by the specification of Scottish Housing Quality Standard and EESSH 1 standards, currently EESSH 2 standards are still to be confirmed by the Scottish Government by end of 2023. We will, ensure that as part of the stock condition surveys and good quality information gathered, that the associations, planned maintenance/investment programmes will always meet or improve on these standards. SDM Housing Management system driven reporting will be fully utilised, to provide evidence based up to date property data.
- 16.3 Cyclical maintenance is periodic work which is carried out at agreed intervals and usually involves inspection, various servicing of equipment, or cleaning. Examples of cyclical maintenance include annual gas appliance checks, gutter cleaning, fire alarms, passenger lifts and communal painter work and the like. The asset team will liaise with the housing management team, and the factoring team during all stages of this process.
- 16.4 The association will tender/procure contracts for planned and cyclical work in accordance with the provisions of its current **Procurement Policy**.
- 16.5 During the, winter period annually, the Association will publish its annual maintenance programme for the following financial year containing details of planned and cyclical maintenance contracts that will be undertaken. The financial implications of this will be included within the Associations business planning process. The asset team will liaise with the housing management team, and the factoring team during all stages of this process.
- 16.6 The association will give tenants advance notice of any cyclical and planned maintenance works due in their property. Detailed information about the nature of the work, specification, timescales, and any disruption likely to be caused, shall be provided.
- 16.7 As far as possible tenants shall be given the opportunity to exercise choice in the specification of products and works. The Association shall respect the needs of tenants that are frail, vulnerable, or disabled, and as far as practical, adopt flexible working practices that recognise their particular needs and requirements.

16.8 On completion of individual works the views of tenants involved will be sought via a tenant satisfaction survey. This information, along with any complaints received during the course of the works will be used to assess the performance of contractors and to identify possible future service improvements. The asset team will liaise with the housing management team, and the factoring team during all stages of this process.

## **17. GAS SAFETY MANAGEMENT**

17.1 The Association recognises the critical importance of ensuring gas heating and hot water systems in its properties are in good safe working order. It will meet all statutory duties in relation to gas safety management and associated health and safety legislation. In doing so, it will maintain effective administrative systems, via the associations SDM Housing Management system, to ensure all gas systems in tenanted properties are subject to an annual service (CP12 certification). The associations Gas maintenance Policy will be followed at all times.

17.2 In fulfilling its legal responsibilities, the Association will pursue a clearly defined process in order to secure access to properties for the purpose of enabling servicing work to be carried out. Where necessary this will include taking appropriate action to gain entry, to fulfil it's, legal and statutory obligations under health and safety. The asset team will liaise with the housing management team, during all stages of this process.

17.3 The contractor shall employ a competent person to carry out a quality control audit of 10% of the systems serviced or repaired. The quality control audit shall incorporate a full strip down of the equipment and copies of the post check report and additional Landlords Safety Certificates will be provided to the Association.

17.4 The Association, will arrange for a random sample of services and repairs to be checked by a suitably qualified external body to ensure that all regulations and procedures are being followed as required by the Gas Safety (Installation and Use) Regulations 1998.

17.5 Appointments will be offered in order to promote maximum access. The asset team will liaise with the housing management team, during all stages of this process.

## **18. ALTERATIONS TO PROPERTY**

18.1 The Association has a procedure in place to allow tenants to apply for permission to undertake alterations or additions to their homes. As a landlord, we will not unreasonably withhold consent, but will make it conditional that any proposed alterations meet the standards of health and safety, building regulations and or planning conditions, also materials and standard of workmanship required by us. The Association will, however, not be responsible for supervising the installation process.

- 18.2 In granting permission for alterations the Association will be satisfied that the proposed works will not detract from the future letting of the property. In addition, it will be made clear that the tenant will accept the full installation costs as well as be liable for the any ongoing maintenance responsibilities. Including, where an alteration is removed at the end of a tenancy, and highlighted within the pre-termination visit, the Association will expect that the property be returned to its original condition.
- 18.3 Certain requests for alterations may also require building and or planning consent by the local authority (South Lanarkshire Council). It is the responsibility of the tenant to ensure that all consents are in place before proceeding with the works.
- 18.4 Under the terms of the tenancy agreement, alterations, or improvement work to a property (other than internal decoration) should not be carried out without the written consent of the landlord. The following provides examples of alterations;

Requesting a structural change such as removing an internal wall
Requests to fencing to replace an existing boundary
Loft renovations
Installation of external door
Installation of kitchen or bathroom suites
Installation of fires or fireplaces
Installation of additional kitchen units
Replacement of an existing gate
Replacement of internal doors or handles
Alterations to the garden space or erection of a garden shed
Adding or removing electrical sockets
Replacing light fittings or switches

## 19. COMPENSATION FOR IMPROVEMENTS

- 19.1 The Association have procedures in place to comply with legislation contained within the Housing (Scotland) Act 2001 in relation to compensation for improvements. Scottish Government guidance is available on request from the Association. (Scottish Governments Right to Compensation for Improvements).
- 19.2 In general terms you may qualify for compensation if you have written approval for your alteration, and it is contained within a prescribed list of improvements. The tenancy must have ended but not through repossession or a housing transfer with the same landlord.
- 19.3 Compensation paid cannot be lower than £100 or greater than £4000 for each improvement made.
- 19.4 Claims must be made in writing to the Association within the period starting 28 days before and ending 21 days after the tenancy comes to an end.

## 20. ACCESS FOR REPAIRS AND MAINTENANCE

- 20.1 The association operates a repair by appointment system in order to minimise instances of no access being available. Where a tradesperson or asset/maintenance officer, calls at an appointed time and access is not available, the tenant will be notified by a card left at their address, by a telephone call, e mail or letter. The responsibility is on the tenant to rearrange a subsequent appointment.  
If no new appointment is made then the original order will be cancelled, within the SDM Housing Management system, with the reasons why the order has been cancelled.
- 20.2 Where no access is available in extreme emergency or unexpected situations, such as a serious flood, we will make every effort to locate the whereabouts of the tenant. In the event of this not being possible access to the property will be gained in the presence of the police. The asset team will liaise with the housing management team, during all stages of this process.

## 21. CONTRACTOR SELECTION

- 21.1 All reactive, planned, and cyclical work will be awarded in line with the Associations **Procurement Strategy**. This will be consistent with relevant legislation and Scottish Government guidance. This will demonstrate an open and transparent process with a focus on achieving best value.
- 21.2 We will have a focus on both price, quality, tenants feedback and will ensure that the associations approved contractors meet all relevant legal requirements. We will consider references of quality workmanship and ensure that our contractors have agreed to the Associations expected standards of conduct. Details of these are contained within **Appendix 4**.
- 21.3 Contractors performance will be consistently monitored in line with Key Performance Indicators (KPI's) and consistently reviewed taking into consideration customer complaints and satisfaction, recalls to works orders, feedback from staff, administration processes, post inspection, and orders completed right first time. This will also be fully reported to the Maintenance Sub-Committee on a quarterly basis.

## 22. SUSTAINABILITY PROCESS

- 22.1 The approach outlined in this policy, working in tandem with our other housing management and maintenance policies, ensures that the Association makes a positive contribution toward the sustainability of our communities.
- 22.2 The Association acknowledges the negative impact that poorly maintained properties can have on individual households and communities and aims to ensure that these are kept to a minimum.



- 22.3 The Associations, **Repairs and Maintenance policy** and the associated procedures emphasise high quality responsive and planned maintenance services and a customer centred approach – the overall aim being to maintain the long-term sustainability of our properties and successful occupancy of our homes.

## 23. PERFORMANCE MONITORING AND REPORTING

- 23.1 The Association will maintain internal information systems (SDM Housing Management System), which are based around ensuring effective monitoring, control and reporting of its repairs and maintenance activities. Comprehensive records of all repairs and maintenance will be held with a view to demonstrating transparency in the way work has been carried out and authorised.

- 23.2 The Association will monitor repairs and maintenance performance using both regulatory and local performance indicators as follows;

### Regulatory performance indicators;

- ✓ Average time taken to complete emergency, urgent, Routine, and non-urgent repairs.
- ✓ Number of appointments made and adhered to.
- ✓ Number properties with gas certificates that were renewed within their anniversary.
- ✓ Number of repairs which were completed right first time.

### Local performance indicators;

- ✓ Reporting on planned cyclical and investment programmes and major repairs work programmes.
- ✓ It is also encouraged that, the asset team maintain quarterly contract management meetings with contractors to monitor performance, budgets, problems, and issues also KPI's.

## 24. CUSTOMER COMPLAINTS

- 24.1 Any, service user may submit a complaint, using the Associations **Complaints Procedure** if it is felt that the Association has failed to correctly apply this Repairs and Maintenance policy.

## 25. TRAINING, REVIEW

- 25.1 The, Association is committed to training and developing staff and committee members to their full potential in order to deliver a high quality of service in all areas.

- 25.2 This Policy will be approved by the Maintenance Sub-Committee. It will be reviewed on a 3 yearly cycle. The review will incorporate changes in legislation, complaints, comments, and feedback from customers.
- 26.3 This policy will be made available to every employee and committee member and will be made freely available to any tenant or interested party.



## APPENDIX 1

## Whose responsibility, is it?

Doors	Us	You
Door bell		✓
Door entry system	✓	
Door chain		✓
Door name plate		✓
Door spy hole	✓	
Door locks	✓	
Draught excluders	✓	
Letterbox	✓	
Communal close doors	✓	
Flat doors including glass	✓	
Keys lost		✓
Forced entry (can be recharged)		✓
Burglary	✓	
Door frames, facing & skirting	✓	
<b>Kitchen</b>		
Cooker (unless provided by association)		✓
Cooker socket	✓	
Filters for cooker hoods		✓
Kitchen units	✓	
Kitchen worktop	✓	
Sink bowl & drainer	✓	
White goods (unless provided by the association)		✓
<b>Plumbing</b>		
Blocked sink, WHB, bath or toilet	✓	
Domestic cold-water supply	✓	
Internal/External pipes & drains	✓	
Downpipes & gutters	✓	
Hot water supply	✓	
Plug & chains	✓	
Tap washers	✓	

Damage to sinks or sanitary ware (can be recharged)		✓
Underground pipe burst	✓	
<b>Heating</b>		
Fires (where fitted by association)	✓	
Gas boilers	✓	
Radiators	✓	
Heating controls	✓	
Gas servicing	✓	
<b>Windows</b>		
Glass unless vandalism (can be recharged)		✓
Windows (frames, catches and handles)	✓	
Window cills	✓	
<b>Electrical</b>		
Extractor fans	✓	
Communal TV or satellite aerial	✓	
TV aerial socket	✓	
Individual TV or satellite aerial		✓
Light fittings (excluding table lamps etc)	✓	
Plugs (including fuses)		✓
Light bulbs & tubes		✓
Mains wired smoke alarms	✓	
Carbon monoxide detector (where installed by association)	✓	
Consumer unit	✓	
IEE safety inspections	✓	
Reset trip switch		✓
<b>Bathroom</b>		
Bath (unless tenant damage)	✓	
Shower (where fitted by association)	✓	
Shower curtains		✓
Toilet seat (unless wear and tear)		✓
W.C and wash hand basin (unless tenant damage)	✓	
<b>Structure</b>		
Roofs (including roof anchor inspection)	✓	
Ceilings	✓	
Floors	✓	
Roughcast & plastering	✓	
Stairs	✓	
Handrails	✓	

Walls (including plaster repairs)	✓	
Wood cladding	✓	
Grass cutting of individual gardens & common areas	✓	
Close cleaning	✓	
Tenants garden features and flowerbed maintenance		✓
Loft insulation	✓	
Cavity wall insulation	✓	
Tenants own security lighting		✓
<b>Other</b>		
Bin stores	✓	
Clothes poles	✓	
Fencing	✓	
Internal decoration		✓
External decoration	✓	
Pest infestation*	✓	✓
Carpets and personal belongings		✓
<b>Insurance</b>		
Home contents insurance		✓
Building insurance	✓	

\*The Association may offer advice on eradication of common household insect infestation before dispatching a specialist contractor.



## APPENDIX 2

## Repair Responses

Repair description	Emergency	Repair by	Additional Comments
Plumbing	24-hour response	appointment within 5 working days	
Blocked or leaking foul drains, soil stacks, or toilets where there is no other toilet in the house	✓		Qualifying Right to Repair – legal maximum response 1 working day
Blocked sink, bath or drain	✓		Qualifying Right to Repair – legal maximum response 1 working day
Loss of water supply	✓		Qualifying Right to Repair – legal maximum response 1 working day
Significant leaks or flooding from water or heating pipes, tanks, or cisterns	✓		Qualifying Right to Repair – legal maximum response 1 working day
Toilet not flushing where there is no other toilet in the house	✓		Qualifying Right to Repair – legal maximum response 1 working day
Partial loss of water supply		✓	Qualifying Right to Repair – legal maximum response 3 working days
Dripping tap		✓	
Leaking tap when used		✓	
Loose tap		✓	
Leaking overflow		✓	
Broken flush handle		✓	
Shower repair		✓	

Repair to sanitary ware components		✓	
Gas and central heating	24-hour response	appointment within 5 working days	
Blocked flue to open fire or boiler	✓		Qualifying Right to Repair – legal maximum response 1 working day
Loss or partial loss of gas supply	✓		Qualifying Right to Repair – legal maximum response 1 working day
Loss or partial loss of space or water heating where there is no alternative heating available	✓		Qualifying Right to Repair – legal maximum response 1 working day
Leaking radiator		✓	
Radiator valves repair		✓	
Repair to heating controls		✓	
Electrical	24-hour response	appointment within 5 working days	
Loss of electric power	✓		Qualifying Right to Repair – legal maximum response 1 working day
Unsafe power or lighting socket or electrical fitting	✓		Qualifying Right to Repair – legal maximum response 1 working day
Partial loss of electric supply		✓	Qualifying Right to Repair – legal maximum response 3 working days
Mechanical extractor fan in internal kitchen or bathroom not working		✓	Qualifying Right to Repair – legal maximum response 7 working days
Faulty light fittings, sockets, or aerial sockets		✓	
Electrical repair to shower		✓	
Repair to smoke alarm or carbon monoxide detector		✓	
Repair to cable trunking		✓	

Joiner	24-hour response	appointment within 5 working days	
Insecure external window, door, or lock	✓		Qualifying Right to Repair – legal maximum response 1 working day
Loose or detached banister or handrail		✓	Qualifying Right to Repair – legal maximum response 3 working days
Unsafe timber flooring or stair treads		✓	Qualifying Right to Repair – legal

			maximum response 3 working days
Gain access to property	✓		
Repair to internal door, handles, door frames or facings		✓	
Skirting board repair		✓	
Repair to internal window and all associated ironmongery		✓	
Repair to kitchen units and worktops		✓	
Board up broken window	✓		
Glazier	24-hour response	appointment within 5 working days	
Measure double glazed unit		✓	
Reglaze broken pane			Extended repair 15 days response as custom made
External/Common areas	24-hour response	appointment within 5 working days	
Unsafe access path or step	✓		Qualifying Right to Repair – legal maximum response 1 working day
No TV reception		✓	
No close lighting at all	✓		Carried out by South Lanarkshire Council
Partial close lighting		✓	



Repair to door entry system		✓	
Make safe roof damage after storm	✓		
Renew or replace cracked roof tiles or damaged flashing			Extended repair 15 days response as special order
Clothes pole or drier repair		✓	
Rain penetration		✓	
Repair to external building fabric including roughcast		✓	
Repair to gutters or downpipes		✓	
Repair pointing		✓	
Repair to fencing (timber)		✓	
Repair to fencing (metal)			Extended repair to 15 days if blacksmith required



## APPENDIX 3

## Guide to when a pre-inspection is required;

External	Yes	No
Structural damage	✓	
Fascia's, soffits, or bargeboards	✓	
Chimneys	✓	
Pointing and minor brickwork	✓	
Brick wall replacement or rebuild	✓	
Roofing tiles (broken, cracked, or missing)		✓
Concrete canopies	✓	
Coping stones	✓	
Uneven pathways	✓	
Clothes driers/poles		✓
Fence replacement	✓	
<b>Windows</b>		
Window repairs		✓
Window replacements	✓	
Glazing		✓
Window ironmongery		✓
Draughty windows	✓	
<b>Doors</b>		
Door entry systems		✓
Door frame replacement	✓	
External door replacement	✓	
Internal door replacement	✓	
Replacement ironmongery		✓
Locks and hinges		✓
Door thresholds		✓
Draughty door	✓	
Ease and adjust		✓
<b>Joinery</b>		

Skirting		✓
Floorboards		✓
Joists and stairs		✓
Bannisters and handrail		✓
<b>Electrical</b>		
Sockets and light fittings		✓
Security lights		✓
Smoke alarms		✓
Carbon monoxide detectors		✓
Consumer unit faults		✓
<b>Heating</b>		
Loss of heating or water		✓
Radiator leaks		✓
Heating controls		✓
<b>Wall finishes</b>		
Floor or wall tile replacement - small (where installed by association)		✓
Floor or wall tile replacement - large (where installed by the association)	✓	
Plaster patching small		✓
Plaster patching large	✓	
Plaster over artex	✓	
Damp proof failure	✓	
Dampness mould growth or condensation	✓	
<b>Plumbing</b>		
Minor leaks		✓
Replacement taps		✓
Wash hand basin, WC, or bath renewal	✓	
Silicone sealant		✓
Blockages to drains or pipes		✓
Shower repairs		✓
<b>General</b>		
Orders expected to be over £750 in value	✓	
Where insufficient information is provided to diagnose fault	✓	
Specific tenant request	✓	
Tenants Health and Safety Compliance	✓	



## APPENDIX 4

### Code of conduct for approved contractors

The Association require contractors to;	
1.	Introduce themselves to tenants/staff and show proof of identity.
2.	Explain the nature and purpose of the visit.
3.	Behave in a polite and courteous manner at all times.
4.	Keep the tenants home secure and take care of the tenant's property and possessions protecting them from dust, paint etc while carrying out works.
5.	Minimise disruption and mess within the tenant's home.
6.	Clear all rubbish or debris from the garden or other areas outside the property resulting from any external works carried out.
7.	Keep safe all materials and equipment used on site and avoid danger to tenants and visitors.
8.	Reconnect and test services such as electricity, water, and gas at the end of each working day.
9.	Recompense tenants for any gas or electricity used.
10.	Refrain from smoking, working under the influence of alcohol and drugs, using bad language, playing music and or using the tenants' facilities without permission.
11.	Advise the Association of tenant's complaints or concerns.
12.	Comply with confidentiality guidelines.
13.	Comply with health and safety legislation and relevant codes of practice.
14.	Comply with equal opportunities and good practice.