



clydebank housing association

<b>Policy reference and title</b>	MAIN/POL 1-16 Maintenance Policy
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<b>Date of next review</b>	October 2012

**Clydebank Housing Association**

**MAINTENANCE POLICY**

The following maintenance policies were reviewed by the Housing Management and Maintenance Sub-Committee at their meeting of 13 October 2009.

All policies must be exercised within the framework of legal requirements, The Scottish Housing Regulator Guidance Notes, Performance Standards and Building Standards.

#### **MAINTENANCE POLICY STATEMENT - (MAIN/POL1)**

**“Clydebank Housing Association is committed to the provision of good quality maintenance service which represents a high degree of client satisfaction, value for money and the long term security of its assets.”**

Clydebank Housing Association Maintenance Policy is formally agreed and recorded by Committee minute. It is published within the Association's policy documents and will be reviewed on at least an annual basis. In common with all other policies, maintenance policies are available for examination on request by any interested parties including tenants. Maintenance issues will continue to command a high profile within the organisation and be given priority among the aims of Clydebank Housing Association. Tenants are advised on repairs and maintenance policy by housing management staff in the first instance at their signing-up interview. A number of specific issues are highlighted and the tenant is directed to the appropriate sections of the tenants handbook which outline some of the areas with which they are most likely to be concerned.

#### **MAINTENANCE RESPONSE - (MAIN/POL2)**

**“All reported repairs will be responded to in terms of their necessity, liability and degree of urgency. Wherever possible attendance will be at a date and time that is convenient to the tenant, otherwise Clydebank Housing Association tenants will be advised of the expected timescales involved.”**

Clydebank Housing Association maintenance response policy aims to minimise the uncertainty surrounding when repairs will be carried out, the inconvenience caused by undertaking repairs and the number of “no access” calls made by contractors. This is achieved by advising the reporter what action, if any, is to be taken i.e. the work is to be inspected, tenant recharged, defect noted, tenant advised or repair ordered.

If access is required then an “appointment” is arranged, the arrangement should suit the tenant and be acceptable to the contractor. Details are noted at the time of the maintenance report and passed on to the appropriate contractor when a repairs order is generated. If it is not possible to arrange access in this way then the following response time are appropriate:-

Routine	-	within 10 working days
Urgent	-	within 3 working days
Emergency	-	within 4 hours

Response times are one of the principle areas in which the Association and their contractors' performance will be measured. Milestones are recorded i.e. date reported, ordered, inspected and completed. In this way the progress of each maintenance report can be traced and delays detected. This will help to identify areas which require improvement. Delays reported to the Association by contractors i.e. parts on order etc. will be notified to the tenant.

Refer to MAIN/PROC2 for outline of procedures.

#### **MAINTENANCE FUNDING - (MAIN/POL3)**

**“The welfare and comfort of Clydebank Housing Association tenants is of paramount importance and Clydebank Housing Association is committed to an adequate level of funding for routine/reactive repairs and in the longer term provision for future planned maintenance in all of its properties.”**

Clydebank Housing Association funding policy aims to ensure that all areas of maintenance cost are considered and provided for including the direct costs of repairs and cyclical maintenance and the indirect costs of overheads. The maintenance budget is based upon approved levels of allowance from rental income and a sinking fund provision for future maintenance is based upon a life cycle costing exercise.

Refer to MAIN/PROC8 for outline of procedures.

#### **LANDLORDS MAINTENANCE RESPONSIBILITY - (MAIN/POL4)**

**“Clydebank Housing Association shall advise tenants of the areas, in terms of repair and maintenance, deemed to be the responsibility of the Association and will endeavour to fulfil all of its obligations in this respect.”**

Clydebank Housing Association maintenance policy aims to clarify the position with regard to who is responsible for each type of repair that is likely to occur. This should clearly inform tenants of their rights and reduce the occurrence of disputes. The list of Association responsibilities can be found in the tenants' handbook.

#### **TENANTS MAINTENANCE RESPONSIBILITY - (MAIN/POL5)**

**“Clydebank Housing Association shall advise tenants of the areas, in terms of repair and maintenance, deemed to be the responsibility of the tenant and will seek to encourage good standards of care.”**

Clydebank Housing Association maintenance policy aims to promote good standards of care by tenants and clarify the position with regard to who is responsible for each type of repair that is likely to occur. This should clearly inform tenants of their rights and responsibilities and reduce the occurrence of disputes. The list of tenant responsibilities can be found in the tenants handbook.

## DELEGATION OF MAINTENANCE AUTHORITY - (MAIN/POL6)

**“Overall control of the maintenance function rests with Clydebank Housing Association Management Committee who may delegate certain maintenance authority and responsibilities to the Housing Management and Maintenance Sub-Committee and Clydebank Housing Association staff.”**

Clydebank Housing Association maintenance policy aims to ensure that the maintenance service desired is capable of being delivered. It does this by allocating the appropriate authority at each level of operation while considering each levels ability and willingness to accept the responsibility. The authorities delegated to the Clydebank Housing Association Housing Management and Maintenance Sub-Committee can be found in the Sub-Committee remits which were reviewed and approved on 30 November 1999. The authorities delegated to Clydebank Housing Association staff can be found in the staff remits which were reviewed and approved in November 1998. The staff remits include the administration of the maintenance budget within the following specified levels:-

A) Reactive Repairs up to the value of £500

Repairs in this category are authorised by the Maintenance Assistants or another senior member of Clydebank Housing Association staff via a repairs order.

B) Reactive Repairs up to the value of £1000

Repairs in this category are authorised and approved for payment by the Maintenance Officer or another senior member of Clydebank Housing Association staff via a repairs order.

C) Reactive Repairs up to the value of £3000

Repairs within this range are authorised and approved for payment by the Senior Maintenance Officer and reported to the Housing Management and Maintenance Sub-Committee on an individual basis.

D) Reactive Repairs greater that £3000

Repairs in this category (excluding emergencies) must be awarded on a competitive basis. Maintenance staff should obtain a minimum of 2 estimates in writing and submit these along with any recommendations for formal approval to the next Housing Management and Maintenance Sub-Committee. Recommendations will normally be in favour of the lowest cost submission, however any relevant additional information should be included to ensure the Clydebank Housing Association maintenance objectives are represented in any final decision. Authorisation to approve payments for values above £3000 will be a combination of two of the following: Senior Maintenance Officer, Depute Director, Director.

E) Emergency Repairs

In an emergency, repairs exceeding the value of £3000 should, in the first instance, be left to the discretion of the Senior Maintenance Officer, Depute Director or Director. A full report would thereafter be circulated to the Housing Management and Maintenance Sub-Committee.

F) Planned and Cyclical Repairs

The Housing Management and Maintenance Sub-Committee will approve the Major Repairs Programme and any alterations or additions to the programme. Maintenance budgets, which are based upon a Condition Survey and Life Cycle Costing Exercise, are approved by the Finance and Staffing Sub-Committee and these decisions are ratified by the Management Committee.

Authority for approval of invoices and payment certificates will be the same as for reactive repairs.

G) Purchase of Materials

The Senior Maintenance Officer, Depute Director and Director are authorised to purchase materials/components etc. for the use of the Association within the same limits as above.

**MAINTENANCE CONTRACTORS - (MAIN/POL7)**

**“Clydebank Housing Association will provide its maintenance service through external works contractors who will be expected to deliver the service to the quality and standards required by the Association. The Association will ensure that the processes introduced to select and monitor contractors and award and operate contracts are in the best interest of the Association and its tenants and in line with the principles outlined in The Scottish Housing Regulator Procurement Guide – ‘Building a Better Deal’.”**

The Senior Maintenance Officer will make a recommendation as to the contract period over which contractors are to be appointed. The contract period will depend upon the type of maintenance contract under consideration including partnering and may be on an annual or multiple year basis. In each case this will be assessed in order to fulfil the maintenance objectives and to achieve value for money, good quality and continuity of service.

The Senior Maintenance Officer will develop a list of approved contractors comprising those whom the Association has successfully employed in previous years and projects and others experienced in maintenance and major repair contracts. The Association actively seeks to develop quality based selection processes and partnerships with contractors in the longer term.

The selection of contractors will be made by the Housing Management and Maintenance Sub-Committee, in accordance with the Association’s “Maintenance Contractors Selection Procedure” (Main/Proc4). The Senior Maintenance Officer, under delegated authority, will notify appointments to consultants in writing.

The Senior Maintenance Officer will monitor and evaluate the work and will ensure that reporting and control systems are adequate to inform decision making throughout the management of the works.

Contractors invited to tender are selected initially by the Maintenance Officer on the basis of their location (should be locally based wherever possible), ability to carry out the work and their commitment to deliver a good quality service on behalf of the Association.

Contract documentation may vary depending upon the type of contract, however invitations are issued in writing and will normally include the following:

- Letter of Invitation, outlining procedure and timescale for return of tender.
- Conditions of Contract, outlining the terms under which the contract will operate.
- Application Form, requesting full contractor information including references.
- Trade based Schedule of Rates, requesting the tendered rate for each trade covered.
- Return envelope and Standard Letter, clearly marked “Tender Documents”

Clydebank Housing Association staff and Committee members should enter any relevant declarations of interest in the Register of Interests and no contracting organisation whose directors or managers are related to a member of staff or Committee may be “employed” by the Association.

Contractors subsequently accepted on the approved list of contractors will be monitored by the Association to ensure that acceptable levels of performance in respect of response times, workmanship, cost and tenant satisfaction are maintained. Contractors who fail to maintain standards may be removed from the list. Contractors who are removed from the list or who were not accepted on application will have the right to appeal to the Sub-Committee who will have the final decision.

Refer to MAIN/PROC4 for an outline of procedures.

#### **MAINTENANCE CONSULTANTS\_ - (MAIN/POL7)**

**“Clydebank Housing Association will appoint consultants, including those required to comply with the Construction Design & Management Regulations 2007 i.e. Planning Supervisor, on larger maintenance contracts where appropriate and including major repairs and renewals approved in the long term maintenance programme. The selection of consultants will be on the basis of both quality and price, in line with the principles outlined in The Scottish Housing Regulator Procurement Guide – ‘Building a Better Deal’**

The Senior Maintenance Officer will, under delegated authority from the Management Committee and in consultation with the Housing Management and Maintenance Sub-Committee, establish the objectives and specifications for the contract and develop a clear and concise brief. Where appropriate, tenants and other occupants may also be consulted as part of a tenant participation process.

The Senior Maintenance Officer will make a recommendation as to the contract period over which consultants are to be appointed. The contract period will depend upon the type of maintenance contract under consideration including partnering and this may be on a scheme by scheme, annual or multiple year basis. In each case this will be assessed in order to fulfil the objectives of the long term maintenance programme in order to achieve value for money, good quality and continuity of service.

The Senior Maintenance Officer will develop a list of approved consultants comprising those consultants whom the Association has successfully employed on development projects and others experienced in maintenance and major repair contracts. The Association actively seeks to develop quality based selection processes and partnerships with consultants in the longer term.

The selection of consultants will be made by the Housing Management and Maintenance Sub-Committee, in accordance with the Association's "Maintenance Consultants Selection Procedure" (Main/Proc 4.4). The Senior Maintenance Officer, under delegated authority, will notify appointments to consultants in writing.

The Maintenance Officer will monitor and evaluate the work, including the performance of consultants and contractors and will ensure that reporting and control systems are adequate to inform decision making throughout the management of the works.

#### **MAINTENANCE STRATEGY - (MAIN/POL8)**

**“Clydebank Housing Association aims to achieve the most effective use of its property and recognises that in order to achieve this the Association must have a long term plan for the management of its assets which fully involves tenant participation.”**

The maintenance strategy for the Association will reflect its aims and priorities. The strategy should enable Clydebank Housing Association's policies to be fully realised, it should be capable of review and responsive to change. Clydebank Housing Association will continue to contribute to the regeneration of the local area by providing and maintaining good quality homes that represent real value for money. The Association aims to achieve this by maintaining the existing buildings in their care to the highest standard possible and seeking to ensure that maintenance issues are given full consideration in the development of any new schemes.

In practical terms the Association will develop their maintenance systems, procedures, policies and strategies to anticipate and make provision for future maintenance liability as well as responding to the changing expectations of tenants and the broader community. Tenants will be consulted on maintenance and major repair issues, which affect them, in line with the Associations tenant participation strategy.

The principles outlined in BS 8210:- Guide to Building Management Maintenance will be adopted by the Association as a guide to the long term strategy for the maintenance and improvement of its housing stock. It is hoped however that this can be improved upon in future given the resources.

Refer to MAIN/PROC1-10 for an outline of procedures.

Refer to MAIN/PROC11 for Tenant Participation procedure

#### **MAINTENANCE PROGRAMME - (MAIN/POL9)**

**“Clydebank Housing Association will implement a long term programme of planned maintenance as a key part of its maintenance strategy.”**

The maintenance programme will reflect the type, location, condition and use of the property as well as the quality of materials and components used in the original

construction/refurbishment. It will be continuously reviewed and updated and will be linked to the Association's funding strategy. The funding of such a programme remains an area for much debate. Clydebank Housing Association are nonetheless fully committed to financing a level of maintenance that will secure our assets for at least the foreseeable future.

The programme includes short term cyclical items such as servicing of central heating systems, ventilation equipment, landscape maintenance, gutter cleaning, repainting etc. And in the longer term, major repairs/renewals such as roof coverings, door entry, kitchen units and plumbing fitments. The programme includes a rolling 5 year plan and a 30 year programme of planned maintenance.

Refer to MAIN/PROC7 for an outline of procedures.

### **MAINTENANCE ANTI-DISCRIMINATION - (MAIN/POL10)**

**“Clydebank Housing Association is committed to providing and maintaining homes to the broader community and will strive to ensure that all individuals are served equally by the Association regardless of; age, disability, ethnic origin, family circumstances, health (including HIV & Aids), marital status, political orientation, religion, sex or sexual orientation.”**

The maintenance service is offered to all Clydebank Housing Association tenants on an equal basis and the parts of the service that are provided by outside contractors will be subject to the same scrutiny in this respect. Commitment to anti-discrimination will be one of the parameters used to determine which of the contracting organisations applying will be accepted on to the approved list of contractors.

Any complaints of a discriminatory nature will be fully investigated in the same manner as other complaints with the same rights of appeal.

Refer to MAIN/PROC1 for an outline of procedures (complaints)

Refer to MAIN/PROC4 for an outline of procedures (contractors)

### **COMPENSATION FOR IMPROVEMENTS POLICY – (MAIN/POL11)**

**“The Association operates a scheme to enable tenants, who are leaving a property, to receive financial compensation for improvements they have carried out at their own expense.”**

#### **Qualifying Improvements**

- 1) Gas Fuel Central Heating
- 2) Additional habitable space (i.e. loft conversion or extension)
- 3) Provision of additional cloakroom (WC and WHB)  
(4 apt houses and above)

#### **Compensation**

Compensation will be calculated as follows:-

- 1) Central Heating - The original cost of the installation, reducing by  $\frac{1}{10}$ th of the original cost each year after the date of installation, over a period of 10 years.
- 2) Other Improvements - The original cost of the improvement, reducing by  $\frac{1}{20}$ th of the original cost each year after the date of the improvement, over a period of 20 years.

**Example**

A central heating installation costs £1,000 to install. The tenant leaves the house six years after installing the central heating. The compensation is the original cost (£1,000), reducing by  $\frac{1}{10}$ th of the original cost for six years.  $\frac{1}{10}$ th of the original cost is £100, over six years the reduction is £600, and hence the actual compensation is £400.

<b>COST.....</b>	<b>£1000</b>
Leave After <b>1 Year</b> , You Get Back	<b>£ 900</b>
Leave After <b>2 Years</b> , You Get Back	<b>£ 800</b>
Leave After <b>3 Years</b> , You Get Back	<b>£ 700</b>
Leave After <b>4 Years</b> , You Get Back	<b>£ 600</b>
Leave After <b>5 Years</b> , You Get Back	<b>£ 500</b>
Leave After <b>6 Years</b> , You Get Back	<b>£ 400</b>
Leave After <b>7 Years</b> , You Get Back	<b>£ 300</b>
Leave After <b>8 Years</b> , You Get Back	<b>£ 200</b>
Leave After <b>9 Years</b> , You Get Back	<b>£ 100</b>
Leave After <b>10 Years</b> , You Get Back	<b>£ 0</b>

**Conditions**

- 1) Before going ahead with any alteration or improvement, tenants must obtain permission in writing from the Association.
- 2) Tenants must allow access for inspection and the improvement must be completed to the satisfaction of the Association.
- 3) In the event of a fault, tenants should seek a remedy via any manufacturers or installers guarantee before contacting the Association.
- 4) The improvement should be left in the house on termination of the tenancy.
- 5) No improvements will be authorised by the Association in newly built or refurbished properties until expiry of the defects liability period.
- 6) Tenants should retain copies of the following documents and submit them to the Association with a completed claim form (Appendix 1):-
  - a) Receipts which show the cost of the improvement and the date of payment.
  - b) All necessary statutory consents (e.g. Building Warrant, Planning Permission).
  - c) Copy of the Association’s written approval.
  - d) Any manufacturers or contractors guarantees.
  - e) Any technical data which may be necessary for the on-going maintenance of the installation or improvement.

## **MAINTENANCE COMPENSATION POLICY - (MAIN/POL12)**

**“To ensure that our tenants obtain the highest possible level of service from our maintenance contractors, Clydebank Housing Association will compensate tenants where the maintenance service fails to meet its agreed response targets.”**

### Tenants Right to Repair – Qualifying Repairs

Under the Housing (Scotland) Act 2001, tenants are entitled to compensation where a contractor has failed to respond within the agreed response times. The Association will, in such cases, pay the compensation and recover it from the contractor.

The tenant is entitled to compensation from the Association at a rate of £15.00 for the first day and £3.00 for each subsequent day (up to a maximum of £100.00) for all ‘qualifying repairs’ not carried out within the specified timescale.

The tenant must be advised of the name of a ‘secondary contractor’ to contact should the first contractor fail to complete the work in the specified time. All CHA approved contractors must therefore be willing to act as a secondary contractor and respond to tenants where other contractors have failed to respond within agreed response times.

The scheme applies to repairs up to a value of £350.00

### For all Other Repairs

The principles of the voluntary compensation scheme are outlined in Scottish Homes Guidance Note 94/15 and will be adopted by the Association. The Association’s maintenance and repairs policy is clarified as follows: -

- Response targets Main/Pol 2
- Landlords responsibilities Main/Pol 4
- Tenant responsibilities Main/Pol 5
- Rechargeable repairs Main/Proc 1.4
- Reporting procedures Main/Proc 2
- Defects Main/Proc 2.2

### Qualifying Repairs

Compensation shall be payable on the basis of failure in service delivery. The scheme only applies to repairs that are classified as being the landlords responsibility and requiring an Emergency or Urgent response. This generally refers to repairs that, if delayed, may endanger the health, safety or security of the tenant.

Tenants who are in arrears of rent shall not be excluded from the scheme, however, the Association, with the prior agreement of the tenant, may wish to credit the tenants rent account with the sum equal to the amount of compensation.

The Association will not compensate tenants where:

1. Repairs are within a property’s Defects Liability Period

2. Repairs involve an element of recharging to tenants
3. Repairs are not categorised as being the landlords responsibility
4. Reasonable access was not afforded
5. The repair was made safe whilst awaiting specialist components
6. The Association has made a temporary repair within the agreed response time to prevent the immediate threat to the tenants health, safety or security.
7. The Association could not reasonably have concluded the repair.

### Amount of Compensation

Tenants will be entitled to compensation when the contractor fails to complete the repair within the agreed and published response time, subject to the seven conditions outlined above. The amount of compensation shall be moderate to reflect the delay in completing the repair and not the cost of the repair. The Association will pay a flat rate of £10.00 per repair to the tenant.

### Funding the Scheme

The Association will fund the scheme from the maintenance budget or reserves. There is no HAG entitlement involved. The Association will pass the cost on to defaulting contractors who are advised of this procedure in their contract documents.

### Publication of the Scheme

The Association will publicise the existence of the scheme to tenants at least once a year via the tenants' newsletter.

Refer to Main/Proc 1.7 for an outline of procedures.

## **MAINTENANCE FACTORING POLICY – (MAIN/POL13)**

**“Clydebank Housing Association is committed to the provision of a responsible and effective factoring service in line with statutory requirements and good practice guidelines.”**

### The Service

The Association is the heritable proprietor of a number of properties where others have acquired an interest. The principle aim of the policy is to provide a factoring service to these owners and ensure that all parts owned in common are well maintained and adequately insured. The Association enters into an agreement with each owner occupant and sharing owner via their Deed of Conditions, which outline the specific rights, and obligations of each party.

The factoring service has an impact on the different sections within the organisation. The Maintenance Section will take the lead responsibility for the provision of the factoring service and ensure that the other sections involved provide a good standard of service. i.e.

### Section

### Principle Factoring Responsibilities

- Maintenance Section Policy, Admin. & Reporting to Committee.

- Housing Management Section Information & Advise to Sharing Owners.
- Finance Section Invoicing, Insurance, Information and advice to Owner/ Occupiers, Recovery arrangements & Reporting to Committee.

The Association will recover the full costs involved in providing the service and when an owner sells the property, the Association will inform both the seller's and the new purchaser's solicitors of any outstanding invoices so that at settlement any balances can be cleared.

Factoring charges include the following elements :

### Buildings Insurance

The Association's Finance Section insures all of its buildings under a block insurance policy. The terms of the policy are reviewed annually and the cost, per unit adjusted accordingly. The policy is re-tendered every 3 years or earlier if necessary.

### Repairs To Common Areas

The common areas are outlined in a definition of common parts. (See Appendix 1) The cost of common repairs is divided between the relevant owners in line with the shares for maintenance outlined in the title deeds. (See schedules and notes Appendix 2)

The Association will instruct repairs via its approved contractors list in accordance with maintenance policy and procedures and is authorised to instruct works considered necessary or desirable, up to the value of £2000. This amount may be adjusted by an agreement reached at a proprietors meeting. The Association may also instruct major repairs and renewals following a majority agreement arising from such a meeting. Voting will be decided by a simple majority of votes cast by those present, with proprietors holding votes calculated in relation to their share for maintenance. There is no value restriction on issuing instructions for work relating to interim protection or safety of the building.

### Service Charges

These charges include the costs of environmental and landscape maintenance and common un-metered supplies.

### Management Fee

This element is reviewed annually by the Finance Section and aims to cover all the administrative costs of providing the service in terms of staff time, overheads etc.

### Factors Float

A float of £50.00 per owner is held to protect the Association from unpaid accounts. This is returnable when an owner sells the property and has no outstanding balance.

### Ground Burdens

These are specific title conditions which, may result in payment of feu duties to a feu superior. At present the Association has no properties affected by feu duties.

## Categories of Ownership

### Full Owners

Are those proprietors who own their property outright. Historically this category of ownership emerged where tenants purchased property previously owner by CHA under the Right to Buy, T.O.P.S. or Improvement for Sale schemes. These owners are subject to all of the common charge elements listed above.

### Sharing Owners

Are those proprietors who own a 25%, 50% or 75% percentage share of their property and rent the remaining share from the Association. The rental paid to the Association includes for the Buildings Insurance, Service Charge and Management Fee elements; therefore only the remaining common charge elements listed above apply to sharing owners. i.e. The Factors Float and share of Repairs to Common Areas.

***NB. A sharing owner who purchases the final ¼ share in their property will become a full owner as described above.***

### Other Owners

Are those proprietors for whom special factoring arrangements exist.

### Commercial Property owned by West Dunbartonshire Council.

The Association owns some tenemental property within which the ground floor is owned by West Dunbartonshire Council and let to others operating commercial premises. Due to anomalies in the conditions of purchase when the flats were bought over by CHA, the shares for maintenance were divided so that the Council holds the majority of votes at any proprietors meeting. For these properties the common areas are limited to exclude common parts involved in closes and back court areas where commercial tenants do not have other than emergency rights of access.

Significantly the Association is not the acknowledged factor for these premises and the Council must be consulted prior to instructing any common repairs other than emergency. The Council arranges the buildings insurance for these premises.

### Sharing Owners Factored by Others (Barns Gate, 17 units purchased 'off the shelf').

The Association has purchased a number of individual properties within a local development at Barns Gate where another factor has been appointed. The conditions of purchase allow this factor, Hacking & Paterson, to continue to provide the service to both our Sharing Owners and all the remaining properties on the site for 2 years following completion of the development. The Association may tender for the factoring contract after this period has elapsed.

### Sharing Owners Self-Factored (Janetta St, West Thomson St and Melfort Avenue)

The Association has developed several new build non-tenemental schemes for which the common areas are very limited and therefore the likely liability for common repairs and maintenance very low in the early life of the building. The Association has agreed in the

short term that factoring charges shall only be made when maintenance occurs. The factors float payable by the owners has in this case been returned and no service charges apply. The buildings insurance for these properties is arranged by CHA.

Please refer to FIN/PROC 9 & 10 for Factoring Procedures undertaken by the Finance Section.

### **SOCIAL WORK ADAPTATIONS POLICY - (MAIN/POL14)**

**“Clydebank Housing Association in responding to the changing needs of our tenants is committed to the provision of good quality and effective social work adaptations.”**

Social Work Adaptation referrals are presented to the Association in the main from the Occupational Therapy Department and in some cases the Sensory Impairment Team. The Association will work closely with these other agencies to ensure that those tenants whose health deteriorates are able to remain in their homes for as long as possible when their ability to do is hampered by something that the Association has within its power to change.

The Association's Maintenance Staff aim to fulfil all requests for adaptations, examine each request and process it as efficiently as possible without unnecessary delay. There are however reasonable constraints which may result in referrals being deferred or in some rare cases refused. Refusal is only considered where insurmountable physical or technical difficulties prevent the adaptation from taking place. In this instance the Association, in liaison with the relevant specialists, will resolutely seek a solution which can be achieved to suit the needs of the tenant.

The aging population generally has meant that demand for social work adaptations is high and growing. The available grant funding from The Scottish Housing Regulator is limited and therefore we must ensure that it is administered responsibly to achieve value for money and to ensure that those in greatest need are attended to. To this end we may in certain circumstances have to make use of the Social Work Scoring System to prioritise referrals.

Refer to Main/Proc 10 for an outline of procedures.

### **VOID MANAGEMENT POLICY - (MAIN/POL15)**

**“Clydebank Housing Association aims to minimise void rental loss by making sure that empty property is brought up to an acceptable (lettable) standard before it is re-let, and to do this within an efficient and achievable timescale.”**

Definitions:

- A ‘Void Property’ is a property that is empty and available for let.
- The ‘Acceptable or Lettable Standard’ is the condition the Association will make sure that a void property, including gardens, is in before it is let to someone. Generally speaking the property will be at least wind and watertight and in a safe condition i.e. no fixtures and fittings provided by the Association will be left in a condition that could present a risk to the occupants health and safety.

- Voids occur when:-
  - a) A tenant gives up their house and gives the required 28 days notice.
  - b) A tenant hands in keys and gives no notice of leaving.
  - c) A tenant dies and there is no successor.
  - d) An abandonment has expired.
  - e) A tenant is evicted.
  - f) A tenant transfers from one of our properties to another one

#### Re-Letting:

- Housing Management will, wherever possible, pre-let or pre-allocate properties.
- In all cases where pre-letting is not possible Housing Management will start to allocate the property to a suitable waiting list applicant within 1 working day of the keys being returned to the office.
- Allowing time for essential repairs to be ordered and carried out, the earliest possible date of entry will be given to the in-coming tenant. Individual circumstances in relation to applicants with a disability will be taken into account when considering a date of entry.

#### Inspections:

- The Association will aim to carry out a void inspection within 1 working day of the property becoming vacant.

During inspection the decoration within each room will be assessed. Where a property is in very poor decorative order a nominal decoration allowance of £30 per room may be awarded.

#### Repairs:

- Void repairs will be ordered within 1 working day of the void inspection.
- Repairs required to allow the void property to be re-let will be organised at the earliest possible date
- All void properties will have an electrical safety check and, where appropriate, a gas safety check carried out before re-letting.
- All void properties will have an Energy Performance Certificate (EPC). A copy will be displayed in the property prior to re-let and a copy will be provided to the incoming tenant.
- In voids where there is a gas installation provided by the Association, a copy of the gas safety certificate will be provided to the incoming tenant.
- As soon as the extent of works required in a void property is known, an estimated date of entry will be set, reviewed on a daily basis and updated as necessary.

- The list of repairs will be provided to Housing Management and tenants indicating when repairs will be done.
- Performance will be monitored to make sure that contractors complete repairs within timescale.

#### Targets:

- Targets are set and performance is monitored by the Housing Management & Maintenance Sub-Committee on an annual basis.
- The percentage of void loss acceptable to the Association is 0.7% and this will be reviewed in April each year.
- The Association aims to re-let all void properties within 25 calendar days and this will be reviewed in April each year. Specific targets for re-letting void properties are as follows;
  - a) Voids that require routine repairs and safety checks - 10 working days.
  - b) Voids due to the death of the sole occupant - 10 working days from the date of funeral service to allow next of kin to clear the property and return keys to the Association.
  - c) Voids that require Major Repairs or Renewals - 15 working days.

Properties held for decant purpose or those being vacated to allow for major improvement work and others excluded by the APSR return are not subject to the above targets. These properties will be highlighted separately and reported to the HM&M Sub-Committee on an annual basis.

#### Reports to Committee

- Maintenance will record void repairs expenditure and report quarterly to the Housing Management Sub-Committee.
- Housing Management will record the total amount of void loss in terms of rent, the reason for the void loss in over-target voids (e.g. void inspection, repairs, difficulty with allocation), vacancies as a percentage of the total stock and report these figures to the Housing Management Sub-Committee on a monthly basis.

#### Procedures:

Maintenance and Housing Management void management procedures will be clear and co-ordinated to maximise teamwork and communication and minimise any delay in their implementation.

## **ASBESTOS MANAGEMENT POLICY - (MAIN/POL16)**

It is the policy of Clydebank Housing to ensure that, as far as is reasonably practicable, no persons are exposed to risks to their health due to exposure to any asbestos containing materials that may be present in any of the properties it owns or occupies.

Our Asbestos Policy conforms with the Health & Safety at Work Act 1974, the Asbestos (Licensing) Regulation 1983 and the Control of Asbestos at Work Regulations 2002. The policy and accompanying procedures apply to all buildings and individuals employed and/or engaged by Clydebank Housing Association without exception.

The policy on asbestos is to:-

- i) Ensure the prevention of exposure to risks associated with asbestos containing materials.
- ii) Ensure that any asbestos containing materials that may be present in any of its buildings are maintained in a condition so as to prevent the possibility of any harm to health occurring.
- iii) Promote awareness of the risks from asbestos containing materials and the Association management procedures through training and induction of relevant staff.
- iv) Provide adequate resources to ensure the provision of appropriate information, instructions and training.
- v) Ensure a commitment to comply with all relevant asbestos legislation, Approved Codes of Practice, Health & Safety Executive Guidance Notes and to commit to the safe disposal of any asbestos waste in accordance with the appropriate legislation.
- vi) Ensure that a 10% sample of each property type built before 1988 are surveyed to identify any asbestos containing materials that may be present therein and to prepare and maintain an Asbestos Register for all buildings. This Register will undergo regular reviews and will be updated after any treatment and/or removal works have been undertaken. Establishments will be risk assessed and programmed for surveys within three years, unless new legislation determines otherwise.
- vii) Implement an effective asbestos management strategy in order that appropriate measures such as encapsulation, labeling, inspection, working with, or removal of, the material can be undertaken.
- viii) Ensure that an appropriate system is installed, maintained and implemented for the management of all asbestos containing materials identified in the Register. Such a system is to be capable of recording the risk, the needs and priorities for treatment and/or removal.
- ix) Ensure that all Contractors and Sub-Contractors engaged to carry out work on any of the Association's buildings are provided with a summary, listing all relevant premises that may contain asbestos which may be disturbed by their works, and are advised of the appropriate precautions and procedures to be followed.
- x) Ensure that information regarding the presence of asbestos is contained in tender documentation as may be appropriate and that Contractors and Sub-Contractors have in place risk assessments, method statements, etc. for its removal and/or management as appropriate.
- xi) Ensure Contractors and Sub-Contractors shall not commence works without prior submission of their method statement to, and subsequent approval by, the Asbestos Co-ordinator or her/his designated representative.
- xii) Ensure licensed Contractors and/or Sub-Contractors carry out all major asbestos works or removal of asbestos, in accordance with HIS recommendations and that where minor works are carried out by the Associations approved contractors who are

unlicensed, that they submit a method statement and comply with waste arrangements to the satisfaction of the Asbestos Co-ordinator.

- xiii) Regularly review the Asbestos Management Policy and Procedures.

**MAIN/POL11**  
**APPENDIX 1**

**COMPENSATION FOR IMPROVEMENTS**  
**CLAIM FORM**

**NAME:** \_\_\_\_\_

**ADDRESS:** \_\_\_\_\_

\_\_\_\_\_

**TEL:** \_\_\_\_\_

**DATE OF TERMINATION  
OF TENANCY:** \_\_\_\_\_

**FORWARDING ADDRESS:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**DESCRIPTION OF IMPROVEMENT:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**COST OF IMPROVEMENT: £** \_\_\_\_\_ **COMPLETION DATE:** \_\_\_\_\_

**ENCLOSURES**

**TICK BOX**

Receipts

Building Warrant

Building Control Completion Certificate

Planning Permission

Guarantee

Association Permission

Technical Information

**Signed:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**MAIN/POL13**  
**APPENDIX 1**

**FACTORING POLICY**

**DEFINITION OF COMMON PARTS**

All the parts of the building and curtilage used by or serving more than one dwelling house or shop i.e.

- Solum & Foundations
- External Walls
- Roof
- Main Water Supply Pipes, Mains Risers & Storage Tanks
- Mains Electrical Cables
- Ventilation Ducts
- Fire Fighting Equipment
- Gas Supply Pipes
- Rain Water Conductors, Drainage Traps & Manholes
- Common Close, Close Door, Controlled Entry System, Landings, Windows and Railings in Close
- Bin Stores
- Drying Area & Equipment
- Back Courts, Grassed Areas & Flower/Shrub Beds
- Paths, Roads & Parking Areas
- Boundary Walls & Fencing
- Play Areas & Equipment