



"Offering our community more than a home"

Repairs & Maintenance Policy

Housing Services Sub-Committee submission:	20 August 2019
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CHA Objectives:

- To provide quality, affordable housing that meets the changing needs of our customers and to ensure fair access to housing within our area.
- To manage the houses provided, in a professional and cost effective manner, for the benefit of our local community and the environment.
- To provide a first class maintenance service which offers value for money and ensures the comfort and safety of our residents while achieving high levels of satisfaction

Regulatory Standards:

- The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.
- The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these objectives.
- The RSL manages its resources to ensure its financial well-being and economic effectiveness.
- The governing body bases its decision on good quality information and advice and identifies and mitigates risks to the organisation's purpose.

This policy can be made available on request in a variety of different formats, such as on tape, in large print and translated into other languages.

Introduction

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

The purpose of this policy is to establish an operational framework to enable the Association to discharge its statutory and contractual responsibilities in relation to reactive, cyclical and planned maintenance

Legal Framework

The following publications have been used to ensure performance standards and good practice are followed and statutory requirements are complied with throughout the Policy.

- The Scottish Housing Regulator Guidance Notes
- Performance Standards for Registered Social Landlords in Scotland
- Raising Standards in Maintenance
- Scottish Housing Quality Standard
- Housing (Scotland) Act 2001
- Gas Safety (Installation and Use) Regulations 1998
- The Equality Act 2010
- General Data Protection Regulations 2018
- Property Factors (Scotland) Act 2011
- Construction Design & Management Regulations 2015
- Energy Efficiency Standard for Social Housing

Equal Opportunities

Clydebank Housing Association will ensure equality of opportunity across the full range of our activities, including both employment and service provision.

We will not discriminate on the grounds of Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex and Sexual Orientation.

Aims and Objectives

The key aims and objectives of the Association's maintenance policy and procedures are as follows:-

- To provide a safe, secure and healthy living environment for the Association's tenants
- To protect the asset value of the Association's stock through maximising the life of components and minimising the risk of defects occurring
- To make best use of the Association's resources
- To meet or exceed the standards defined in the Scottish Housing Quality Standard (SHQS) and the Energy Efficiency Standard for Social Housing (ESSH)

- To enable the Association to anticipate future repairs expenditure and make provision for this
- To ensure that performance is continuously improved by appropriate monitoring of service delivery and quality to customers
- To focus on the customer experience by delivering high standards of customer care and satisfaction

Core Values

Clydebank Housing Association has the following core values, which are integrated into our working practices and approach to interacting and dealing with people.

“Offering our community more than a home”

We will achieve this by being:

- **Respectful**- we will treat all our customers with courtesy and respect
- **Accountable** – we will be open, honest and approachable and act with the highest integrity at all times
- **Responsive and Informative** – we will listen, respond and inform through effective and timely communication
- **Professional** – we will ensure we have the appropriate skills and strive for excellence in all aspects of our service

Performance Monitoring

In line with the requirements of the Scottish Social Housing Charter, the Association will monitor the effectiveness of this policy and the quality of service delivered to customers on a regular basis.

Customer feedback will be used to monitor service delivery and to address weaknesses, improve performance and develop the service to meet customers' needs.

Regular meetings are conducted with contractors. This allows for any trends or dips in performance to be discussed and resolved to allow for the service provided to meet the relevant standards expected of the service we provide.

The performance of the repairs and maintenance service will be reported to the Housing Services Sub-Committee and to customers through quarterly ChitChat newsletters, Annual Reports, website and other appropriate methods.

Landlord Responsibilities

The Association is responsible for maintaining the structure and exterior of the property and for ensuring that it is fit for human habitation.

This includes:

- The maintenance of all installations provided for space heating, water heating and sanitation and for the supply of water, gas and electricity.

- Maintaining drains, gutters and external pipes (excluding blockages caused by tenant negligence).
- The external envelope i.e. the roof, outside walls, windows and doors.
- The internal structure i.e. walls, floors, ceilings, staircases, doors and door frames (excluding decoration).
- Chimneys, chimney stacks and flues (excluding sweeping).
- Pathways, steps or other means of access / egress.
- Boundary walls and fences if damage significantly affects use of common parts of property or if it poses a danger to any user.
- Drying poles
- Communal television aerials/satellite dishes (installed by the Association)

Tenant Responsibilities

- Tenants must keep the interior of the house in good and clean condition and good decorative order.
- Tenants must, with other occupiers, sweep and clean the common parts including close and stairs, back court areas, drying areas, bin stores etc. This should be carried out on a weekly basis at least, or as required unless such cleaning is provided as a service.
- Tenants must report promptly to the Association any defect or disrepair including that which is due to accidental damage or as a result of vandalism.
- Tenants must repair or replace items damaged through neglect or carelessness on the part of the tenant, any member of the tenant's household or their visitors.
- Tenants are responsible for damage to glass, sink or sanitary ware, choked sinks or sanitary ware (if the choke is found to be the fault of the tenant), replacement sink plugs or chains, toilet seats, light bulbs, smoke alarm batteries, internal door handles, lost or broken keys and any cost incurred through forcing entry due to lost keys.
- Tenants must allow the Association's employees and / or approved contractors access at all reasonable hours to inspect the condition of the house or to carry out repairs to the house or adjoining property. The Association will give the tenant 24 hours' notice of access being required, except in the case of an emergency when access will be required to be given immediately.
- Tenants should ensure that access hatches are not blocked or tiled over. Some properties may have hatches allowing access to common services and these should be kept clear at all times.

Classification of Repairs

Reactive Repairs

Reactive repairs are day to day repairs that are required within a relatively short timescale and are to ensure the health, safety or security of the tenant and to prevent deterioration of the property. These obligations are defined by statute or set out in the tenancy agreement.

Reactive repairs are most often reported by tenants but can be instigated by any member of staff. Reactive repairs include Void Repairs which are carried out to properties between tenancies to ensure that they are safe to be re-let and to bring them up to specified standards. The Association has a defined 'lettable' standard in this regard.

Cyclical Maintenance

Cyclical maintenance is carried out at agreed intervals and usually involves inspection, servicing or cleaning.

The Association will carry out cyclical maintenance to ensure that appliances and machinery are maintained to safe operating standards and in accordance with guidelines and legislation.

Examples of cyclical maintenance include painterwork, gutter cleaning, roof inspection, water pump/tank inspection, lift maintenance, gas appliance testing, electrical testing, fire system testing, dry riser testing and communal ventilation fan maintenance.

Planned Maintenance

Planned maintenance is work which is programmed in advance, normally over a thirty year period, and which usually involves the replacement of external or internal elements of the property or common parts.

Planned maintenance will be programmed according to regularly updated stock condition survey information and components will be replaced in accordance with their anticipated lifespan.

There may be occasions when there is a premature failure of a component outwith planned programmes and the Association will budget annually for such works.

Categories of Repairs

All repairs are 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 tenants will be advised of the expected timescales involved.

Emergency Repairs

This class of repair is intended to deal with emergencies which are likely to cause injury or death or substantial property damage. The response target time to attend and make safe is within 4 hours and completion of the repair within 24 hours.

Examples of emergency repairs are fire, flooding/ water ingress that can't be contained, break-in, no heating, no hot water, blocked wc if only one in house, vandalised/broken glazing.

Urgent Repairs

These are faults that may cause inconvenience to a tenant but little possibility of further property damage if dealt with within the specified target time. The response target time is within 3 working days. Day 1 will commence at 9 a.m. the day after the repair is reported and end at 5 p.m. on day 3

Examples of urgent repairs are faulty light fittings, communal lighting, door entry system, loose roof tiles, running overflows.

Routine Repairs

These are faults that are not hazardous or which cause minor inconvenience to a tenant. The response target time is within 10 working days. Day 1 will commence at 9 a.m. the day after the repair is reported and end at 5 p.m. on day 10

Examples of routine repairs are damaged fencing, drip at tap, fault with TV aerial, plasterwork.

Complex Repairs

These are repairs which are likely to involve multi-trades and can include jobs requiring time to dry out, removal of asbestos, jobs over a certain value, jobs requiring authority from owners, insurance approval. The response target time is within 20 working days. Day 1 will commence at 9 a.m. the day after the repair is reported and end at 5 p.m. on day 20

Right to Repair

The Association will adhere to the duties set out within the Scottish Secure Tenants (Right to Repair) Regulations 2002. The timescales are set out in this legislation and are specific for qualifying repairs. Repairs which are covered by the scheme include:

REPAIR	Working days to complete
Blocked flue to open fire or boiler	1
Blocked or leaking foul drains, soil stacks, or toilets where there is no other toilet in the house	1
Blocked sink, bath or drain	1
Loss of electric power	1
Loss of water supply	1
Insecure external window, door or lock	1
Unsafe access path or step	1

Significant leaks or flooding from water or heating pipes, tanks or cisterns	1
Loss or partial loss of gas supply	1
Loss or partial loss of space or water heating where there is no alternative heating available	1
Toilet not flushing where there is no other toilet in the house	1
Unsafe power or lighting socket or electrical fitting	1
Partial loss of electric supply	3
Partial loss of water supply	3
Loose or detached banister or handrail	3
Unsafe timber flooring or stair treads	3
Mechanical extractor fan in internal kitchen or bathroom not working	7

Full details are contained within the Association's [..\Policies\Right to Repair Policy - August 2019.pdf](#)

Rechargeable Repairs

The Association will recover the cost of repair work where the cause of the repair is not the responsibility of the Association. Some examples of repairs that would be rechargeable to tenants are:

- Damage caused by negligence by the tenant, a member or their household or visitor
- Making good unauthorised alterations i.e. shower or electrical installation not to an acceptable standard
- Forcing entry due to lost keys
- Vandalised glazing
- Failing to return property to Association's lettable standard as advised at pre-end of tenancy inspection
- Failure to provide access for annual gas safety check

Full details are contained within the Association's [Rechargeable Repairs Policy - May 2016.pdf](#)

Reporting Repairs

The Association aims to ensure that tenants are able to report repairs easily and that action to remedy the fault is taken as quickly as possible.

Tenants can report repairs in person at the Association's offices, by telephone, by email, by letter, by fax or by completing the repairs notification form on our website.

The Association will also provide an "out of office hours" service for emergency repairs and details of how to contact this service are available on the office answering machine, on noticeboards at the multi-storey flats and published in our ChitChat newsletters and on our website.

Pre and Post Work Inspections (annual targets)

Void properties – 100% pre and post inspections

Gas services – 10% of total services audited by specialist contractor

Medical adaptations – 100% post inspected and 100% pre-inspected when requested by OT and/or major works involved

Ad hoc major repairs – 100% post inspected

Non-emergency reactive repairs – a minimum of 5% pre and post inspected.

The Housing Services Manager will report on performance of these targets annually to determine whether targets require to be reviewed and/or adjusted.

All data on pre and post inspections will be entered onto the computerised database.

Tenant Alterations

The Association recognises that tenants may wish to carry out alterations and is committed to consenting to these where it is reasonable to do so.

It is a term of every Scottish Secure Tenancy that the tenant is not to carry out work, other than interior decoration, without the consent, in writing, of the landlord. Tenants should therefore seek permission, in writing, prior to carry out any alterations. Requests for alterations will be responded in line within the timescales outlined in the Customer Care Policy. This consent will not be unreasonably withheld.

Compensation for Improvements

Certain alteration works qualify for compensation under the Government scheme implemented under The Housing (Scotland) Act 2001, which is payable to the tenant upon termination of their tenancy.

Full details are contained within the Association's [..\Policies\Compensation for Improvements Policy - August 2019.pdf](#)

Gas Safety Checks

The Gas Safety (Installation and Use) Regulations 1998 places a legal duty on the Association to complete an annual inspection of gas appliances, pipe work and flues provided by the Association within a 12 month period of the previous inspection.

In addition a gas safety check is carried out at every change of tenancy when there is a gas appliance within the property.

Full details are contained within the Association's [..\Maintenance Folder\Maintenance Procedures7 - Gas Management Procedures](#)

Delegation of Maintenance Authority

The Housing Services Sub-Committee has delegated administration of the maintenance budget within the following specified levels - [..\Standing Orders, Remits & Delegated Authorities\Standing Orders-Sub-Committee Remits and Delegated Authorities update 27.06.19.doc](#)

	Details (Estimated Expenditure)	Authorisation	Procurement/ Minimum Quotes Required
a	Up to £500 plus VAT (Grade 5/6)	<ul style="list-style-type: none"> Housing Assistants Maintenance Assistants Finance Assistants 	N/A
b	Up to £1,000 plus VAT (Grade 7)	<ul style="list-style-type: none"> Housing Officer Maintenance Officer 	Direct Award through relevant supplier
c	Up to £5,000 plus VAT (Grade 8)	<ul style="list-style-type: none"> Housing Services Manager Finance and Corporate Services Manager 	2 Quotes
d	Up to £10,000 plus VAT	<ul style="list-style-type: none"> Chief Executive Head of Finance and Corporate Services Head of Housing Services 	2 Quotes/ Or Quick Quote through PCS
e	> £10,000 plus VAT	<ul style="list-style-type: none"> Finance and Corporate Services Sub-Committee Housing Services Sub-Committee Management Committee In line with Procurement Policy Emergency arrangements – at least 4 MC members to be contacted 	PCS or through existing Framework (e.g. Scotland Excel, SPA, etc.)

Planned and Cyclical Repairs

The Housing Services Sub-Committee will approve the major repair programme and any alterations or additions to the programme. Maintenance budgets, which are based on a stock 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 in accordance with the table above.

Purchase of Materials

The Housing Services Manager is authorised to purchase materials / components etc. for the use of the Association within the same limits as above.

Contractors

The 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 comply with the latest procurement legislation when appointing contractors. The Housing Services Sub-Committee will approve the relevant procurement routes following recommendations from the Housing Services Manager which will be dependent of the cost of the works.

The Association will advertise framework agreements through Public Contracts Scotland for the majority of contracts as follows:

Repairs & Maintenance Framework (for reactive works) divided into different “lots”

Lot	Description
1	Void works (to include any combination of electrician, joiner, plumber, painter, plasterer, builder, roofer, EPC assessor/surveyor, cleaner etc)
2	Multi-trade – general (to include any combination of electrician, joiner plumber, gas engineer, painter, plasterer, builder, roofer etc)
3	Out of hours (to include any combination of electrician, joiner, plumber, gas engineer, painter, plasterer, builder, roofer, cleaner etc) – single award
4	Medical adaptations – single award
5	Joinery / glazier / ironmongery
6	Electrician / door entry
7	Plumber / gas engineer
8	Painter / tape & fill
9	Builder / plasterer
10	Roofer / slater
11	Close window cleaning / cleaning (general) / pest control / bulk uplifts
12	TV aerial
13	Blacksmith
14	CHP engineer (district heating)
15	Ventilation engineer

All contractors are required to agree to operate in accordance with the Association’s Code of Conduct for Contractors and Customer Care standards.

Should an emergency repair require the services of a specialist contractor, who is not on our Framework, the work can be instructed by the Housing Services Manager and details reported at the next scheduled Housing Services Sub-Committee meeting.

Consultants

The Association will appoint consultants, including those required to comply with the Construction Design & Management Regulations 2015, on larger maintenance contracts where appropriate and including major repairs and renewals approved in the long term maintenance programme.

The Association will comply with the latest procurement legislation when appointing consultants and will utilise existing or partnering Framework Agreements. The Housing Services Sub-Committee will approve the appointment of consultants following recommendations from the Housing Services Manager.

Health & Safety

The Association has arrangements in place to address the requirements of health & safety legislation and these will include:-

All contractors and consultants are required to provide their health & safety policy statements.

All contractors and consultants are required to hold and provide to the Association a copy of their insurance policies e.g., employer, public and professional indemnity.

The Association has in place an asbestos management register for domestic properties and communal areas which will be regularly reviewed in order to protect tenants, staff and contractors from exposure to asbestos containing materials.

The Association has in place legionella risk assessments for properties, where applicable, to ensure effective control measures are in place to prevent the occurrence of legionella.

Stock Condition Survey / Life Cycle Costing

The Association operates a 30 year planned maintenance programme for all of its properties based on standard element life assumptions (life cycle costings). These component accounting lifespans are detailed in the following table:

Component accounting lifespans

Component	Lifespan
Structure	50
Kitchen	20
Bathroom	25
Gas boiler	15
Radiators and pipework	30
Electric heating systems	25
Re-wiring	30
Ventilation units	10
Emergency lighting (internal)	15
Emergency lighting (inverters)	10
Close windows	30
External doors and unit windows	30
Communal entrance / pass doors	20
Door entry systems	15
Passenger lifts	30
Bin chutes	30

The Association will carry out a stock condition survey at five yearly intervals to enable the life cycle costings to be updated. A minimum of 20% of each property type will be inspected.

Stock condition survey information will also be gathered on a reactive and cyclical basis by Association staff and contractors to enable an accurate and up to date database of all stock to be maintained.

All stock condition survey information which is gathered will include the elements required for compliance with the Scottish Housing Quality Standard and the Energy Efficiency Standard for Social Housing.

The following policies and procedures detail maintenance responsibility in relation to delivery of service, customer satisfaction and achievement of our corporate objectives.

- Right to Repair Policy
- Gas Servicing procedures
- Void Management Policy
- Social Work Adaptations Policy
- Asbestos Management Policy
- Rechargeable Repairs Policy
- Compensation for Improvements Policy
- Factoring Policy
- Procurement Policy
- Sustainability Policy
- Health & Safety policies
- Equal Opportunities & Diversity Policy
- Customer Care Policy
- Tenant Participation Strategy
- Asset Management Strategy
- Value for Money Strategy

For Office Use Only – Actions

Customer Consultation Required/Arranged	Yes
Intranet Update	Yes
F Drive Update	Yes
Website Update	Yes
Leaflet change required?	No
Newsletter Promotion?	Yes
Other information updated, e.g. posters, automatic email responses, post cards, answering machine messages, etc.	No
Equality Impact Assessment completed	Yes