



## Standard Repairs and Maintenance Policy

## POLICY DOCUMENT

### STANDARD REPAIR AND MAINTENANCE OF PROPERTIES

#### TABLE OF CONTENTS

<u>Section</u>	<u>Content</u>	<u>Pages</u>
1.	<b>Introduction</b>	3 - 6
2.	<b>Authority and Control</b>	6
3.	<b>Standard Repairs</b>	6 - 17
	3.1 Efficient and Effective Maintenance Strategies	
	3.2 Reactive Repairs and Maintenance	
	3.3 Proactive and Preventative Repairs and Maintenance	
	3.4 Repairs Responsibilities	
	3.5 Repairs Reporting System	
	3.6 Monitoring	
	3.7 Categories of Repairs and response times	
	3.8 Rechargeable Repairs	
	3.9 Re-let Properties (Voids)	
	3.10 Alterations and Improvements	
	3.11 Compensation for Improvements	
4.	<b>Quality of Customer Service in Maintenance</b>	17-21
	4.1 High Quality and Cost Effective Maintenance Services	
	4.2 Promotion of Participation by Customers	
	4.3 Strategy for informing and communicating with customers	
	4.3.1 Customer Care Principles	
	4.3.2 Post Inspections	
	4.3.3 Staff Training	
	4.3.4 Service Providers Code of Conduct	
	4.3.5 Complaints Procedure	
5.	<b>Risk</b>	22
	5.1 Policy Associated Risk	
	<b>Appendices</b>	
1.	Expenditure Levels, Authorisation and Invoice Processing.	23-25
2.	Review and Monitoring of Service Providers.	26
3.	Code of Conduct for Service Providers.	27-28
4.	Repairs Responsibilities.	29-33
5.	Right to Repair.	34-36
6.	Repairs to Voids – checklist.	37
7.	Equalities Impact Assessment	38-39

**POLICY DOCUMENT**  
**STANDARD REPAIR AND MAINTENANCE OF PROPERTIES**

**First Approved:** 1993

**Reviewed:** 2003  
2005  
2012  
2017

**This Review:** Approved by Services Sub Committee 04/02/2021  
Ratified by Management Committee 11/03/2021

**Next Review:** February 2024

**1. INTRODUCTION**

1.1 This policy describes our arrangements for ensuring that properties owned or factored by the Association are well maintained and kept in good and safe repair, for the benefit of existing and prospective tenants and to maximise the long-term life of the housing stock within the Association's portfolio.

1.2 Related documents:

- Planned Maintenance Policy
- Gas Maintenance Policy
- Asset Management Policy
- Procurement Principles and Methodology Report 11/2/2016

**Void management:** We monitor demand for our houses and maximise the use of available housing, keeping empty properties to a minimum. We make sure our properties are of an appropriate lettable standard.

**Repairs:** We provide an efficient and effective responsive repairs service to our tenants and other service users.

**Stock management:** We follow sound stock management strategies to ensure our houses are in demand, maintained and modernised. Properties can be adapted as peoples needs change.

**Lifetime maintenance:** We know the condition of our houses and have costed plans for their lifetime maintenance and improvement. We can demonstrate that resources will be available for future planned work,

taking account of the financial frameworks in which we operate. We are delivering maintenance programmes efficiently and effectively.

**Adaptations:** We are responsive to the particular needs of applicants and the changing needs of existing tenants, and we adapt our properties, in accordance with social work requests through Glasgow City Council funding, to efficiently meet needs. We have good records of the adapted houses we own.

**Policies and procedures:** We have high-quality written policies and procedures to guide our actions.

**Resource management:** We make the best use of our people and our physical resources to achieve value for money, continuous improvement and to deliver high quality services.

**Procurement:** We have a systematic and accountable approach to finding the most cost-effective way of securing the quality of the assets we own and the services we provide.

In developing this policy we took cognisance of, and comply with, current procurement reform legislation, regulation and regulatory assurance

### **Regulatory Assurance associated with this Policy**

- |            |   |
|------------|---|
| Standard 1 | The Governing body leads and directs the RSL to achieve good outcomes for tenants and other service users.  |
| Standard 2 | The RSL is open and accountable for what it does. It understands and takes account of the needs and priorities of tenants, service users and stakeholders. Its primary focus is the sustainable achievements of these priorities. |
| Standard 3 | The RSL manages its resources to ensure its financial wellbeing and economic effectiveness.   |
| Standard 4 | The Governing Body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation's purpose.   |
| Standard 5 | The RSL conducts its affairs with honesty and integrity.  |
| Standard 6 | The Governing body and senior officers have the skills, experience, knowledge and training to successfully lead and manage the organisation   |

### 1.3 In implementing this policy our objectives are to:

- ◆ Ensure that policies comply at all times with all current legal and regulatory responsibilities and codes of good practice.
- ◆ Provide a prompt, economic and efficient repairs service, including an out of hour's emergency service for all of our tenants and common elements of properties we factor.
- ◆ Achieve a high standard of customer care and satisfaction by monitoring our service providers' performance regularly and enabling tenants and other service users to comment on repairs undertaken.
- ◆ Establish and maintain a comprehensive and systematic programme of cyclical painting, planned maintenance, major repairs and property improvements.
- ◆ Provide a value for money service by seeking competitive quotes or tenders for work in accordance with the expenditure levels noted in our procurement report and updated in this document.
- ◆ Provide opportunities for tenants to be involved in the decision making process, in accordance with our policies and the Scottish Social Housing Charter. (see further detailed below)
- ◆ Ensure that all our tenants are given clear information on the division of responsibility for repair and maintenance between us as landlord and themselves as tenants.
- ◆ Ensure that all internal procedures supporting this policy are clear, comprehensive and available to all staff, to ensure a consistent approach to managing, implementing and budgeting for all aspects of our repairs and maintenance service

### 1.4 The Scottish Social Housing Charter (SSHC)

- ◆ The SSHC sets out the standards and outcomes that all social landlords should endeavor to achieve when carrying out their housing activities. The following outcomes can be related directly to maintenance:
- ◆ Outcome 2 - Communication - Social landlords should 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 – Social landlords should manage their business so that tenants’ homes, as a minimum, meet the Scottish Housing Quality Standard by April 2015 and continue to meet it thereafter, and when allocated, are always clean, tidy and in a good state of repair.
- ◆ Outcome 5 - Repairs, maintenance and improvements – Social landlords should manage their business so that tenants’ homes are well maintained with repairs and improvements carried out when required and tenants are given reasonable choices about when work is done.
- ◆ Outcome 13 - Value for money - Social landlords should manage all aspects of their business so that tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.

## **2. AUTHORITY AND CONTROL**

- The Management Committee approves the overall budget for repairs, maintenance and improvements as part of the annual budget setting process.
- Service Providers’ are reviewed in a rolling programme of performance review interviews and the Services Sub-Committee is updated on the outcome of these reviews.
- The Management Committee is responsible for setting the policy for repairs and maintenance.
- The Services Sub-Committee monitors expenditure against budget for all types of repairs, gas servicing, service provider performance, repair response times and pre and post inspections of repairs.
- The implementation of policy together with the management and administration of the repairs and maintenance service are delegated to the Director of Property Services.

## **3. STANDARD REPAIRS**

### **3.1 Efficient and Effective Maintenance Strategies**

To ensure high quality and cost effective maintenance and repair services are delivered, they are developed within the framework of policies with the following objectives:

- To comply with legal and regulatory duties and codes of good practice;
- Maximise the useful life of the housing stock;
- Achieve homes that can provide a warm, comfortable and healthy environment, and are in a good and safe state of repair;
- Provide a prompt, efficient and effective service;
- Minimise the proportion of expenditure on reactive repairs and maximise that spent on planned maintenance;
- Achieve high standards of customer service;
- Minimise void repair periods;
- Consult tenants and residents and involve them in decisions about their service standards, repairs to their homes and service monitoring;
- Have a cohesive quotation and tendering strategy to secure the best service provider and value for money;
- Have in place effective monitoring system of staff and service provider performance, taking into account tenant feedback;
- Enable the governing body to control and monitor the maintenance function;

### **3.2 Reactive Repairs and Maintenance**

Reactive repairs are defined as those repairs which are carried out as the need arises and which cannot be deferred for inclusion in planned maintenance programmes. Striking the appropriate balance between spend on reactive, cyclical and planned maintenance depends on the needs of the Association's stock.

Procedures are in place to enforce the division of repair responsibilities as described in the tenancy agreement so that:

- Staff recording repairs have guidelines for checking where responsibility for repair lies.
- Potential rechargeable repairs are identified.

- The need for pre-inspections can be assessed.

### **3.3 Proactive and Preventative Repairs**

Proactive/preventative repairs are repairs identified, for example, during estate inspections or follow-up work or improvements identified during cyclical gas servicing or periodic electrical inspections.

### **3.4 Repair Responsibilities**

Procedures are in place to enforce the division of repair responsibilities described in the tenancy agreement so that:

- Staff recording repairs have guidelines for checking where responsibility for repair lies.
- Potential rechargeable repairs are identified.
- The need for pre-inspections can be assessed.

### **3.5 Repair Reporting System**

The Association has in place an effective repairs system that ensures repairs are promptly reported, correctly logged and that the right works are ordered. This minimises the need for pre-inspections which result in expense and delay. When a doubt arises about the necessity for, or magnitude of a repair, a pre-inspection may be carried out to gain information so that an accurate assessment can be made.

The computer system is kept up to date with property survey and spend information. When carrying out a repair the property database is checked to allow consideration to be given as to whether a repair could be fitted into future planned maintenance or improvement works so that expenditure is not wasted on repair jobs which will only have a short life.

Procedures take account of performance monitoring requirements.

### **3.6 Monitoring**



The Association will undertake a rolling programme of service provider reviews and report to the Services Sub-Committee.

Monitoring of the quality of the repairs service will include the following checks:

- Repairs are carried out promptly by service providers according to the repair priority and the Association’s quality standards;
- Notification of works being delayed and reasons for delay;
- Breaches of code of conduct by service providers’;
- Quality control and customer satisfaction;
- 10% post inspections are carried out; and
- Gas inspections.

### **3.7 Categories of Repairs and Response Times**

A system of repair priorities to distinguish between emergency, urgent, routine, appointment and programmed works and those which can be tackled as part of planned maintenance and voids is maintained by the Association.

Response times are as follows:

<b><u>Repair category</u></b>	<b><u>Maximum response time</u></b>
Emergency	4 hours
Urgent	2 working days
Routine	3 working days
Appointments	See 3.7 (D)
Programmed	See 3.7 (E)
Non-reactive works	See 3.8 (F)

#### **A) EMERGENCY**

An emergency repair is where there is potential danger to life or property. Our target is to make safe within 4 hours. Emergency repairs are generally more expensive than less urgent repairs, especially when carried out after normal office hours. The Association ensures value for money by having:

- Examples of what repairs are considered to be emergencies;
- Effective arrangements for receiving, authorising and carrying out emergency repairs;
- Procedures to ensure that only genuine emergencies are treated as such;
- Well trained staff and service providers who can correctly identify emergencies;
- Systems to monitor the incidence of emergency work; and
- Service providers' emergency call out rates

### **Emergency Repair Examples**

Fire – Fire Brigade	
Smell of Gas – Scottish Gas Network	
Flooding/Burst Pipes	Choked Toilet
No electricity	Bare/Live wires
Broken Window	Insecure doors or windows
No Access to House	Loose stone-work/masonry
Overflowing Sewage	No gas supply
Storm Damage	

### **Emergency Repair – Out-of-hours procedures**

- Office answer-phone message advises tenants of emergency service provider numbers;
- Police have access to staff that are on call for emergency cover;
- Tenants are advised regularly through newsletters of the procedure and phone numbers for contacting emergency service providers.

## **B) URGENT**

These are faults that may cause potential health or security hazards to a tenant but have little possibility of causing further damage to property.

### **Urgent repair examples**

Blocked bath/sink or external drain;  
Faulty light switch, socket or pendant;  
No hot Water;  
Cistern not flushing;  
Faulty lock;  
Faulty Smoke Alarm;  
Close lighting (where adopted by the Council their targets apply);  
Overflows running;  
Minor Leaks; and  
No central heating.

## **C) ROUTINE**

These are repairs that are not considered hazardous or which only cause minor inconvenience to a tenant or other service user.

### **Routine Repair – Examples**

Easing doors or windows;  
Plasterwork Repairs;  
Draughts at doors/windows;  
Common door repairs;  
T.V. reception.

## **D) Appointments:**

Repairs appointments out-with the preceding targets can be arranged to suit tenants' and other service users. (Mutually agreed date – resident and Association);

## **E) Programmed:**

Initial response times as above but where they cannot be met for valid reasons; that is, because of; for example, tenant availability

drying times; inclement weather; material availability and so on, they will be re-dated and categorised as programmed for performance reporting purposes.

#### **F) Non-reactive works**

Please note that there is a non-reactive category for items that are not repairs. For example; bin rotation, back court cleaning and so on. Also note that works can be categorised as non-reactive where they are works but are picked up during inspections and are termed preventative. This category can also accommodate repairs where for example, a tenant cannot provide access within the reactive maintenance target timescale. N.B. Void repairs are defined as not being reactive repairs by the Scottish Social Housing Charter Indicators 9 & 10 respectively and are recorded as Void & Non-reactive on our repairs system.

### **3.8 Rechargeable Repairs**

#### **3.8.1 Tenants**

##### **Rechargeable repairs. Tenant examples**

- Where a tenant, or a member of a household or visitor has lost keys and the door requires to be forced and/or locks changed;
- Tenants will also be recharged for repairs which are a result of vandalism or damage caused by a tenant, member of the household or visitor to their home;
- Where a sink, bath or wash hand basin or W.C. bowl becomes blocked due to a tenant's negligence by putting inappropriate materials down the drains/WC bowl;
- Where tenants' electrical appliance(s) trip the electrical system in a flat and an electrician requires to attend; and
- Where a tenant, for personal reasons, requests a lock change the tenant will be responsible for arranging this themselves and paying for it.

##### **Tenant rechargeable repairs procedure**

- Where a tenant has a responsibility for repairs the Association will offer the tenant a rechargeable maintenance service. See list Appendix 3.
- Tenants' responsibility for repairs will be advised by:
  - ◇ Advising them through newsletters of repairs due to be carried out by tenants reiterating what is contained in the signed Tenancy Agreement;
  - ◇ Tenants will be requested to sign an agreement to pay prior to any work being instructed for all repairs for which they have responsibility;
  - ◇ Repairs will be recharged through the tenants rent account and monthly arrears pursued in line with the Association's debt recovery procedures.

### **3.8.2 OWNERS**

- ◇ The Association will carry out routine common standard repairs and all owners will be charged their apportionment of the repair cost.
- ◇ Where the total cost for a repair is more than the amount specified in the factoring agreement, except for emergency repairs or urgent repairs that must be initiated, owners meetings will be called.
- ◇ The Association will not carry out repairs in owner's flats or commercial premises. This will be an individual owner's own responsibility;
- ◇ Should an owner wish to use a service provider used by the Association, they may do so on the strict understanding that they are responsible for paying the service provider direct;
- ◇ Owners will be charged for their share of repairs through their factoring account.

### **3.9 Re-let repairs (Void Repairs)**

Policies and working practices to promote close working between maintenance and housing management staff will ensure that void repairs and allocations processes happen in tandem and therefore minimise void repair periods. This ensures rent loss is kept to a minimum.

Repairs that should be done before a new tenancy starts include:

- repairs essential to make the property habitable from a health, safety, and security perspective;
- repairs that are impractical to do in an occupied property, for example, re-plastering or retiling a bathroom; or
- removal and replacement of substandard unauthorised alterations.

The Association's target for re-letting void properties is 12 days in total for both Housing Management and Maintenance. Maintenance staff will have 5 days to have all repairs carried out from the date of the receipt of keys, before 12 noon, from an outgoing tenant. To ensure this target is met the following process will take place:

#### **Pre-termination inspection**

1. On receipt of notice of termination Housing Management and Maintenance staff will agree a date and time for their inspection/visit.
2. Prior to the visit maintenance staff will check for details of any permissions given for alterations, adaptations or improvements to enable staff to inspect these to ensure works have been carried out to an adequate standard. At this time maintenance staff will also investigate the tenants 'Right to Compensation'.
3. During the visit maintenance staff will record/note required repairs
4. Staff will advise tenants of their responsibility for repairs, if any, and give tenants the opportunity to have repairs done themselves prior to handing in keys, or advise tenants that the Association will carry out repairs and recharge them accordingly.
5. Maintenance staff will also note any investment works which may be due for installation within the property, examples being a new kitchen or boiler. Necessary measurements for these items will be taken at this time and on return to the office maintenance staff will arrange, for

quotes and/or tenders and arrange for works to begin, whenever possible, on the date the tenant moves out.

### **Post-termination inspection**

1. On receipt of keys from outgoing tenants, both housing management and maintenance staff will carry out a post-termination inspection and record any further repairs to be done to the property.
2. Service providers who have to carry out major repairs to the empty property should be given a set of keys to allow for works to be carried out.
3. Tenants who are vacating flats must ensure that all items of furniture, floor covering, food, rubbish and so on are completely removed from the property prior to handing in keys to the Association. Failure to do so will result in the Association recharging for this being done.
4. Repairs to damage carried out as a result of vandalism or carelessness on the part of tenants will be recharged in accordance with this policy.
5. On return to the office maintenance staff will arrange as a matter of urgency for all repairs to be carried out within the 5 days allowed for the maintenance department to have the void property at a habitable and acceptable standard unless major or capital works are required.

**If at any time during this process staff cannot adhere to the set timescales it is imperative that they inform staff in other sections of the department and give a report to the Director of Property Services advising of any difficulties they are facing.**

### **3.10 Alterations & Improvements**

- The tenancy agreement requires tenants to seek approval for any alteration they wish to make. Any alterations and improvements application form must be made available to the tenant along with a copy of our alterations and improvements information;
- The Association cannot unreasonably withhold consent but may make it conditional upon work being carried out to a standard specified by the Association;
- The tenant is responsible for obtaining a Building Warrant & Planning permission as necessary. If neither is required, a letter from the local

council stating this, must be submitted along with the application for consent to carry out an alteration; and

- The Association must respond to a request to make alterations within 28 days, by recorded delivery, or consent will be deemed to have been approved.
- Examples of alterations/improvements
  - ◇ Installation of shower, bath, sink;
  - ◇ Renewing kitchen Units;
  - ◇ Renewing sanitary ware;
  - ◇ Adding electrical sockets, wall lights and so on;
  - ◇ Removing built in cupboards;
  - ◇ Removing/installing gas appliances;
  - ◇ Installing central heating;
  - ◇ Replacing doors;
  - ◇ Fitting laminate or other secondary flooring;
  - ◇ Fitting ceramic floor or wall tiles;
  - ◇ Removal or replacement of clothes poles; and
  - ◇ Erection of fencing.
- All alterations or improvements must be undertaken by competent persons. In the case of electrical work a qualified electrician must undertake works; works undertaken subsequently tested and certified by persons who possess sufficient technical knowledge, relevant practical skills and experience for the nature of the electrical work undertaken. In the case of works involving gas all works must be undertaken, tested and certified by a Gas Safe registered operative
- The Association will inspect the finished work to ensure that it is to an acceptable standard, which is deemed as safe and technically competent. If the alteration or improvement does not meet the standard the tenant will be given 14 days to undertake all work required to bring it up to standard. Failure to comply will result in the Association withdrawing its approval, making good the work deemed to be Sub-standard and re-charging any costs completely to the tenant.

### **3.11 Compensation for Improvements**

1. Under the Housing (Scotland) Act 2001 tenants may be able to receive compensation for improvements made to their home after 30 September 2002.



2. The Association must have approved the improvement and the tenancy must have ended.
3. Compensation will not be payable if the property is being repossessed or the tenant is being given a new tenancy for the existing property.
4. Claims for compensation must be made in writing within the period 28 days before and ending 21 days after the tenancy ends.
5. Compensation will be limited to a maximum of £4,000 for each improvement. Compensation will not be due if the amount due would be less than £100.
6. Qualifying improvements:
  - Installing bath or shower;
  - Cavity wall insulation;
  - Sound insulation
  - Double glazing or window replacement;
  - Draught proofing doors or windows;
  - Insulating pipes, water tanks or cylinders;
  - Renewing a kitchen units or sink;
  - Loft insulation;
  - Rewiring or adding additional electrical fittings;
  - Security measures other than a burglar alarm
  - Space or water heating additions;
  - Additional storage cupboards in a kitchen or bathroom;
  - Replacing thermostatic radiator valves;
  - Renewing a wash hand basin or W.C. pan;
  - Renewing worktops; and
  - Renewing extractor fans.
7. Compensation will be calculated using the formula as laid down in The Scottish Secure Tenants (Compensation for Improvements) Regulations 2002.

#### **4. QUALITY OF CUSTOMER SERVICE IN MAINTENANCE**

##### **4.1 High Quality and Cost Effective Maintenance Services.**

###### **Achieving value for money:**

To ensure that value for money within the available resources is achieved as far as possible the Association will have in place the following:

1. Separate hourly rates for reactive repairs, emergency call-outs and for void property repairs.
2. Hourly rates will be reviewed during service provider's review.
3. Separate annual budgets and accounting processes for reactive, planned and major repairs.
4. Control over use of day works.
5. Effective budgetary control to track actual, committed and planned spending to help inform spending decisions, monitor out-turn and ensure only satisfactory work is paid for.
6. Supervision and overhead costs kept at an appropriate level, consistent with the provision of an efficient and effective maintenance service.
7. Clear financial controls stipulating at what levels of expenditure:
  - works can be authorised by staff;
  - quotations are required; and
  - Competitive tenders are required.

**See Appendix 1**

#### **4.2 Promotion of Participation by Customers**

Customer involvement is a must for a customer centred repair service and it is the best way of finding our customers' needs and views as service users. Benefits of customer involvement include:

- Information sharing;
- Improved communications;
- More effective monitoring; and
- Joint decision making.

The Association will inform and consult tenants about:

- Repair works to their home; and

- Management of assets.

The Association will also seek to involve customers in decisions about the repairs and maintenance service which affects them including decisions in accordance with the Scottish Social Housing Charter.

### **Assessing performance**

As well as having every-day safeguards to maximise the quality of services delivered the Association will consider putting into place action plans in response to consultation and feedback. By doing this, what the Association defines as value for money can be re-examined in the light of user feedback on procedures/specifications/product lists/procurement methods and be reviewed accordingly.

### **Customer satisfaction**

The Association will issue satisfaction survey cards with every unit repair works order to tenants as user feedback is vital to assess whether work complied with the code of conduct for service providers and service standards are met and appointments kept.

## **4.3 Strategy for informing and communicating with customers.**

### **4.3.1 Customer Care Principles**

The Association will:

- ensure equal access to the repairs service for all;
- ensure effective customer communications;
- involve customers as far as possible in setting standards and repair priorities and monitoring performance;
- seek and listen to customers' views and complaints;
- identify and respond to customers' needs; and
- supply and assist customers to get the service they need.

Information about the repair and maintenance service and the repairing obligations of the Association and tenant are set out in the appendices of this policy. The effectiveness of literature will be monitored through customer consultation and surveys.

### **Communications with the customers**

The above information will be communicated to customers by means of newsletters, annual reports, advice notes and other types of contact with customers such as tenancy sign-ups and settling-in visits.

The Association will ensure that literature produced is:

- clear and concise;
- produced in plain language avoiding technical jargon; and
- presented in an attractive design and format.

#### **4.3.2 Post – inspections**

Post inspections of completed reactive repairs are an essential part of performance monitoring. They allow for the checking of whether repairs meet specification. The inspection is also an opportunity to ask tenants face-to-face whether they are satisfied with the repair and the way it was carried out.

##### **Criteria for selecting jobs for post-inspection**

- ◇ 15% of work by new service provider for a 6 month period from date of 1<sup>st</sup> job;
- ◇ All repairs to empty properties;
- ◇ 15% of all jobs carried out by a service provider who has performed poorly;
- ◇ All jobs where tenant has made a complaint; and
- ◇ 10% of completed standard reactive repairs.

##### **Post-inspection procedures**

- ◇ Maintenance staff post inspect a 10% random choice of repairs jobs completed during the previous period;
- ◇ Maintenance staff post inspect all jobs where a customer has complained;
- ◇ All customers will be issued with a satisfaction survey for unit repairs one week after a work order has been raised. Where customers give negative feedback they will be contacted to ascertain why;

- ◇ During the first 6 months of a new financial year maintenance staff post inspect 15% of new service providers jobs and
- ◇ Where a service provider has performed poorly 15% of all works issued to the service providers will be post inspected by maintenance staff.

### **Reporting Post-Inspections**

- ◇ All post inspections are recorded into the Association's computer system:
- ◇ Senior staff appraise the post inspection reports on a monthly basis and if required report serious concerns to Management Committee prior to the Services Sub-Committee meetings.

### **4.3.3 Staff Training**

Clerical staff and housing officers are given basic training to ensure they have the skills to identify repairs and building elements and to understand and correctly use building terms.

The following checklist will be used when assessing the requirements of relevant staff:

- ◇ Knowledge of policies and procedures;
- ◇ Building technology;
- ◇ Statutory repairing obligations of landlord and tenant;
- ◇ Equal opportunities;
- ◇ Customer Care;
- ◇ Writing in plain language;
- ◇ Telephone Skills; and
- ◇ Interview skills and dealing with difficult and violent situations.

### **4.4 Service Providers Code of Conduct:**

The Association ensures customer care standards are achieved for service providers as well as for staff. This will be achieved by requesting that service providers agree and sign a service provider's code of conduct.

See Service Providers Code of Conduct in Appendix 2 to this report.

## **4.5 Complaints Procedure**

Complaints concerning the maintenance function will be processed in line with the Association's complaints policy and procedures. A copy of the complaints handling procedure is made available to tenants and other service users on request. Tenants and other service users are advised about complaints procedures through newsletters.

## **5. Risk**

### **5.1 Policy associated risks**

- Availability of appropriately skilled contractors;
- Contract Management and Design Regulations (CDM) 2015. Single trade contractors' being able to assume the role of Principle Contractor. If they can't we will lose the facility to have two single trade contractors on the same job;
- Changes in legislation and regulation. Staff not appropriately trained or skills sets individually updated; and
- Available finance.
- Pandemic or National epidemic affecting the progression of the works

## **Appendix 1**

### **Expenditure levels, authorisation and invoice processing**

1. Works below £1,000 will be instructed as necessary (Owners approval required, where appropriate, in common works).
2. Works between £1,000 and £12,000 will require three written quotes and these will be opened in the office by an Officer and Manager. These will be logged in the quotes register.
3. Works between £12,000 and £50,000 will be procured through Public Contracts Scotland's Quick Quote process: These will be opened in the Association's office in the presence of an Officer, Manager and two committee members. Details will be logged in the tender register.

#### ***Cost amounts in this section are exclusive of VAT***

Works in excess of £50,000 will go to tender through Public Contracts Scotland's tender process. These will be opened in the Association's office in the presence of an Officer, Manager and two committee members. Details will be logged in the tender register.

### **Invoice Checking & Authorisation**

## **Checking Procedure**

All invoices to be checked for accuracy.

Queries to be noted within the Register, and details of the query written on the master paper copy in the office.

Contractor invoices will normally be passed to a relevant member of the Property Services Team

Supplier invoices will normally be passed to members of the Finance, Admin and Governance Teams as appropriate

If the check has been undertaken remotely, confirmation of checking should be via email and include the invoice number and value.

The confirmation email should be printed and attached to the original printed invoice.

**The checker should update the Invoice Register with the date checked and their initials**

## **Authorising Process**

Once checked, invoices can be authorised manually in the office or remotely via email if office authorisation is not possible.

Grade 7 Officers can authorise payments up to and including £500 for contractors and suppliers – (inclusive of VAT)

Contractors' invoices up to and including £1,000 can be authorised by the Property Services Manager – (inclusive of VAT)

Suppliers' invoices up to and including £600 can be authorised by the Finance Manager and Housing Services Manager – (inclusive of VAT)

All invoices can be authorised by the Compliance Manager, Director of Property Services or the Chief Executive.

**The person authorising should update the Invoice Register.**

## **Processing and Payment**

Once authorised, the '*ready for processing and payment*' column should be ticked in red with the processing person's initials to indicate the next step.

## **Processing**



- Contractors' invoices will be processed by The Property Services Assistants. The appropriate person's initials should be entered in the column in red.
- For invoices sent via email for checking, no further documentation is required for processing as the checker will already have what is needed or can forward on via email for processing.
- For invoices received via mail or by hand, the checked and authorised paper copy will need to be scanned and sent to The Property Services Assistants to be processed.
- Invoices checked by The Property Services Assistants should be processed by them as soon as possible after checking there are no issues with accuracy.
- Invoices and works orders should be attached during this process to avoid backlogs accumulating.
- Suppliers' invoices can be processed by a Finance assistant or Finance and Government Assistant.
- The Finance and Government Assistant will liaise with Finance Assistants regarding which paper invoices require scanning.
- Once processed, the person processing should change the final column from red to blue and replace their initials with that of a Finance Assistant in order to ensure Finance Assistants are aware payment may now progress.

## **APPENDIX 2**

### **Review and monitoring of service providers**

#### **1. Aims and Objectives**

- To provide an effective repairs service to the Association's client group;
- To provide the Association with control over the service providers; and
- To ensure that all service providers comply with the Association's code of conduct for service providers; and
- Service providers will be continually monitored and scheduled rolling reviews will be reported to the Services Sub-committee.

#### **2. Monitoring of service providers performance**

- Reports will be submitted to the Services Sub-committee;
- Where there is reason to be dissatisfied with a service providers response to Work Orders, standard of work or charges, the Association will write to the service providers on the matter;

- Should the Association have continuing problems with a service provider, a report will be submitted to the Management Committee who may consider not using the service provider again;
- Where maintenance staff feel that an invoice is incorrect they will return the invoice, stating why the Association is disputing the invoice; and
- Staff must ensure when issuing Work Orders that the use of service providers is in rotation.

### APPENDIX 3

#### Code of conduct for service providers

<b>Standard of Behaviour</b>	<b>1</b>	<p>Service providers must wear any designated uniforms.</p> <p>Service providers must introduce themselves to the customer and show proof of identity.</p> <p>Service providers must explain the nature and purpose of the job.</p> <p>Service providers must be polite and courteous to customers and staff.</p> <p>Service providers must respond to customers' complaints as quickly and efficiently as possible.</p> <p>Service providers must comply with confidentiality guidelines.</p> <p>Service providers must behave in a proper manner and to a competent level at all times.</p> <p>Service providers must not smoke, work under the influence of alcohol or drugs, use bad language, employ devices for the purposes of playing/listening to audio (music or speech) or use customers' facilities.</p> <p>Service providers must comply with equal opportunities good practice.</p>
------------------------------	----------	---

<b>Quality of Work</b>	<b>2</b>	The Association expects the quality of workmanship to remain high, irrespective of the general state of the property. Service providers are expected to minimise disruption to the customer's home.
<b>Access to Occupied Property</b>	<b>3</b>	Permission must be sought for access to the property (including the garden).
<b>Protection of Furniture and so on.</b>	<b>4</b>	Tenants' furniture and carpets must be protected by dustsheets. Tradesmen are expected to move large items of furniture and so on; requesting the tenant to remove valuable or breakable items. Service providers must take care of the customer's property and possessions and protect these from dust, paint and so on.
<b>Gardens</b>	<b>5</b>	Damage of plants, trees paths, and so on should be avoided.
<b>Materials</b>	<b>6</b>	All plant equipment or material must be kept safe and the disruption kept to a minimum. Agree with the tenant where such items should be placed. All ladders to be removed overnight. Service providers must recompense customers for gas and electricity used where usage is significant.
<b>Tools</b>	<b>7</b>	During the course of the works, the tradesperson will use their own tools and equipment. If power is required a generator should be used or an agreement reached with the tenant regarding electricity used.
<b>Safety and Security</b>	<b>8</b>	Service providers must be aware of security risks when working in a customer's home. Service providers must keep safe all materials and equipment used on site to avoid danger to occupants and visitors. Service providers must reconnect and test services such as water, gas and electricity at the end of each working day. Service providers must comply with health and safety legislation, regulation and relevant codes of practice.
<b>Completed Works</b>	<b>9</b>	On completion of the work, tradespersons must ensure that all the services are working properly and the property is left clean and tidy with all rubbish removed from inside the property and garden and other areas outside the property.
<b>Uncompleted Works</b>	<b>10</b>	If it is not possible to complete the work, the house must be left in a safe and habitable condition, with arrangements made for the work to be completed. Service providers must

	clear any rubbish from inside the property at the end of each working day.
--	--

## **APPENDIX 4**

### **Repairs Responsibilities**

Yorkhill Housing Association is responsible for most of the repairs to your home. There are some items which you are responsible for and other items which, although the Association will respond, you may have to pay for the cost of the repair where the damage was caused by negligence.

The following table shows who is responsible for what:

<b>Repair</b>	<b>Yorkhill Housing Association</b>	<b>Tenant</b>
Back Boiler	x	
Balconies	x	
Banister (internal)	x	
Baths	x	
Bin Stores	x	

Brick/block work	x	
Ceilings	x	
Chimney stacks	x	
Cisterns	x	
Clothes Poles	x	
Communal areas	x	
Consumer-Unit	x	
Cupboards	x	
Damp-proof courses	x	
Internal Decoration		x
Doorbell		x
Doors to common area	x	

<b>Repair</b>	<b>Yorkhill Housing Association</b>	<b>Tenant</b>
Doors fittings (external)	x	
Door locks (faulty)	x	
Downpipes	x	
Drainage	x	
Driveways		x
Drying area	x	
Electric heaters provided by YHA	x	
Electric plugs		x

Electric wiring – sockets and switches	x	
Door entry systems	x	
Fences	x	
Fire – electric and gas (provided by YHA)	x	
Fireplace tiles	x	
Floorboards	x	
Foundations	x	
Furnishings provided by YHA	x	
Fuse to plug		x
Garages	x	
Garden shed		x
Central heating pipes, radiators, timers	x	
Gas piping	x	
<b>Repair</b>	<b>Yorkhill Housing Association</b>	<b>Tenant</b>
Greenhouses		x
Glass	x	
Guttering	x	
Handrails (external)	x	
Hatch to loft	x	
Immersion heaters	x	
Keys - replacement		x

Kitchen fittings and worktops	x	
Landscaping	x	
Light bulbs		x
Lighting pendants	x	
Overflow pipes	x	
Painting (external)	x	
Painting (internal)		x
Parking area communal	x	
Path to main access	x	
Path to gardens	x	
Paths - public	x	
Plaster & plasterboard	x	
Porch (YHA fitted)	x	
Pulley for clothes	x	
Retaining walls	x	
<b>Repair</b>	<b>Yorkhill Housing Association</b>	<b>Tenant</b>
Roof	x	
Ropes for sash windows	x	
Ropes for clothes		x
Rotary clothes dryers (provided by YHA)	x	
Roughcast	x	
Shower Unit provided by YHA	x	
Sink base unit	x	



Sink bowl & drainer	x	
Skirting boards	x	
Smoke detectors (mains)	x	
Smoke detector batteries		x
Soft furnishings (provided by YHA)	x	
Stairs common/internal	x	
Stair lighting (flats)	x	
Steps	x	
Taps	x	
TV Aerials Communal	x	
Ventilators	x	
WC	x	
W/C Seats (change from Toilet Seat)	x	
Wash hand basin	x	
Waste plugs/chains		x
<b>Repair</b>	<b>Yorkhill Housing Association</b>	<b>Tenant</b>
Water heating	x	
Water supply	x	
Window frames, sills and fittings	x	

## **APPENDIX 5**

### **RIGHT TO REPAIR**

- The Association will fully comply with the Scottish Secure Tenants (Right to Repair ) Regulations 2002
- The Association will inform tenants annually of the provisions of the regulations and issue tenants with the list of contractors prepared to carry out qualifying repairs.

- After the repair has been reported the Association will advise the tenant if the repair is a qualifying repair.
- The tenant will be informed when the repair should be complete and which contractor will carry out the repair. Details of a second contractor will also be provided.
- If the initial contractor fails to carry out the repair within the qualifying time then the second contractor will be instructed to carry out the repair
- Compensation will be due to the tenant. A maximum of £100 will be payable, based on an initial £15 + £3 per day
- The Association will be proactive in awarding compensation.

Qualifying Repairs are laid down in the Scottish Secure Tenants (Right to Repair) Regulations 2002.

### **Right to Repair - SCHEDULE**

#### **Regulations 2, 5 and 8**

#### **Defects, Repairs of which are qualifying repairs and maximum time for completion**

**Defect**

**Maximum period in working days from date after date of notification of qualifying repair or inspection**

Blocked flue to open fire or boiler	1
Blocked or leaking foul drains, soil stacks or W/C Bowls where there is no other toilet in the house	1
Blocked sink, bath or drain	1
Electric power – Loss of electric power	1
Partial loss of electric power	3
Insecure external window, door or lock	1
Unsafe access path/step	1
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 no alternative heating is available	1
Toilet not flushing where there is no other toilet in the house	1
Unsafe power or lighting socket or electrical fitting	1

**Right to Repair – SCHEDULE – Cont.**

**Regulations 2, 5 and 8**

**Defects, Repairs of which are qualifying repairs and maximum time for completion**

<b>Defect</b>	<b>Maximum period in working days from date after date of</b>
---------------	---

**notification of qualifying repair  
or inspection**

Water supply – Loss of water supply	1
Partial loss of water supply	3
Loose or detached banister or hand rail	3
Unsafe timber flooring or stair treads	3
Mechanical extractor fan in internal Kitchen or bathroom not working	7

**APPENDIX 6**

	<b>REPAIRS TO VOID CHECKLIST</b>	<b>Do before occupation</b>	<b>Do after occupation</b>
<b>General</b>	○ treat damp, wet rot and timber decay	X	
<b>Roof</b>	○ make safe and watertight	X	

<b>Guttering and Downpipes</b>	<ul style="list-style-type: none"> <li>○ unblock and make watertight</li> </ul>		X
<b>Walls and ceilings</b>	<ul style="list-style-type: none"> <li>○ fill cracks and loose plaster</li> <li>○ remove polystyrene ceiling tiles or treat for fire-resistance</li> </ul>	X X	
<b>Floors and stairs</b>	<ul style="list-style-type: none"> <li>○ repair split or creaking wooden floors/stairs</li> <li>○ make good uneven floors</li> <li>○ repair defective handrails</li> </ul>	X X X	
<b>Windows and doors</b>	<ul style="list-style-type: none"> <li>○ adjust for easy opening and closing</li> <li>○ repair defective security locks</li> <li>○ renew defective glazing</li> <li>○ provide security glazing where needed</li> <li>○ replace defective door/window furniture</li> <li>○ repair trickle vents</li> </ul>	X X X X X	X
<b>Gas appliances</b>	<ul style="list-style-type: none"> <li>○ inspect and service</li> </ul>	X	
<b>Electrics</b>	<ul style="list-style-type: none"> <li>○ test appliances and system, issue certificates</li> <li>○ provide adequate supply of power points</li> <li>○ renew defective lampholders and electric sockets</li> </ul>	X X X	
<b>Oil, solid fuel appliances</b>	<ul style="list-style-type: none"> <li>○ inspect and service</li> <li>○ carry out chimney smoke test – <b>REMOVE if found</b></li> </ul>	X X	
<b>Plumbing</b>	<ul style="list-style-type: none"> <li>○ check and repair defective stopcocks</li> <li>○ repair faulty ball valves, taps, supply and waste pipes</li> <li>○ replace hot water cylinder jacket if needed</li> </ul>	X X X	
<b>Bathroom</b>	<ul style="list-style-type: none"> <li>○ replace cracked and stained sanitary fittings</li> <li>○ secure loose sanitary fittings</li> <li>○ repair/renew tiling, <i>wallboards</i> and mastic</li> <li>○ repair faulty toilet flush and overflows</li> <li>○ repair/replace defective W/C seat</li> <li>○ repair defective plugs and taps</li> </ul>	X X X X X X	
<b>Kitchen</b>	<ul style="list-style-type: none"> <li>○ provide adequate supply of kitchen units and worktops</li> <li>○ repair/renew defective kitchen units</li> <li>○ repair/renew tiling, <i>wallboards</i> and mastic</li> <li>○ repair defective plugs and taps</li> </ul>	X X X X	
<b>Other</b>	<ul style="list-style-type: none"> <li>○ test smoke, <i>heat</i> &amp; <i>CO</i> alarms and renew batteries</li> <li>○ test and repair special facilities such as community alarms</li> </ul>	X X	
<b>External Works</b>	<ul style="list-style-type: none"> <li>○ repair unsafe paths, steps, handrails and so on.</li> <li>○ make other repairs to path, steps, handrails etc.</li> </ul>	X	X
<b>Cleanliness</b>	<ul style="list-style-type: none"> <li>○ remove rubbish or furniture from the property and garden</li> <li>○ treat vermin and insect infestation</li> <li>○ clean fixtures, fittings, floors and walls</li> </ul>	X X X	

### Equalities Impact Assessment

Yorkhill Housing Association - Equality Impact Assessment Tool			
<b>Name of Policy/proposal to be assessed</b>	Standard repairs & Maintenance Policy	<b>Is this a new policy or a revision?</b>	Revision
<b>Person responsible</b>	Pauline Hollinsworth Director of Property Services		

<b>for the assessment.</b>	
<b><u>Briefly describe the aims, objectives and purpose of the policy.</u></b>	Policy for Standard repairs & Maintenance on properties and common areas
<b><u>Who is intended to benefit from the policy/proposal (e.g. applicants, staff, tenants, contractors).</u></b>	Tenants and owners will benefit from the policy as their homes and common environment are maintained in good condition.
<b><u>What outcomes are wanted from this policy/proposal (e.g. the benefits to customers).</u></b>	The benefits is the continual improvement to properties and facilities.
<b>Which protected characteristics could be affected by the proposal? (tick all that apply)</b>	
<input checked="" type="checkbox"/> <b><u>Age</u></b>	<input checked="" type="checkbox"/> <b><u>Disability</u></b>
<input type="checkbox"/> <b><u>Marriage/Civil Partnership</u></b>	<input checked="" type="checkbox"/> <b><u>Pregnancy/Maternity</u></b>
<input type="checkbox"/> <b><u>Race</u></b>	<input type="checkbox"/> <b><u>Religion or Belief</u></b>
<input type="checkbox"/> <b><u>Gender</u></b>	<input type="checkbox"/> <b><u>Gender Reassignment</u></b>
<input type="checkbox"/> <b><u>Sexual Orientation</u></b>	
<b><u>If the policy/proposal is not relevant to any of the protected characteristics listed above state why and end the process here.</u></b>	
The policy relates specifically to physical properties and the repairs required to ensure they meet a good standard. Any person's protected characteristic would not have any impact on the policy only on consultation and how the process is implemented.	
<b><u>Describe the likely positive or negative impact(s) the policy/proposal could have on the protected characteristics identified.</u></b>	<b><u>Positive impact</u></b>
	<b><u>Negative impact</u></b>
	Repairs & Maintenance being made to benefit the customer
	Customers ability to cope with disruption during works.
<b><u>What actions are required to address the impacts arising from this assessment? (This might include; collecting additional data, putting monitoring in place, specific action to mitigate negative impacts).</u></b>	Monitoring and taking into account specific needs prior to works progressing in properties. Provision of Support during works.

**Signed: Pauline Hollinsworth**

**Job Title: Director of Property Services**

**Date the Equality Impact and Diversity Impact Assessment was completed:**  
**04/02/2021**