



## **Repairs and Maintenance Policy**

## POLICY DOCUMENT

### REPAIRS AND MAINTENANCE OF PROPERTIES

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**POLICY DOCUMENT  
REPAIR AND MAINTENANCE OF PROPERTIES**

**First Approved:** New Policy; amalgamation of Planned Maintenance and Standard Repairs Policies

**This Review:** March 2024  
To Services Subcommittee April 2024  
To Management Committee June 2024  
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**Next Review:** June 2027

## 1. Introduction

This policy describes our procedures for ensuring 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.

### 1.1 Related documents:

- Adaptations Policy
- Asbestos Policy
- Asset Management Strategy
- Electrical Installations Safety Policy
- Forced Access Policy
- Gas Maintenance Policy
- Legionella Policy
- Procurement Policy
- Void Management Policy

**Void management:** 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:** Provide an efficient and effective twenty-four hours a day, 365 days a year responsive repairs service to our tenants and other service users.

**Stock management:** Follow sound stock management strategies to ensure our houses are in demand, maintained and modernised. Properties can be adapted as people's needs change.

**Lifetime maintenance:** Know the condition of our houses and have costed plans for their lifetime maintenance and improvement. Demonstrate that resources will be available for future planned work, taking account of the financial frameworks in which we operate. Deliver maintenance programs efficiently and effectively.

<p><b>Adaptations:</b> Responsive to the particular needs of applicants and the changing needs of existing tenants, and adapt our properties, in accordance with social work requests through Glasgow City Council funding, to efficiently meet needs. The Association has good records of the adapted houses we own.</p>
<p><b>Policies and procedures:</b> High-quality written policies and procedures to guide our actions.</p>
<p><b>Resource management:</b> Make the best use of our people and our physical resources to achieve value for money, continuous improvement and to deliver high quality services.</p>
<p><b>Procurement:</b> 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.</p>

In developing this policy, cognisance was taken of current procurement reform legislation, regulation, and regulatory assurance.

## 1.2 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 the Association's Objectives are to:**

- ◆ Ensure that policies comply with all current legal and regulatory obligations and codes of good practice.
- ◆ Provide a prompt, economic and efficient repairs service, including an out-of-hours emergency service for tenants and common elements of the properties factored by the Association.
- ◆ Ensure a high level of customer service and satisfaction by monitoring service providers' performance regularly and enabling tenants and other service users to comment on repairs.
- ◆ Establish and maintain a comprehensive and systematic programme of cyclical maintenance, planned investment maintenance, major repairs and general property improvements.
- ◆ Provide a value for money service by seeking competitive quotes or tenders for work in accordance with the expenditure levels mentioned in our procurement policy/report and included within 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 Association tenants are informed of the division of responsibility for repair and maintenance between the landlord (The Association) and their 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 endeavour 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 Association's Management Committee approves the overall budget for repairs, maintenance, and upgrades as part of the annual budget setting process.
- Service Providers are (out with specialist services) part of the Associations Maintenance Framework. The Framework is reviewed in a rolling program of performance and associated review interviews. Services Sub-Committee is updated on these reviews and where new contractors/service providers are added or removed from the Framework.
- Responsibility for setting the policy for maintenance is delegated by the Management Committee to the Services Sub-Committee.
- The Services Sub-Committee monitors expenditure against budget for all types of repairs, Capital, Major, Cyclical, service provider performance, including Reactive Repair response times.
- The implementation of policy together with the management and administration of the repairs and maintenance service are delegated to the Property Services Manager.

### **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 and investment 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 an effective monitoring system of staff and service provider performance, considering tenant feedback.
- Enable the governing body to control and monitor the maintenance function.

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

Reactive repairs are defined as 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 budgets for 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. (see Appendix 4)
- Potential rechargeable repairs are identified. (see Appendix 4)
- The need for pre-inspections can be assessed.

The Association recognises its obligations to meet the Scottish Housing Regulators (SHR) Charter outcomes and statutory duties on repairs and provide repairs, maintenance and improvement services that will protect the value of their assets, taking cognisance of the wishes and preferences of their tenants. This includes setting repair priorities and timescales; repair standards, getting repairs right, on time and first time; Assessing tenant satisfaction with the quality of the services they receive. The outcomes of the Charter are reported to the SHR annually during May, in the Annual Return on Charter (ARC) and the results are subsequently published on the Regulators web site.

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

Proactive/preventative repairs are repairs identified, for example, during Estate Management Inspections, from 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. (see Appendix 4)
- 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 the appropriate work is ordered. This minimises pre-inspections which can result in expense and delay. Where there is any uncertainty regarding the type or magnitude of a repair, a pre-inspection is carried out ensuring an accurate assessment is made. The IT system is updated with property surveys and spending information. When carrying out a repair, regard is given to planned or improvement works ensuring expenditure is optimised.

### 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 promptly conducted 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 to reactive repairs; and
- Gas inspections.

### 3.7 Categories of Repairs and Response Times

The Association maintains a system of repair priorities to distinguish between emergency, urgent, routine, appointment and programmed works and those that can be tackled as part of planned maintenance and voids.

**Response times are as follows:**

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

### 3.7.1 (A) Emergency

- Emergency repairs are necessary to prevent serious damage to the building, danger to health, risk to safety or risk of serious loss or damage to the occupier's property. The Associations target is to make any such issue safe within 4 hours of receiving the initial call. Emergency repairs can be more expensive than other repairs, especially when conducted out of office hours. The Association ensures value for money by having:
- Effective arrangements for receiving, authorising, and carrying out emergency repairs.
- Competent staff and service providers who can correctly identify emergencies with procedures ensure that only genuine emergencies are treated as such.
- Systems to monitor the incidence of emergency work; and
- Service providers' emergency call out rates.

Emergency Repair Examples		
Fire (Scottish Fire & Rescue)	Choked Toilet	Overflowing Sewage,
Gas leak (Scottish Gas Network)	No Gas Supply	Electrical Faults
No power to property (Scottish Power)	Bare/Live Wires	Flooding/Burst Pipes
Loose stonework/masonry	Storm Damage	Loss of water supply
Insecure doors or windows	Broken Window	No Access to House

#### Emergency Repair – Out of Office Hours Procedures

- As of April 2024, Saltire Facilities Management will handle the Associations out of office hours calls. They will provide the Association with well-trained professional call handling staff (trained in repair diagnostics) giving an assured service for the Association and its residents. Saltire also provides multi-trade repair cover to assist the current emergency contractors if they are unable to attend.
- Out with normal office hours, **emergency** repairs can be reported on the normal office number, 0141 285 7910 which provides a number for our out of hours call centre, who will in turn arrange for attendance by the relevant contractor.
- Police Scotland and Saltire have access to senior staff phone numbers should they be required to assist in an emergency.

- Residents are advised frequently through newsletters and more recently through letters of the procedure and phone numbers for contacting emergency service providers.
- Emergency repairs to 'communal areas' of buildings Factored by the Association which will be attended to include but are not limited to:
- Communal pipework which is choked such as communal areas of soil stacks or external foul water drainage pipework.
- Roof repairs where there is an uncontainable leak causing damage to the fabric of the building.
- Emergency/any repairs required to internal elements of the fabric of their property are the owner's responsibility to have carried out.

**(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.

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

**(C) Routine**

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

<b>Routine Repair Examples</b>	
Easing doors or windows	Plasterwork Repairs
Draughts at doors/windows.	Common door repairs
T.V. reception.	Minor repairs to woodwork

**(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, general cleaning and so on. Also, works can be categorised as non-reactive where they are works identified during inspections and may be termed preventative. This category also accommodates repairs where, for example, a tenant cannot provide access within the reactive maintenance target timescales.

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 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 and paying for it themselves.

#### **3.8.2 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.

### **3.8.3 Owners and repairs to common areas**

- The Association will carry out routine common standard repairs and 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, the owner's meetings will be called.
- The Association will not carry out repairs to the owner's flats or commercial premises. This will be the individual owner's own responsibility. (See also 3.7.1 (A) Emergency above)
- If an owner wishes 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 directly.
- 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**

- On receipt of notice of termination Housing Management and Maintenance staff will agree a date and time for their inspection/visit.
- 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.'
- During the visit maintenance staff will record/note required repairs
- Staff will advise tenants of their responsibility for repairs, if any, and provide tenants with the opportunity to have repairs done themselves prior to handing in keys or advise tenants that the Association will conduct repairs and recharge them accordingly.
- 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 work to begin, whenever possible, on the date the tenant moves out.

### **Post-termination inspection**

- 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.
- 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.
- 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.

- 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.
- 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.
- The Association's IT system must be updated throughout the void period by both Maintenance and Housing Management staff. If at any time during this process staff cannot adhere to the timescales it is imperative they report the reasons for delays to the Property Services and Housing Services Managers.

#### **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 callouts and for void property repairs.
2. Hourly rates will be reviewed during the service provider's review.
3. Separate annual budgets and accounting processes for reactive, capital, cyclical and major repairs.
4. Control over the use of day work.
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 were maintained at an appropriate level, consistent with the provision of an efficient and efficient 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 necessary for a customer centred repair service, and it is the best way of understanding 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**

The Association will consider adopting action plans in response to consultation and feedback. In doing so, the Association's definition of 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 tenanted reactive repair works order, user feedback is vital in assessing whether work was completed, complied with the code of conduct for service providers, service standards were 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 provided in the appendices of this policy. The effectiveness of literature will be monitored through customer consultation and surveys.

### **Communications with customers**

The above information will be communicated to customers through 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 repairs are an essential part of performance monitoring. The process ensures repairs meet specifications. The inspection is 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.
- 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.
- 100% Capital Works
- 100% Major Works
- 100% Void Works

### **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 Quarterly 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 possess the skills to identify repairs and building materials 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 3** 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. Authorisation of Expenditure, Estimates, Quotations and Tendering**

Authorisation of expenditure on individual repair or maintenance items within overall annual budgets is delegated to individual members of staff. The current levels of delegated authority are detailed in **Appendix 1** of policy. These levels will be reviewed regularly, particularly considering the impact of inflation on cost levels.

The cost levels per item of work above which an estimate, quotation or tender must be obtained are detailed in **Appendix 1**. These levels will be reviewed regularly, to take account of inflation and to consider the results of any review of our policy and procedures on placing orders for goods and services.

## 6. Planned Programmes of Work

The purpose of the planned maintenance strategy is to implement an efficient program of works to enhance the useful life of the Association's buildings and provide a comfortable living environment for tenants and other service users. In order to ensure compliance with the planned maintenance strategy the Association will maximise expenditure on planned maintenance.

There are three categories of planned maintenance works:

- Major repairs;
- Capital repairs; and
- Cyclical repairs.

### 6.1 Major and Capital Repairs

Major and Capital repairs are the works required to deal with the replacement or renewal of major building components required because of ageing, defects in design or defects in construction or materials. Works, which are capital, are accounted separately from major works to take account of depreciation.

Major and capital repairs can be split into two types:

- Predictable; renewal of worn-out building components which reach the end of their useful life; and
- Unpredictable repairs that can include building failures arising from defects, external conditions, or abuse.

**Appendix 7** shows a list of major and capital repair types.

Major and capital repairs are usually carried out as part of a planned maintenance program.

Examples of Major repairs: List not exhaustive

- Significant roof works.
- Renewal of rainwater and sewage discharge pipes; and
- Stoneworks.
- Complex works out with standard day to day repairs.
- Electrical Consumer Units
- Insulation and Energy Efficiency works.
- Adaptation Works
- Works where Scaffolding is required

Example of Capital Works: List not exhaustive

- Kitchens Installations.
- Bathrooms Installations.
- Central heating systems Installations.
- Boilers Installations.
- Window Replacement Installations.
- Guttering Installations.
- Flat or Close Entrance Door Installations.
- Adaptation Works

## **6.2 Cyclical Maintenance**

Cyclical maintenance programs deal with the gradual deterioration of building components and finishes. It includes cyclical inspection at scheduled intervals of building components and maintenance work arising from these inspections, including pre-painting repairs and paintwork. Cyclical maintenance is carried out as a preventative or protective measure.

When constructing a cyclical maintenance program, the performance of components as well as sources such as reactive repairs reports, which show patterns of premature component failure will be considered.

When setting and or reviewing the cyclical maintenance works the following issues will be considered:

- identifying appropriate cycles and programs.
- developing a detailed costed program of works on a rolling cycle of 5 years.
- the importance of ensuring the program is running to time.
- ensuring that the governing body receive regular reports on cyclical works; and
- Lifecycle costing for resourcing works.

**Appendix 7A** consists of the Association's cyclical maintenance work indicative frequency.

The Association will ensure that there is a firm forward maintenance plan covering 5 years, which includes both timescales and funding strategies.

## **7. Costed Plans for Lifetime Maintenance and Improvement**

The first step in committing funding to repairs and maintenance is drawing up a budget. In order to achieve this step, the association will have in place a Life Cycle Costing document which will project the cost of future repairs due to ageing of the properties.

### **7.1 The principles of the Association's Life Cycle Costing**

The Association's 30-year Life Cycle Costing will include:

- A stock profile.
- Planned maintenance/replacement program based on the lifecycle of each component.
- Estimates of anticipated costs including costs for consultants.
- Summary of estimated expenditure over 30-year period.
- Review date – annual.
- Financial Profile for submission to finance department for integration into the overall financial budget.

## **8. Tendering and Public Contracts Scotland Quick Quote Procedures**

Quick quotes will be sought for works in excess of £15,000 and on or under £50,000 (see appendix 1).

Tenders will be sought for works over £50,000. (utilising the Associations Maintenance Framework where possible).

When tenders or quick quotes are sought the documentation issued to the tenderer or submitter of quick quotes will include:

- letter of invitation.
- instructions.
- a full description of the works (project brief);
- contractor's brief.
- principles of assessment.
- the conditions of the contract which will apply.
- the period in which works are to be completed.
- the title of the supervising Officer for the works.
- any arrangements for the prior inspection of the work by the service providers.
- insurance requirements.
- conditions of payment; and
- details of the appropriate procedure to follow the submission of tenders or quick quotes.

**Letter of invitation**

- name of contract for clarification.
- list of documents.
- information on how results will be made known; and
- offer of a debriefing if unsuccessful.

**Instruction to tenderer or submitter of quick quote:**

- date and time of submission; and
- date of possible interview, if applicable.
- Project Brief:
- details of project objectives.

**Contract Brief:**

- clear description of standard specification and products list as well as services required; and
- roles and responsibilities of all parties to contract.

**Principles of Assessment:**

- outlines the principles to be used in the assessment of the responses providing the order of priority attached to selection by value if applicable.

**The Conditions of Contract:**

- The conditions on which the contract is to be let must be stated.

**Contract Period:**

- period in which contract is to be completed will be specified in document.



## **8.1 Tender or quick quote opening and selection.**

- Service provider submissions under £15,000.00 will be opened by the Property Services Officer/Manager and one senior staff member.
- Service provider submissions over £15,000.00 will be opened by the Property Services Officer/Manager, one senior staff member and two committee members.
- Where submissions are submitted via the Public Scotland Portal, the portal will be accessed by the Property Services Officer/Manager in the presence of a senior staff member and two committee members.
- Submissions either in writing or via the Portal will be opened in the Association Registered Office or via Zoom/Teams when necessary.
- Submissions will be opened and read by committee members who will advise staff of the submitted sum for entry in the tender register.
- Property Services Manager/Officer will check submissions for accuracy and verify detail.
- Where lowest submission is unacceptable, for example, because another service provider scores better on quality the maintenance Property Services Manager/Officer will prepare a report for management committee; and
- Where a submission is acceptable the Property Services Officer/Manager will advise the service provider and progress the contract and a report will be prepared for the Management Committee for information.

## **9. Decoration Allowance**

When carrying out any major or capital works the association will pay to tenants a decoration allowance of £100 per room for any disruption to decoration within the tenant's property:

If removing the living-room feature fire an allowance of £150 will be paid by the Association.

A paint pack may be offered to the resident as an alternative where a decoration allowance is not required.

### **9.1 On Major or Capital Projects, the Association will**

- 9.1.1 When renewing kitchens re-paint walls in emulsion paint in a colour chosen by tenants and paint ceilings with white emulsion paint.
- 9.1.2 There will be no financial compensation for inconvenience or disruption.
- 9.1.3 All major and capital projects will include a pre-start meeting to confirm the scope of works.
- 9.1.4 Daily inspections noting conformance with materials specified and methodology stated, and
- 9.1.5 Recording of the above, and progress, and any variances agreed.

## 10. Improvements Installed by Tenants & Compensation

### 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; however, it may make it necessary for work to be 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.
- Competent persons must undertake all alterations or improvements. 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 a satisfactory standard, which is deemed 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.

**The Scottish Secure Tenants (Compensation for improvements) Regulations 2002.**

Compensation for improvements will be paid to tenants as per the above document which states:

**Qualifying improvement work**

Improvement work is prescribed qualifying improvement work if it consists of the installation or replacement of the items shown in appendix 3.

**Circumstances where compensation is not payable in respect of qualifying improvement work:**

- a) Where the compensation which would otherwise be payable is less than £100, the prescribed amount for the purposes of the Act.
- b) Where the tenancy ends in one or more of the following circumstances for the purposes of the Act:
  - i) an order for recovery of possession was made on any of the grounds specified in Part 1 of Schedule 2 to the Act.
  - ii) the house was disposed of under section 14 of the 1987 Act
  - iii) the house was disposed of under section 65 of the 2001 Act
  - iv) the qualifying person has been granted a new tenancy, whether alone or jointly, of the same, or substantially the same, house by the same landlord.

**Amount of compensation**

1. [Subject to paragraphs (2 – 4)] The amount of compensation payable for qualifying improvement work shall be calculated in accordance with the formula:

$$C \times \left( 1 - \frac{Y}{N} \right)$$

C - Cost of improvement work from which shall be deducted the amount of any grant made –

- (i) under Part XIII of the 1987 Act; and
- (ii) under the Home Energy Efficiency Scheme Regulations 1997(3).

N – Notional life of the improvement

Y – the number of years starting on the date on which the improvement was completed and ending on the date on which the tenancy ends (part of a year will be counted as a year).

2. Where:

- a. the cost of the improvement work was excessive.
- b. the improvement effected by the work has deteriorated at a rate greater than that provided for in the notional life for that improvement.
- c. the improvement effected by the work is of a higher quality than it would have been had the landlord effected it, the landlord may deduct from the amount of compensation calculated in accordance with paragraph (1) such sum as is reasonable in order to take into account the appropriate paragraph.

3. Where the improvement has deteriorated at a rate lower than that provided for in the notional life for the improvement the Association may add to the amount of compensation calculated in paragraph 1.

4. Compensation shall not be payable to the extent that the amount of compensation would exceed £4,000 per improvement.

**Where no receipts are available for improvements:**

The tenant must provide a receipt for any approved modification/improvement made as soon as the work is completed. This will be kept in the tenant's file in the event a claim is made for compensation. If a receipt is provided, compensation will be calculated using the formula provided.

In the event a receipt is not provided, the tenant must appoint an arbitrator to provide a formal report on the alteration/improvement made which must include the following:

- When installed.
- Current market value
- Current condition
- Remaining lifespan

An arbitrator must be a third party and have professional accreditation. For instance, a gas-safe registered engineer can provide a professional report on a gas combination boiler.

If the tenant is unable to procure the services of an arbitrator, the Association will appoint one on behalf of the tenant on the understanding the payment for this will be deducted from any compensation that may be due to the tenant.

### **Claims for compensation.**

- Claims for compensation shall contain sufficient information to enable the Association to calculate the amount of compensation payable.
- Claims shall be made in writing within the period starting 28 days before and ending 21 days after the tenancy comes to an end.
- The Association shall respond within 28 days of the date of the claim.
- Claims will be paid to tenant within 7 days of the end of tenancy after a final check has been carried out to the property.

### **Set off**

The association will set off against any compensation payable under these Regulations any sum owed by the tenant.

### **Disputes**

- Where a qualifying person is aggrieved by any decision of the Association concerning these regulations that person may within 28 days of receiving notification of the decision require it to be reviewed or reconsidered.
- Where a review or reconsideration is required the decision:
  - shall be reviewed by a valuer or surveyor, who took no part in making the decision, appointed for the purpose by the landlord
  - shall be reviewed by any of the landlord's members or committee members who took no part in making the decision.
  - shall be reconsidered by all the landlord's members or committee members.
- The tenant may make written representations to and accompanied by any representative of their choice to the persons undertaking the review.
- The tenant or the landlord may appeal to the sheriff against any decision taken on a review or reconsideration.

## **11. Damp and Mould**

### **11.1 Process & procedures**

The Association's Property Services Manager, Project Officer & Property Services Officers are responsible for overseeing damp and mould repairs.

The Damp and Mould register is kept within the Scottish Housing Quality Standard (SHQS) database – this includes dates of visits and notes on the visit, all properties are visited annually regarding damp and mould.

All flats are visually inspected on an annual basis in conjunction with the Annual Gas Service Visit (AGSV) - the engineer carries out a visual inspection in all rooms checking for signs of damp or mould and note their observations on the other information sheet which is sent to the Association with the new CP12 - flats without gas are checked at the annual smoke detector check & again as above the engineer reports back with any findings to the Association, the information and date of visit is recorded in the SHQS database.

Following a report of damp or mould an officer will visit & assess the issue - a works order will be raised to a suitable contractor if required. Where the issue is more manageable the Officer will offer advice on ventilation and cleaning at the time of the visit. Officers will discuss more severe reports with their manager and where it is considered to be out with their combined knowledge or experience a specialist contractor will be instructed - The specialist will provide a report & an action plan or recommendation for the works required to alleviate the issue.

Repair timescales - These are in line with our Reactive & Major repairs timescales. On receipt of a report for damp or mould from a scheduled visit an officer will arrange a visit - based on the seriousness of the report it will be determined whether this is Urgent, Routine, Programmed or for non-serious issues such as mould at windows due to cleaning issues a non-reactive repair may be scheduled. (Tenants often advise they have dealt with the issue when called to make the appointment, however, these will be followed up and checked by the Association where the report has been of a serious nature).

All staff are encouraged to be mindful of this subject when visiting tenant's homes. Staff should discuss any instances with the tenant and pass on the details from their visit to the staff noted above.

## **12. Risk**

### **12.1 Policy associated risks.**

- Availability of appropriately skilled contractors.
- Procurement Legislation and Regulation.
- 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.
- Imperative of contract monitoring for health and safety, quality management and value for money.
- Unforeseen major works.
- Carbon footprint; and
- Available finance.
- National pandemic affecting the progression of the works.



## Appendix 1

### **Expenditure levels, authorisation and invoice processing – (Cost amounts in this section are exclusive of VAT).**

1. Works below £3,000 will be instructed as necessary (Owner's approval required, where appropriate, in common works).
2. Works between £3,000 and £15,000 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. *(Except see 2a.)*
- 2a. Investment work within void properties and adaptation requests can be directly awarded via the Associations Maintenance Framework and must be recorded on the electronic Contract Register and quote register. Cost comparison and value for money checks to support the award will be reviewed by an Officer and Manager and be attached to the Homemaster system with the negotiated price displayed on the Works Order documentation.
3. Works between £15,000 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. *(Except voids or where specialist works will cause significant delays. All the above checks and records in 6.1.2 will be mirrored ensuring full transparency and value for money.*
4. Works in excess of £50,000 will be tendered via Public Contracts Scotland's tender process, (Utilising the Associations Maintenance Framework where possible). These will be opened in the Association's office in the presence of an Officer, Manager and two committee members. Details will be logged into the tender register.

## **Invoice Checking & Authorisation**

### **Homemaster invoice authorisation process**

After the invoices have been scanned and entered on the system, two members of staff shall verify and approve the invoices. A full audit trail is provided. The system has three approval options.

1. **Interim Approval** – This allows a user to grant 'Interim' approval to the selected Invoice(s). This means that the invoice has been approved in principle, but it requires another member of staff (with higher authorisation levels) to grant additional Interim Approval or Final Approval.

**2. Final Approval** – This provides ‘Final’ approval on the selected Invoice(s) and results in the invoice being processed for payment.

**3. Approve and Sign** – This allows the user to not only approve the invoice but also sign the invoice digitally.

### **Authorising levels**

Grade 7 Officers can authorise payments up to and including £1000 for contractors and suppliers – (inclusive of VAT)

Grade 7 Officers on Project based work can authorise payments up to and including £2500 for contractors and suppliers – (inclusive of VAT)

Contractors’ invoices up to and including £3,000 can be authorised by the Property Services Manager – (inclusive of VAT)

Suppliers’ invoices up to and including £1000 can be authorised by the Finance Manager and Housing Services Manager – (inclusive of VAT)

All invoices up to and over £3000 can be authorised by the Deputy Chief Executive.

All invoices over £3000 can be authorised by the Chief Executive

To ensure business continuity; where appropriate, in the absence of the Chief Executive, or Deputy Chief Executive., the Property Services Manager or Factoring Manager, will authorise the invoice(s) by signing the invoice(s) and passing a copy to the Chief Executive, or Deputy Chief Executive. to be countersigned and retained for audit purposes.

### **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**

- The Property Services Assistants/Officers will process contractors’ invoices. The appropriate person’s initials should be entered in the column in red.
- For invoices sent via email for checking, no additional 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.
- A Finance assistant or Finance and Government Assistant can process suppliers' invoices.
- The Finance and Government Assistant will liaise with Finance Assistants regarding which paper invoices require scanning.
- Once processed, the individual processing should change the final column from red to blue and replace their initials with that of a Finance Assistant in order to ensure that Finance Assistants are aware that 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 always behave in a proper manner and to a competent level.</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>	<p>The Association expects the quality of workmanship to remain high, irrespective of the general state of the property.</p> <p>Service providers are expected to minimise disruption to the customer's home.</p>
<b>Access to Occupied Property</b>	<b>3</b>	<p>Permission must be sought for access to the property (including the garden).</p>
<b>Protection of Furniture and so on.</b>	<b>4</b>	<p>Tenants' furniture and carpets must be protected by dustsheets.</p> <p>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.</p>
<b>Gardens</b>	<b>5</b>	<p>Damage of plants, trees paths, and so on should be avoided.</p>
<b>Materials</b>	<b>6</b>	<p>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.</p>
<b>Tools</b>	<b>7</b>	<p>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.</p>
<b>Safety and</b>	<b>8</b>	<p>Service providers must be aware of security risks when working in a</p>

<b>Security</b>		<p>customer's home.</p> <p>Service providers must keep safe all materials and equipment used on site to avoid danger to occupants and visitors.</p> <p>Service providers must reconnect and test services such as water, gas and electricity at the end of each working day.</p> <p>Service providers must comply with health and safety legislation, regulation and relevant codes of practice.</p>
<b>Completed Works</b>	<b>9</b>	<p>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.</p>
<b>Uncompleted Works</b>	<b>10</b>	<p>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.</p>

## **APPENDIX 4 - Repair Responsibilities**

Yorkhill Housing Association is responsible for most of the repairs to your home. There are items that tenants are responsible for and other items that, although the Association will respond, you may have to pay for the cost of the repair if 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>
Boiler & hot water	x	
Banister (internal)	x	
Baths	x	
Bin Stores	x	
Brick/block work	x	
Ceilings	x	
Central heating pipes, radiators, timers	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

<b>Repair</b>	<b>Yorkhill Housing Association</b>	<b>Tenant</b>
Doors to common area	x	
Door fittings (external)	x	
Door locks (faulty)	x	
Downpipes	x	
Drainage	x	
Driveways		x
Drying area	x	
Door entry systems	x	
Electric heaters (provided by YHA)	x	
Electric plugs		x
Electric wiring – sockets and switches	x	
Extractor Fans (provided by YHA)	x	
Fences	x	
Fire – electric and gas (provided by YHA)	x	
Fireplace tiles (only if provided by YHA)	x	
Floorboards	x	
Foundations	x	
Furnishings provided by YHA	x	
Fuse to plug		x
Garden shed		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	
Hot water storage tanks	x	
Immersion heaters	x	
Keys – replacement – (lost or locked out)		x
Kitchen fittings and worktops	x	
Landscaping	x	
Light bulbs (Except sealed units)		x
Lighting pendants	x	
Overflow pipes	x	
Painting (external)	x	
Painting (internal decoration & gloss)		x
Parking area communal	x	
Path to main access	x	
Path to gardens	x	
Paths - public	x	
Plaster & plasterboard.	x	
Porch (YHA fitted)	x	

<b>Repair</b>	<b>Yorkhill Housing Association</b>	<b>Tenant</b>
Retaining walls	x	
Roof	x	
Ropes for clothes		x
Rotary clothes dryers (provided by YHA)	x	
Roughcast	x	
Shower Unit provided by YHA	x	
Kitchen units (provided by YHA)	x	
Sink bowl & drainer (provided by YHA)	x	
Skirting boards	x	
Smoke detectors (mains)	x	
Smoke detector batteries – (except sealed units)		x
Soft furnishings (provided by YHA)	x	
Stairs common/internal	x	
Stair lighting (flats)	x	
Steps	x	
Taps	x	
TV Aerials Communal	x	
Ventilators & Ventilation Systems	x	
WC & WC Seats	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.**

<b>Defect</b>	<b>Maximum period in working days from date after date of notification of qualifying repair or inspection</b>
Blocked flue to open fire or boiler	<b>1</b>
Blocked or leaking foul drains, soil stacks or W/C Bowls where there is no other toilet in the house	<b>1</b>
Blocked sink, bath or drain	<b>1</b>
Electric power – Loss of electric power	<b>1</b>
Partial loss of electric power	<b>3</b>
Insecure external window, door or lock	<b>1</b>
Unsafe access path/step	<b>1</b>
Leaks or flooding from water or heating pipes, tanks or, cisterns	<b>1</b>
Loss or partial loss of gas supply	<b>1</b>
Loss or partial loss of space or water heating where no alternative heating is available	<b>1</b>
Toilet not flushing where there is no other toilet in the house	<b>1</b>
Unsafe power or lighting socket or electrical fitting	<b>1</b>
Water supply – Loss of water supply	<b>1</b>
Partial loss of water supply	<b>3</b>
Loose or detached banister or hand rail	<b>3</b>
Unsafe timber flooring or stair treads	<b>3</b>
Mechanical extractor fan in internal Kitchen or bathroom not working	<b>7</b>

## APPENDIX 6

	<b>REPAIRS TO VOID CHECKLIST</b>	<b>Before occupation</b>	<b>After occupation</b>
<b>General</b>	<ul style="list-style-type: none"> <li>○ treat damp, wet rot and timber decay</li> </ul>	X	
<b>Roof</b>	<ul style="list-style-type: none"> <li>○ make safe and watertight</li> </ul>	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 lamp holders 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	

## **APPENDIX 7 – MAJOR and CAPITAL REPAIRS CLASSIFICATION**

### **MAJOR REPAIRS**

- Replacement ceilings.
- Renewal of electrical distribution boards.
- Renewal of electrical accessories (complete house renewal);
- Replacement of external close doors.
- Replacement clothes poles/rotary dryers.
- Renewal roughcast/brickwork.
- Outbreak of wet/dry rot.
- Outbreak of woodworm.
- Subsidence of building/walls not covered by insurance.
- Stoneworks.
- Significant roof repairs.
- Renewal of rainwater or sewage discharge pipes.
- Asbestos removal.
- Any work requiring scaffold; and
- Any unforeseen repair that could not have been planned.

List not exhaustive.

### **CAPITAL REPAIRS**

- Replacement of central heating.
- Boiler renewal.
- Replacement Radiators.
- Replacement kitchen units.
- Replacement kitchens.
- Replacement sanitary units.
- Replacement bathrooms; and
- Replacement gutters complete.
- Replacement windows; and
- Roof renewal.

List not exhaustive.

## APPENDIX 7A - CYCLICAL MAINTENANCE WORK FREQUENCY

Contract services (servicing of boilers, lifts, warden call systems, fire alarms, on-call systems)	Annually.
Smoke alarm maintenance	Annually.
Communal ventilation units	Annually.
Roof anchor maintenance	Annually.
Landscaping	Annually.
Gutter cleaning	Annually but 6 monthly where an identified requirement.
Electrical installations	5 years.
Attic inspections	5 years.
Close painting	7 - 10 years dependent on inspection determination.
Window mastic renewal	7 years dependent on inspection determination.
Structural inspections	10 years.



## APPENDIX 8 - QUALIFYING IMPROVEMENT WORKS AND NOTIONAL LIFE

Improvement work is prescribed qualifying improvement work if it consists of the installation or replacement of the following items:

Item	Notional Life in years.
Bath or shower	18
Cavity wall insulation	20
Sound insulation	20
Double glazing or other external window replacement or secondary glazing (Timber frames can last up to 50 yrs.)	20 - 50
Draft proofing of external doors or windows	8
Insulation of pipes, water tank or cylinder	15
Installation of mechanical ventilation in bathrooms & kitchens	18
Kitchen Sink	18
Loft insulation	20
Rewiring and the provision of power and lighting or other electrical fixtures including smoke detectors	20
Security measures other than burglar alarm systems	15
Space or water heating	15
Storage cupboards in bathroom or kitchen	18
Thermostatic radiator valves	15
Wash hand basin	18
Water closet	18
Work surfaces for food preparation	18