



Reactive Repairs and Maintenance Policy

July 2019

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1.0 Introduction

1.1 The Association's primary physical asset is its housing stock. It is therefore a core, and critical, function of the business of the Association to maintain its stock in a condition that meet the needs of the Association's current and future tenants and retains or increases the asset value of the properties. This is considered essential not only to ensure the satisfaction of our tenants but also to protect and maintain the value of our housing stock. The Association aims to deliver a repairs and maintenance service that is customer driven, responsive, flexible, efficient, cost effective and of the highest quality.

1.2 There are three aspects to maintaining our properties and managing our assets which are reactive repairs, planned maintenance & cyclical maintenance.

- **Reactive repairs** - the repair or renewal of individual components as and when they fail. The majority of these are identified by tenants and dealt with in the short term on a one-off basis.
- **Planned maintenance** - repair or renewal of components of the housing stock that has been identified as being required, has been programmed and for which budget has been or needs to be allocated. Planned maintenance deals with issues in the medium to long term.
- **Cyclical maintenance** - This covers the servicing of buildings and associated elements to prevent the gradual deterioration of components and finishes. Cyclical maintenance is essentially preventative or protective and is largely predictable and therefore capable of forward planning. It includes components such as gutters, downpipes and the external fabric of buildings, but is mainly concerned with service contracts for the periodic testing and servicing of installations and components such as dry risers, AOV smoke vents, lightning conductor's, lifts, roof anchors, door-entries and warden calls, water (legionella) treatments, Sprinklers, fire, smoke ,and carbon monoxide detectors. Some aspects of cyclical maintenance are legislative and require compliance.

2.0 Policy Objectives

2.1 The purpose of the policy is:

- (a) To identify the needs of our tenants and service users in order to deliver a customer focused repairs and maintenance service;
- (b) To determine and set out Responsibilities for Repairs, Repairs Reporting arrangements, Repair Categorisation and Timescales for Completion;

- (c) To ensure we manage effective performance management of our repairs and maintenance policy, efficient record keeping, quality inspections and committee reporting.
- (d) To ensure we meet all relevant statutory and contractual obligations. To ensure tenants rights under the Housing Scotland Act 2001, to have certain qualifying repairs carried out within a specified time are met. Qualifying repairs are those defined in the Scottish Secure Tenants (Right to Repair) Regulations 2002. Tenants will be reminded of their rights under these Regulations by means of annual notification.
- (e) To ensure we deliver our services in order to adhere to the various outcomes contained in the Scottish Social Housing Charter which Social Landlords should aim to achieve, the most relevant outcomes being as follows:

Equalities

Social landlords perform all aspects of their housing services so that every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services.

Communication

Social landlords manage their businesses 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.

Repairs, Maintenance and Improvements

Social Landlords 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.

Quality of Housing

Social Landlords manage their business so that tenants' homes, as a minimum, meet the Scottish Housing Quality Standard when they are allocated; are always clean, tidy and in a good state of repair; and also meet the Energy Efficiency Standard for Social housing by December 2020.

Value For Money

Social landlords manage all aspects of their businesses so that tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.

3.0 Relevant Legislation and Good Practice

Housing Scotland Act 2001

- Right to Repair
- Right to Compensation for Improvement

Housing Scotland Act 2005

- Construction Design and Management Regulations 2015
- Control of Asbestos regulations 2012
- Legionnaires Disease Approved Code of Practice 2013
- Lifting Operations and lifting Equipment Regulations 1998

Gas safety (Installation and Use) Regulations 1998 (and subsequent amendments)

IET Regulations 18th Edition (and subsequent amendments)

Scottish Housing Quality Standard

Energy Efficiency Standard for Social Housing Technical Guidance

Building Amendment (Fire) Regulations 2018

Internal Documents

- Asset Management Strategy (underway)
- Business Plan
- Equality and Diversity Strategy
- Estate Management Policy
- Financial Regulations
- Health and Safety Policy
- CDM Regulations
- Procurement Policy
- Void Management Policy
- Gas Safety Policy and Procedure
- Asbestos Management Policy
- Complaints Policy

4. Association's Responsibilities for repairs and Maintenance

4.1 The maintenance responsibilities of the Association are established in the Scottish Secure Tenancy Agreement. To meet these responsibilities the Association will (in conjunction with other owners if appropriate):

- keep in good condition the structure and exterior of its property and;
- undertake any repairs relating to rising or penetrating dampness.

4.2 The Association will also keep in a in order any part of the structure, flooring, walls, ceilings, door, windows, etc. as far is considered to be reasonable and practical all other fixtures and permanent fittings of the property owned and/or installed by the Association, including (but not limited by):

- space heating, water heating and sanitation, and any associated pipework, including gas pipework in the ownership of the association (i.e. from the point at which it leaves the gas meter).
 - basins, sinks, baths, toilets, flushing systems, waste pipes, and showers (where fitted by the Association)
 - electrical wiring from the meter, fitted fires, flues and chimneys, central heating systems, door entry systems, communal TV aerials (where installed by the Association), extractor fans, smoke & intruder alarms.
- 4.3 The Association will (in conjunction with other owners where appropriate) take reasonable care to keep common parts in good repair and fit for use by residents and visitors to the property.
- 4.4 If the Association needs the agreement of another person, or needs their co-operation to provide access, to inspect or carry out repairs or other work to a dwelling or common parts we will make every effort to gain access. It is recognised that it may not be possible to carry out non-emergency repairs until we get such permission.
- 4.5 Where houses are served by a communal TV or communications aerial provided by us, the Association will take reasonable steps to repair any defect within standard routine repair timescales. Where repairs are impractical or not economical the Association will consider replacement of the system only if it is economically viable to do so. The Association will, out of good will, undertake minor repairs and maintenance on systems installed by others (e.g. at Govan C/ Festival Court) but will not undertake improvements or major repairs. If the Association decides for any reason that it will no longer maintain a system and/or it fails and the Association decides for economic or other reasons not to repair it, the responsibility for restoring TV reception or programming in new equipment or the addition of new t.v outlet points within the home will lie with the residents.
- 4.6 The Association will implement in full the Right to Repair as required by Part 2, Chapter 1, Section 27 of the Housing (Scotland) Act 2001, which requires us to carry out certain types of repairs within a specified time. If we fail to do so, the tenant is entitled to, and will be paid, compensation. If a tenant is due compensation and they have any outstanding debt with the Association the compensation will be credited to that debt.
- 4.7 The Association's properties will be maintained to meet the Scottish Housing Quality Standard at all times, apart from where, in line with the SHQS guidelines, it is not technically or economically feasible to do so. These properties will then be held in abeyance or classified as exemptions as per SHQS guidance.

5.0 Tenant's Responsibilities for Repairs and Maintenance

- 5.1 The tenant's responsibilities are established by the Scottish Secure Tenancy Agreement. This requires the tenant to take reasonable care of the house, including carrying out minor repairs (e.g. fitting/renewing plugs and chains on

sanitary ware, replacing light bulbs and cooker hood filters, lost or broken keys, internal door handles) and internal decoration to the house.

- 5.2 The tenant will be responsible for damage caused by them or their visitors (whether or not accidental) to the property and any of the Association's fixtures and fittings. This includes damage to glass, sinks or sanitary ware, choked drains, doors, windows, walls ceilings, and floors, replacing lost or broken keys and any costs incurred through forcing entry as a result of a tenant losing their keys. The tenant will also be responsible for any fixtures and fittings not belonging to the Association, which make use of gas, electricity or water.
- 5.3 The tenant shall report promptly to the Association any defect or disrepair (including as a result of vandalism) for which the Association is responsible and shall ensure that access is provided to the property for repairs to be carried out. Similarly the tenant will ensure that access is provided for the inspection and safety checking of gas and electrical installations.
- 5.4 The tenant will take all reasonable steps to ensure that the Association is notified immediately of emergencies, including those involving the supply of water, and to ensure that, where necessary, the Association's representatives can gain access. In the event that the Association is informed of or becomes aware of any emergency and the tenant is unable to provide access to the property immediately, the Association may gain access to the property, using force if necessary, in line with the terms of the Scottish Secure Tenancy Agreement.
- 5.5 The tenant will take care to ensure that water pipes do not freeze. In the event of a tenant being absent from the property, the Association should be informed and the tenant should ensure that either the internal water supply is turned off, and pipes, tanks etc. are drained or the heating is left on at a low level for the duration of their absence.
- 5.6 The tenant shall keep the interior of the house in good and clean condition and in proper decorative order.
- 5.7 The tenant shall be required to repair or replace items damaged through neglect or carelessness on the part of the tenant or any member of the tenant's household, or a visitor.
- 5.8 Where the tenant has the exclusive use of a garden, the tenant agrees to maintain it, unless it is agreed as a service at the outset of the tenancy.
- 5.9 The tenant will, in turn with other occupiers, sweep and clean the common parts at least on a weekly basis, or as required, unless this is provided by the Association as a chargeable service; where the common parts include a shared backcourt, the tenant will be jointly responsible for its maintenance in conjunction with other occupiers.
- 5.10 If the tenant fails in any of these responsibilities the Association may carry out the work and recover the costs from the tenant. However if any damage is caused or repair required as a result of a crime having been committed the Association will

bear the costs on condition that the tenant reports the crime to the Police and provides a crime reference number to the Association. If the alleged crime is not reported to the Police the Association will take it that the damage/ need for repair is the responsibility of the tenant.

6.0 Repairs Categories and Timescales

- 6.1 The Association deals with a wide variety of repairs, some of which require rapid response due to health and safety issues or to protect property, while others can be dealt with less rapidly. The Association will assess each reported repair and allocate a repairs category to it.
- 6.2 Where the Right to Repair (RtR) legislation applies the “RtR Category” will always be applied, and timescales as defined by that legislation will apply, unless the Association’s categorisation and timescales to respond are faster than that provided by the RtR legislation (e.g. insecure property, which is treated as a 3 hour emergency by the Association, while RtR requires action within one working day). A full list of RtR repairs and timescales is attached at Appendix 1. The Housing (Scotland) Act 2001 states that repairs above a certain value (currently £350) are not covered by this legislation. Any repairs expected to cost more than this amount shall be categorised under one of the other repairs categories (or the categorisation amended once the value of the work becomes apparent).
- 6.3 Where the RtR legislation does not apply an alternative repairs category will be applied. This will define the speed with which the Association responds. The category, and associated timescales, shall be as shown in the table below. Appendix 2 shows examples of repairs under each of these categories.

Repairs Category	Time to respond	Notes
Right to Repair	1/3/7 working days	Time to respond is contained within the legislation – see appendix 1.
Emergency	3 hours	This category will be used to deal with any emergency to prevent danger to life or limb and/or serious damage to Association property Any follow up work will be re-categorised appropriately.
Urgent	1 working day	Repairs to overcome substantial nuisance or inconvenience to tenants.
Routine	5 working days	Repairs where there is some inconvenience to the tenant but no threat to health or safety.
Complex	10/30/60/90 working days	These are repairs which require further investigation or multiple visits.
Programmed	30 working days	Any repair which may cause minor

		inconvenience but does not fall into one of the other categories and that is not being carried out under the Planned Maintenance programme.
Planned, Cyclical or Management Repairs	Annual, Bi Annual, Quarterly Or Monthly	Any repair which causes no inconvenience does not fall into one of the other categories and/or is part of ongoing major works being carried out incrementally. Normally used where a repair order needs to be raised but where timescales are irrelevant.

6.4 All repairs other than emergency repairs will be carried out by appointment, with the appointment being either morning or afternoon. Where the tenant chooses an appointment time that takes the repair over target then the days allowed for the convenience of the tenant will be deducted from the target time. If a tenant fails to provide access for a non urgent repair, the repair is cancelled. If the repair is of a an urgent or emergency nature then a second attempt at gaining access is attempted before the repair is cancelled and depending on the emergency situation forced access may be required.

6.5 The target will also not apply if there are exceptional circumstances out with the control of the Association or its contractors which makes it impossible to do the repair within the maximum time (for example, severe weather or necessary spare parts not being available locally).

7.0 Appointments and No Access

7.1 A morning or afternoon appointment will be agreed with the tenants when the repair is reported and categorised. The Association will be as flexible as it can be within the restraints of its resources, best value and its contractual agreements. For example, where the tenant is under particular time constraints (e.g. shift work; dropping children at school), a more accurate appointment time will be offered on an ad hoc basis (e.g. first morning call; last call; morning after 9.30) but will not be guaranteed and will not form part of the formal performance monitoring.

7.2 If a tenant does not provide access at the arranged time a card will be put through their door asking them to call to re-arrange the appointment. Where there is no access the repair shall be cancelled. When the tenant contacts the Association to re-arrange the repair a new order will be created.

7.3 Where there is persistent no access the tenant may be advised that any cost to the Association for further no accesses will be re-charged to them.

8.0 Cyclical Works

- 8.1 Some components require regular, or cyclical, maintenance to ensure they perform satisfactorily and/or do not deteriorate prematurely. Good cyclical maintenance reduces reactive repairs and postpones the need for component renewal. Similarly, there are works required on a regular basis that do not necessarily extend a component's life but are required to meet health and safety requirements, maintain the tidiness of an area, or are just an efficient, and therefore cost effective, way of dealing with multiple works.
- 8.2 To achieve best value the Association will package regular works together into , time extended cyclical maintenance packages. The Association will aim to get most of its cyclical maintenance contracts running either on 3 year cycles, with options for extension to 5 years, or straight 5 years contracts. While this can result in additional work at the time of contract preparation, particularly if this then puts the value of the contract above the threshold for procuring the contract through the Office of the Journal of the European Union (OJEU), it will be assumed that longer contracts offer better value unless it can be shown otherwise.
- 8.3 Where a cyclical contract has been operating satisfactorily serious consideration will be given to extending existing contracts (subject to meeting OJEU rules) where this can be justified. Management Committee approval would have to be obtained for any such contract extension.
- 8.4 In the past, policy established the cycle to be adopted for some cyclical maintenance contracts including roof and gutter maintenance and close/window painting. However it is now the Association's view that, as with programmed renewals, a rigid cycle of pre-determined work is not necessarily best value. For instance, while it may be appropriate to paint external woodwork (e.g. windows) on a five yearly cycle, there may not be any technical or aesthetic justification for painting internal components on the same cycle. Similarly some properties may require more regular roof maintenance or gutter cleaning contracts than others due to their age, presence of trees, condition of roof, etc.
- 8.5 Thus, as with programmed renewals, there will be an indicative cycle for cyclical maintenance works, for which 30 year and 5 year budget forecasts will be established. However the need for a certain contract to run in a certain year will be ascertained on the basis of component condition, local knowledge and experience. This assessment will be undertaken prior to the budget preparation, with Committee making the final decision through the budget approval process. There is expected to be less flexibility in the cyclical maintenance programme than the renewal programme.
- 8.6 Ongoing maintenance contracts will be regularly reviewed to ensure best value is being achieved, as in some cases better value can be achieved by responding to requests for repair rather than carrying out annual maintenance (for which access can often be difficult and, therefore, costly). For instance the Association does not regularly maintain extract fans as the costs associated with gaining access to every house or close to service a fan are substantial, while the cost of

replacement at failure is low. At the other extreme a gas safety certificate must, by law, be no more than one year old, and there is therefore no potential for extending this cycle.

- 8.7 The indicative life cycles for various components/works managed through cyclical contracts are as follows:

Component/ Works	Indicative Cycle
Gas servicing and gas safety checks	Annual
Grounds maintenance	Ongoing
Roof maintenance and gutter cleaning	Annual
Painterwork	Six/seven yearly
Stair lighting maintenance contract	Ongoing
Water hygiene (Jim Stephen House)	Quarterly, Annual, Varied
Door entry systems (Jim Stephen House)	Bi Annual
Fire/ intruder alarms (office)	Annual
Lift Maintenance	Bi Annual

9.0 Major/Planned/Investment Works

- 9.1 Those activities that address the expiry, failure or obsolete nature of major components on a programmed basis e.g. the replacements of roofs, kitchen unit renewal, bathroom component renewal, Windows, full property rewire etc.

9.2 *Programmed Renewals (Planned Maintenance)*

The starting point for the renewals programme is to define what work needs to be done to which properties. This requires an investment plan which shall be based on the most recent stock condition data and the Association's Asset Management Strategy. This ensures that investment is based not only on the age and condition of components in a property but also on other factors such as housing need and demand, tenant aspiration, the local housing market and affordability.

- (a) We have commissioned independent stock condition surveys targeting 80% of our stock. This information will be used to inform our 30 year programme of works and expenditure, which will be incorporated into our Business Plan projections. The stock survey information will update our current component information to allow us to consider management of properties in relation to maintaining and complying with the Scottish Housing Quality Standard (SHQS) and Energy Efficiency Standard Social Housing (ESSH) and other subsequent regulatory requirements. Energy efficiency measures will be a key objective for the Association in helping to address the Scottish Government's national target of reducing the impact of fuel poverty and to achieve ESSH compliance by 2020.

- 9.3 The current stock condition survey is due to complete Aug 2019. This will be reviewed after 3 years with an applied frequency of reviewing 20% of our stock on an annual basis, to ensure continuous monitoring of stock data.
- 9.5 A Best Value (quality and price) approach was applied to the appointment of consultants to carry out the stock condition survey. The quality aspect was based upon survey/data reliability and the accessibility and functionality of the data outputs which will be used to plan and monitor the Association's 30 year renewal programme.
- 9.6 A stock condition data base is only accurate for any one dwelling on the day it is carried out. It will therefore be treated as an indicator for investment but not be relied upon to identify final contract address lists.
- 9.7 There are generally considered to be two approaches to deciding when to renew components:
- When the component reaches the end of its estimated industry lifetime. This approach is known as Life Cycle Programming.
- Or
- When it actually reaches the end of its economic life or when it no longer meets the needs of the Association or its tenants. This approach is known as Just-in-Time Programming or Scenario Planning.
- 9.8 The latter approach avoids replacing components solely because they have reached the end of an arbitrary industry lifetime. This approach is more time intensive to manage and can be more difficult to explain to tenants. However it means the life of components is extended which results in postponement of investment and consequently a cost saving in the long term. The Association has good knowledge of its stock, is small enough to be able to manage the information held about its stock, has good tenant participation experience, and has experience of successfully adopting this approach to its programmed renewals since 2005. The Association will apply scenario planning to programmed renewals where appropriate.
- 9.9 Responsibility for deciding when a component or group of houses with the same component should be replaced, whether for economic, SHQS, aspirational or other reasons, lies initially with the Head of Property Services in liaison with the Chief Executive and other members of the Senior Management Team as appropriate. As some decisions will have budgetary implications Committee will also be required to make decisions, particularly where there are competing demands for resources for aspirational renewals
- 9.10 The Association will therefore prepare its 30 year business plan based on the costed stock data base. It will base its five year forward programme on indicative cost and life cycle information smoothed over the five years (to give similar spend in each year). It will amend the first two to three year budget and programme on the basis of stock condition data, further surveys, experience, reactive costs and other information already held. No contractual commitment will be made to renew

a component in a house solely on the basis of survey information more than 5 years old or cloned information. On this basis, regular cycles of Stock Condition Surveys are considered to be an investment to save and also determine the best use of the Associations investment resources.

9.11 The stock data base shall incorporate a 30 year costed component renewal programme. This requires estimated costs and life cycles (i.e. how long a component will last). The reliability of the Business Plan, and therefore ensuring that there are adequate funds to meet the requirements of the Association's renewal programme, is dependent on the accuracy of the survey, the estimated life cycles and the unit cost of replacement. To ensure they are both independent and adequately robust these shall be set by the independent consultant at the time of the commissioned survey, albeit in liaison with the Head of Maintenance, who will have actual cost and life cycle information. Between surveys these cycles and unit costs can be adjusted by the Head of Property Services in consultation with the Head of Finance where there is adequate justification.

9.12 *Improvement Programmes*

(a) All The Association's houses currently meet the SHQS where it is technically or economically feasible to do so (there are some flats which have small kitchens – often in the recess of the living room – that it is not possible to meet the SHQS for kitchens). These properties are currently classified as exemptions under the regulatory guidance for SHQS. There is therefore no requirement through our obligations under SHQS legislation for us to carry out any improvements to this stock. The Association will endeavour to take advantage of properties which become void (vacant) and make innovative efforts to increase the standards to address the intentions of the SHQS in order to make our properties more desirable and sustainable.

(b) There are some ongoing improvements to the Association's stock, for example when kitchens, smoke detectors and central heating are replaced. These are component renewals rather than the installation of something that was not there before. They are therefore considered under the renewal programme part of this policy.

(C) Improvements have been identified as being required in the pre – 1919 tenement stock and the revised Stock Condition Survey under commission will further inform these investment requirements. The Association recognise that this stock is key to Govan's heritage and as such requires key investment and regeneration activities in order to improve the demand for this stock and sustain the current tenant's desires to continue living within it. Further investment and improving void standards will make the properties viable and increase the tenant's enjoyment of these properties.

9.13 *Budgets, Programmes and Commitments*

(a) The Association will base its forward programme on stock condition/life cycle data in the long term, with the addition of survey information/local knowledge in the short to medium term.

- (b) Five year programmes will be developed during the annual budget process for consideration by Committee as part of the budget approval process. This currently establishes a one year approved budget. However consideration will be given to preparing in future years two or three year budgets (or longer) for approval, thereby allowing longer term contracts such as window replacement to be established, which should result in better value for the Association.

9.14 In addition to stock condition data there are a number of other inputs prior to finalisation of the renewal programme. These include:

- **Tenant Consultation** – Tenants will, be formally consulted on the proposed investment priorities and be advised on future programmes as well as the longer term priorities that inform the 30 year plan. The Association will also make good use of the Tenants Satisfaction Surveys carried out on regular basis to identify what tenants see as investment priority in conjunction with revised stock condition survey data. Additional informal consultation will take place annually when appropriate at tenant events like the Associations Fun Day. The Association will use the Tenants Newsletter at regular intervals to inform tenants of the wider strategic investments approved by the Management Committee.
- **Repairs Data** – Historical repairs data will be utilised as required to identify any areas of investment that would be cost-effective to re-prioritise the programme. This is important when applying the Just in Time Programming approach to planned maintenance to ensure the number of reactive repairs needed due to the age of a component do not result in high expenditure which earlier renewal could avoid.
- **Asset Management Strategy** – this provides a major input into the Association's Investment Plan, providing the framework within which repairs and maintenance operates, adding subjective as well as objective factors into the equation, including the local housing market, housing need and demand, longer term options for all the stock, tenancy sustainability, environmental issues, voids statistics, quality of life and affordability.

9.15 An annual budgetary provision will be made for major works, based on the identified programme of works for the year taken from the stock condition report and cross-referenced to the Business Plan provision. This programme will be published on the Association's website with details also shown in the Association's newsletter.

9.16 It will be the Association's intention to maximise the level of work undertaken on a pre-planned basis, with the aim of minimising the level of unplanned, reactive repairs.

10. Miscellaneous Repair and Maintenance Works

10.1 There are other repairs and maintenance work categories that do not fall within the 3 main headings above, as follows:

10.2 *Void Repairs*

- (a) These repairs are required to return a recently vacated property back to a lettable Standard and will include gas and electric safety testing and certification, sampling of asbestos if applicable, re-energisation of utility meters and provision of an Energy Performance certificate to be available to inform the prospective tenants. The Lettable Standard is shown at Appendix 1 of the Void Management Policy.
- (b) Given that there is unrestricted access, and the necessity to re-let the property, it is essential that any work required is completed as quickly as possible to reduce the rental loss period. Completion times for standard void repairs is **5 WORKING DAYS**.
- (c) On occasion, however, work will include carrying out major works to bring the property up to the standard of adjacent housing stock or bringing forward planned works such as K & B renewal at void stage minimising further disruption to tenants. This major work should be completed at the earliest opportunity, to again minimise the rental loss.

10.3 *Medical Adaptations*

- (a) Govan Housing Association Limited is committed to meeting the needs of all its tenants and where necessary provide permanent adaptations to properties so that the tenant or member of their household can enjoy independence, privacy and dignity. Adaptations undertaken by the Association will be of a permanent nature, any temporary adaptations will be carried out by Social Work and applicants should be advised to contact that Department directly.
- (b) We will only undertake adaptations for tenants of the Association; owners and sharing owners must apply directly to the local authority for grant assistance.
- (c) Adaptations are alterations identified and recommended by the Local Authority Social Services Department's Occupational Therapist aimed at allowing disabled or infirm tenants to continue to live in their homes. Adaptation works will only be undertaken subject to the receipt of the relevant Occupational Therapist (O.T.) referral form.
- (d) Budget funding for such work will be sought annually from Glasgow City Council. Spend will be monitored to ensure it does not exceed the grant total. If further referrals are received, additional funding may be sought.
- (e) The Association will review referrals to ensure that adaptations are relevant to the property prior to any adaptation being carried out. In some cases the

consideration of alternative housing may be required. O.T's only can make referrals for adaptations. It must be confirmed by the O.T that the property will be suitable in the long term for the needs of the tenant. Where the property is not suitable for the long term needs of the tenant, the Association will not normally carry out the adaptation/s. In these circumstances the Association's focus must be to, where possible, assist the applicant in obtaining more suitable accommodation. In general, where adaptations have been carried out, these adaptations will not be removed unless the tenant has new medical needs and a new adaptation is supported by an Occupational Therapist or when the property becomes available for let to a new applicant not requiring the adaptation.

- (f) The Association recognises that there will be cases where an application for an adaptation will be received for a tenant living in accommodation on two or more levels or in an upper flat. For medical reasons, the tenant may benefit from being rehoused in a ground floor flat. In cases of larger family properties there is likely to be a lengthy wait for suitable property. The tenant may not wish to move to a flat on the ground floor where they feel vulnerable and insecure or from a close or street where they are settled and secure. In these cases, if the tenant chooses to remain in their existing property then adaptations to allow them to enjoy independence, privacy and dignity of their homes will be carried out.
- (g) The Association will generally install level access showers in ground floor flats. The floor construction of other properties often does not permit a level access shower to be fitted and as such a case by case decision is required based on the adaptation required and the buildings construction and ability to accommodate the adaptation successfully within reasonable costs.
- (h) The Association will, depending on the medical condition of the tenant, install walk in-showers in upper floor flats or in property where the Occupational Therapist has confirmed the circumstances at 3.4 above are relevant, and a technical survey carried out by the Head of Maintenance or a suitably qualified professional indicates that the floor construction of the property permits a walk in shower to be fitted.

NB Definition of shower types:

Walk in shower:

A shower tray with curtain or screen

Level Access Shower:

A shower accessible by a wheelchair user or person with walking difficulties. Also known as a wet floor shower.

Over Bath Shower:

An electric shower fitted to a wall over an existing bath with curtain or screen as appropriate.

- (i) Work will be carried out in accordance with the order of priority identified by the Occupational Therapist, and then by date receipt order.
- (j) The Operations Sub Committee will be advised of the percentage of properties that have been adapted on an annual basis and will from time to time consider an upper threshold should be applied to the number of properties adapted, taking into account population demographics.
- (k) Applicants who do not feel their application had been dealt with fairly or wish to appeal against a decision made may use the Association's Complaints Procedure. Copies of this are available from reception, on request.

10.4 *Rechargeable Repairs*

- (i) The association operates a full rechargeable repair policy and procedure. Repairs that are caused by damage to fixtures and or fittings either internally or externally to the property or scheme, by any tenant or tenants visitor or guest, that cannot be attributable to normal wear and tear or use are classified as rechargeable repairs. Please refer to our full rechargeable repair policy and procedure.

10.5 *Insurance Works*

- (a) The Association has in place insurance policies to provide protection against personal injury claims and other remedial repair works defined as insurable events e.g. water leaks, storm damage etc.
- (b) Each incident will be assessed by the Maintenance Team to determine if the matter is an insurable repair. If considered to be, or if there is doubt, the matter will be referred to the insurance broker.
- (c) Upon completion of the works all invoices should be authorised and passed along with relevant paperwork to the insurer for recovery of the cost of the works, less the policy excess.
- (d) Where an owner is covered by the Association's policy and has an insurable event within their property i.e. not in the common area, they will be responsible for dealing with the insurer directly.

10.5 *Landscape Maintenance*

- (a) The Association has in place a contract to undertake the management and maintenance of common area of grounds. This contract includes grass cutting, hedge and shrub bed maintenance, litter and leaf collection, bulk refuse uplifts, bin store cleaning and weed and moss removal.
- (b) Works costs will be apportioned in order that owners can be billed for their share of the works.

11. Procurement

- 11.1 All works shall be procured in accordance with the Procurement Policy and the Financial Regulations. The Association shall ensure that the investment works carried out shall deliver the necessary quality of works to achieve all requirements of SHQS and post SHQS targets. For each major works contract, the Association will implement a defect liability clause which will normally apply for a 12 month basis.

12. Performance Monitoring and Key Performance Indicators

- 12.1 In order to properly evaluate the efficiency and cost effectiveness of all aspects of the Repairs and Maintenance service, the following performance targets will be monitored and reported to the Operations Sub-Committee on at least a quarterly basis, (indicators and timescale remain subject to a change of requirement by the Scottish Housing Regulator)

- a) Average number of hours to complete emergency repairs
- b) Average number of hours to complete non-emergency repairs
- c) Percentage of (non-emergency) jobs completed Right First Time
- d) Percentage of Gas Service Inspections completed on or before their anniversary date
- e) Percentage of Medical Adaptations completed within the year
- f) Average time taken to carry out completed Medical Adaptations in the year
- g) Average number of jobs per property per year
- h) Percentage of Emergency jobs completed within target timescale
- i) Percentage of Urgent jobs completed within target timescale
- j) Percentage of Reactive jobs completed within timescale
- k) Percentage of Right to Repair jobs completed within timescale (3 categories)
- l) Budget and variances for Repair and Maintenance expenditure headings.
- m) Tenant satisfaction returns.
- n) Gas audits by third party

13.0 Quality Control

- 13.1 In order to properly ensure that value for money is being achieved across all aspects of the Repairs and Maintenance service, pre and post inspection and customer feedback targets will be operated and reported to the Operations Sub-Committee on a quarterly basis:

- i) 10% pre and post inspections for reactive repairs + adaptations
- ii) 100% pre and post inspections of void properties
- iii) 10% gas audits

- iv) 10% (minimal) post inspections for major works contracts
- v) 10% customer satisfaction survey returns for all repair jobs completed

13.2 The purpose of the inspections and customer feedback is:

- to ensure the work specification reflects the work required to make good the repair.
- that the completed work is to a satisfactory standard
- that tenants are able to comment on the quality of the work and their satisfaction with the work and the process.
- to ensure that properties offered for relet meet the Association's required standard.

14.0 Health and Safety

14.1 The Association have arrangements in place to address the requirements of health and safety legislation. This includes: all sub contractors being required to be aware of and comply with the Association's health and safety policy and CDM Regulations.

14.2 All contractors and consultants are required to provide sight of their health and safety policy statements and sign an annual disclaimer to confirm that they comply with H&S requirements and carry out all appropriate staff training.

14.3 All contractors and consultants required to hold and provide to the Association a copy of their insurance policies e.g. Employer, Public and Professional indemnity.

15.0 Tenant Alterations

15.1 The Association encourages tenants who wish to improve or enhance their living environment to carry out alterations to their homes. The Association shall endeavour to work with tenants to achieve the alteration in their home, while recognising that in some cases alterations may not always be feasible.

15.2 In doing so, however, tenants will be expected to notify the Association of their intentions prior to carrying out the work, and obtaining the Association's agreement to do so.

15.3 The Association shall approve alterations that do not compromise the fabric of the building, but will not normally approve alterations that require planning consents or building warrants or those that may impact on health or safety.

15.4 Tenants must notify the Association in writing of their intention to carry out alteration works, to which the Association will respond within 28 days. During this time, the Association shall consider the alteration and evaluate its suitability.

15.5 Approval will be granted only if the work is carried out to a standard acceptable to the Association and will be granted subject to certain conditions being applied in respect of reinstatement or removal at the end of tenancies, uplifting in case of internal works by the Association and in the appointment of bona fide contractors.

15.6 The Association shall have the right to make good and re-charge a tenant for unsatisfactory or unauthorised alterations in their property.

16.0 Compensation for Improvements

16.1 Certain alteration works qualify for compensation under the Government scheme implemented under the Housing (Scotland) Act 2001, which is payable to the tenant upon termination of their tenancy. Where work does qualify under the scheme, the tenant will be required to obtain Association approval for the alteration works in advance as set out above, to hold all receipts for the completed work and to contact the Association regarding the scheme within the period of 28 days before or 21 days after the end of their tenancy. The Association will then assess the compensation request and will make payment in line with the requirements of the scheme.

16.2 The Association will advertise the scheme on an annual basis, and will advise tenants that further details on the scheme can be obtained from the Association's offices.

17.0 Consultation

17.1 The Association will seek to consult as widely as possibly with tenants and owners throughout the stock on various aspects of our maintenance and repairs service including major works projects and void standards etc.

17.2 To this end, where project work is intended invitations will be issued and consultation meetings held to discuss the proposed works, with the scope of works and projected costs made available where possible.

17.3 Regular review will also take place with established tenant groups e.g. Registered tenant associations and our scrutiny panel to review proposals.

18.0 Equalities and Diversity

18.1 The Association will ensure that all sub contractors comply with the Association's Equality and Diversity Strategy and requirements. We will issue a copy of the document annually and as part of the annual review of sub-contractor information, ensure they sign declaration acknowledging the same.

19.0 Complaints

19.1 The Association aims to provide an efficient, responsive and reliable high quality repairs service in line with this policy. If a tenant is dissatisfied with the service provided staff will endeavour to resolve the problem as long as that resolution is in line with this policy. If this action does not resolve the dissatisfaction the Association's complaints policy and procedure shall be implemented.

20.0 Review

20.1 This policy will be reviewed in July 2022 and thereafter every three years or where legislation dictates.

Reactive Repairs and Maintenance Policy - Appendix 1

Housing (Scotland) Act 2001

The Scottish Secure Tenants (Right to Repair) Regulations 2002

The table below lists all defects and repairs which are “qualifying repairs” and the maximum timescale for completion (in working days following the day of reporting, or after the day of inspection, if needed) under the above legislation.,

Qualifying Repair	Maximum Period for Completion in Working Days
Blocked flue to open fire or boiler	1
Blocked or leaking foul drains, soil stacks or toilet pans where there is no other toilet in the house	1
Blocked sink, bath or drain	1
Total loss of electricity (where HA responsibility)	1
Partial loss of electricity	3
Insecure external window, door or lock	1
Unsafe access path or step	1
Significant leaks or flooding from water or heating pipes, tanks, 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
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

The Right to Repair legislation only applies to repairs costing less than £350 (April 2010) where the tenant provides access, and where there are no exceptional circumstances applying (e.g. severe weather).

Reactive Repairs and Maintenance Policy - Appendix 2

Repairs Categories

Examples of Repairs under each Category

Emergency Repairs – 3 hour response time

(Some of these are covered by RTR but the Association commits to responding more quickly than is required by the legislation)

- Insecure property (front door; ground floor window)
- Total loss of water supply or electricity (where HA is responsible)
- Uncontrollable and significant water leak (e.g. from burst pipe) or water penetration (e.g. from roof failure)
- Blocked toilet, where only one in house (
- Sparking or smoking electrical installations or bare wires where HA responsible (i.e. not tenant's appliances or electricity meter or supply before meter)
- Dangerous flooring or stairs

Urgent Repairs – Response within one working day

(Some of these are covered by RTR but the Association commits to responding more quickly than is required by the legislation)

- Toilet not flushing where more than one toilet in house
- Minor water ingress (e.g. from flat above)
- Failure of Door Entry System
- Minor, controllable leak (e.g. leaking sink waste pipe)
- Total loss TV signal
- Re-glazing broken/ boarded windows

Routine Repairs – Completion within five working days

(Some of these are covered by RTR but the Association commits to responding more quickly than is required by the legislation)

- Minor electrical faults (e.g. faulty, but not dangerous, socket or light pendant)
- Sanitary ware and general plumbing repairs
- Minor roofing repairs (e.g. missing tiles)
- TV/ Aerial systems
- Controlled entry repairs
- Pass door handles, latches and bathroom door locks
- Front door repairs (where secure)

Programmed Repairs – Completion within 30 working days

- Fence repairs
- Bin Store repairs
- Tiling repairs (where no water damage likely)
- Sticking windows
- Loose floorboard
- External render repairs
- Dripping taps

- Painting flat doors
- One off Gutter cleaning

Planned & Management Repairs – Completion within one calendar year

- Bin store demolition from multiple closes
- Central Heating planned renewals (i.e. still operational)
- Landscaping works
- Stone repairs
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