

REPAIRS POLICY

SUMMARY

1.0 REACTIVE REPAIRS

Definition

- 1.1 Reactive repairs covers all routine 'breakdown' repairs causing inconvenience or a safety risk that are reported by a tenant, factored owner or a member of staff, including repairs identified during the inspection of a void property.

Response Times

- 1.2 Reactive repairs are prioritised according to their urgency, with a set response time for each category approved by the Management Committee and publicised through the Tenant Handbook and our newsletter *Almond View*.

Ordering of Repairs

- 1.3 Reactive repairs will be ordered by a member of staff using an official works order. Full details of the ordering process are contained in the procedure entitled 'Placing Works Orders & Authorising Invoices'.

Emergency Repairs

- 1.4 We define an emergency as a problem which is a threat to life or property, i.e. it is a problem that may pose a serious threat to the health, safety or security of the tenant and their household, or to the security or integrity of the property.
- 1.5 During office hours staff will contact the appropriate Contractor and arrange for the work required to be carried out within the set response time. Repairs may be ordered immediately by any member of the Housing or Maintenance staff. The order may be placed verbally or by fax, with the official order following.
- 1.6 Outwith office hours we will enable tenants to have emergency repairs dealt with by providing them with an Emergency Service telephone number.

Repairs following Termination of Tenancy

- 1.7 We will carry out the repairs required following the termination of a tenancy to ensure that a property is 'fit to let' according to current definitions and standards. Where appropriate, we will ensure that the costs of any work that should have been carried out by the former tenant are charged to them.
- 1.8 We will carry out all necessary gas and electrical safety checks and ensure that any resulting repairs are carried out before the property is re-let.

- 1.9 We will ensure that all repairs etc. are carried out within are target timescales for empty properties.

Inspections

- 1.10 We will inspect a repair prior to arranging for work to be carried out where clarification of the problem is required, according to current guidance. We will aim to inspect up to 15% of repairs prior to work being undertaken.
- 1.11 We will inspect a minimum of 10% of completed repairs as part of our monitoring of contractors' performance, including, prior to the payment of invoices, inspection of any repair where the cost is above the limit currently set in the procedures.

2.0 CHARGEABLE REPAIRS

- 2.1 We will charge the tenant with the costs of repair work required due to the carelessness, neglect or deliberate damage by a tenant, a member of their household or a visitor.

3.0 RIGHT TO REPAIR

- 3.1 We will comply with the requirements of the statutory 'Right to Repair' scheme in accordance with The Housing (Scotland) Act 2001 and subsequent regulations and guidance.
- 3.2 Information on the Scheme will be contained in our Tenancy Agreement and Tenant Handbook, and will also be included from time to time in the *Almond View*.

4.0 CYCLICAL MAINTENANCE

Definition

- 4.1 Cyclical maintenance comprises:
- **Cyclical painting** – the external painting of windows and doors (or washing of pvc frames), the internal painting of communal areas in blocks of flats, and the cleaning and painting where required of external rainwater gutters and downpipes, carried out under a planned programme covering every property over a five year period.
 - **Gas servicing** – the annual inspection of all gas appliances installed in our properties, including all gas supply pipework, to comply with our legal obligations as a registered social landlord.
 - **Smoke detectors** – the annual inspection of smoke detectors and replacement of batteries.

Cyclical Painting Programme

- 4.2 The purpose of the cyclical painting programme is to ensure that all painted areas, both external and, where appropriate, internal, are kept in a good condition.

- 4.3 Our Maintenance Supervisors will carry out annual inspections of the properties due to be painted that year, to identify any repair work required before painting commences. This will assist in ensuring that the areas painted will remain in good condition and will not deteriorate during the 5 year period of the total programme.

Annual Servicing of Gas Appliances

- 4.5 To comply with current legal requirements we will arrange for an annual inspection and servicing of all gas appliances, including associated pipework etc. as detailed in the procedure entitled 'Inspection & Servicing of Gas Appliances'.

Annual Servicing of Smoke Detectors

- 4.6 We will arrange for an annual check to be carried out on all smoke detectors fitted by ourselves, including the replacement where required of detector batteries. Full details are contained in the procedure entitled 'Inspection & Servicing of Smoke Detectors'.

Other work

- 4.7 Other cyclical work, such as the inspection and cleaning of gutters, will be carried out as identified from time to time by the Head of Maintenance and approved by the Management Committee.

5.0 PLANNED MAINTENANCE

Definition

- 5.1 Planned Maintenance is the replacement of items in a building which have come to the end of their useful life, where the replacement can be predicted and planned for and where the new items are either of a similar or higher standard. The purpose of the planned maintenance programme is to obtain full value from our properties by ensuring that the life of each property is maximised.
- 5.3 The current condition of building components and finishes will be assessed through a system of sample inspections (stock condition surveys) every 5 years. The results of the stock condition surveys will be incorporated into an ongoing programme of planned maintenance or improvement works, broken down into annual sections for approval by the Management Committee each year. Funding proposals will be submitted to the Management Committee for inclusion in the annual budget-setting process. The Management Committee may amend the proposed programme by delaying or bringing forward particular elements of work.
- 5.4 The stock condition survey results will also feed into the 30-year Business Plan and provide estimates of the costs of future maintenance requirements.
- 5.5 Full details of the process for identifying the work required, estimating costs, approving and monitoring the annual programme of works, etc. are contained in the procedure entitled 'Planned Maintenance & Major Repairs'.

6.0 MAJOR REPAIRS

Definition

- 6.1 Major repairs is the work required to bring a property up to an acceptable standard, due to the unforeseen failure of a building component such as the partial or total loss of a roof.

Process

- 6.2 The need for major repairs will normally be identified as a result of significant damage to a property or group of properties, or following routine inspections as part of the cyclical painting or planned maintenance programmes.
- 6.3 The need for major repairs may also result from a change in legislation requiring work that had not previously been anticipated or planned for.
- 6.4 Details of the processes involved in submitting proposals for approval and funding, undertaking the work, monitoring progress and expenditure are contained in the procedure entitled: 'Planned Maintenance & Major Repairs'.

7.0 CONSULTANTS, CONTRACTORS & CONTRACTS

Approved Lists

- 7.1 We will not maintain formal lists of Approved Consultants or Consultants. We will use Construction Line as a primary source for 'approved' Consultants or Contractors. Selection will be made from lists on the basis of references on a project by project or work group (work type) basis.

Wherever possible, locally based contractors will be used, subject always to performance and 'value for money'.

Contracts

- 7.2 We will seek to enter into partnering arrangements where appropriate and where the Contractor can demonstrate the required performance standards. Within our overall arrangements, where we need to issue tenders, we will use one of the following forms of contract:
- cyclical painting contract documentation;
 - our Minor Works Contract (to be used where no quantities are provided, i.e. where there are drawings and a specification only);
 - the current Scottish Building Contract (with or without quantities) with Scottish Supplement incorporating the JCT standard form;
 - the current Scottish Measured Term Contract.

Standards and Specification

7.3 Where required, we will refer in our contract documentation to our Standard Specification and Design Brief. As appropriate, we will also make use of NBS Standard Specifications.

8.0 STAGE 3 ADAPTATIONS (MEDICAL ADAPTATIONS)

8.1 Subject to the receipt of funding from Communities Scotland, we will carry out specific modifications to individual properties to enable identified individuals to occupy them.

8.2 Details of the processes involved in identifying the adaptations required, securing funding, arranging for the work to be carried out, monitoring progress and expenditure are contained in the procedure entitled 'Stage 3 Adaptations'.

9.0 LANDLORD & TENANT OBLIGATIONS

9.1 We will ensure that our responsibilities for the repair and maintenance of our properties are described clearly in plain English.

9.2 We will ensure that the responsibilities of our tenants for specific repairs and the care and maintenance of their property are clearly explained in the Tenancy Agreement and Tenant Handbook, and that tenants are reminded of their responsibilities from time to time through articles in the *Almond View* and through the various forms of communication with tenants or their representatives which are established through our Tenant Participation Policy and Strategy.

10.0 TENANT PARTICIPATION & FEEDBACK

Consultation

10.1 Through the consultation arrangements established under our Tenant Participation Policy and Strategy, we will give tenants the opportunity to comment on this policy when it is being reviewed, and on any individual procedures that have a direct impact on tenants, when these are being drafted and/or reviewed.

10.2 Whenever possible we will involve the tenants concerned in choices relating to planned works, e.g. of colours or types of kitchen fitments.

10.3 We will liaise closely with the tenants involved over the arrangements for carrying out individual contracts, e.g. of cyclical painting, planned maintenance etc.

Tenant Satisfaction

10.4 For reactive repairs we will give all our tenants and factored owners the opportunity to comment on the standard of the repairs carried out to their property through sending them a 'satisfaction slip' each time a repair is ordered.

- 10.5 We will conduct surveys of the tenants involved following completion of contracts for planned maintenance works.
- 10.6 We will conduct a general survey of all of our tenants on the overall standards of our repairs and maintenance service, normally as part of a wider Tenant Satisfaction Survey undertaken every 3 – 4 years.
- 10.7 Full details of our arrangements for consultation and obtaining feedback see the procedure entitled 'Tenant Consultation & Feedback'.

11.0 ALTERATIONS AND IMPROVEMENTS

General

- 11.1 Tenants may apply for our written permission to carry out alterations or improvements to their property. Permission will normally be granted, subject to the proposed work complying with all current statutory requirements and also with our current conditions and standards.
- 11.2 A tenant who has carried out an approved improvement may, when giving notice that they wish to terminate their tenancy, apply for a compensatory payment where the work carried out is to be left, benefiting both the property and the incoming tenant.
- 11.3 Full details are contained in the policy entitled 'Tenant Alterations & Improvements' and the supporting procedures.

12.0 OWNERS

General

- 12.1 We will consult with all owners who are likely to be affected by any substantial work we plan to our tenanted properties. We will not include any owner's property in a contract unless there are shared or mutual areas for which an owner is partly responsible.

Mutual owners/Factored properties

- 12.2 Owners of properties for which we provide a factoring service will pay for their share of reactive repairs, cyclical and planned maintenance according to their responsibilities as specified in their title deeds.
- 12.3 Where the cost per owner of the work to be carried out is higher than the limit currently specified in our procedures, we will meet with the owners concerned to discuss the proposals, before work commences.

13.0 NEW-BUILD PROPERTIES

- 13.1 We will undertake the repair and maintenance of newly-built properties as required by this policy and the supporting procedures, subject to the responsibility of the contractor to remedy defects during the defects liability period.

14.0 COMMENTS & COMPLAINTS

- 14.1 All comments and complaints concerning our repairs and maintenance service will be dealt with in accordance with our policy entitled 'Customer Comments & Complaints' and the supporting procedures.