



REACTIVE REPAIRS, CYCLICAL & PLANNED MAINTENANCE POLICY

1.0 INTRODUCTION

1.1 This policy describes how Almond Housing Association Limited (AHA Ltd.) will ensure that our properties are well maintained and kept in good and safe repair, both for the benefit of existing tenants and to maximise the long term life of each property.

1.2 In implementing this policy, AHA Ltd.'s objectives are to:

- comply at all times with all current legal requirements, codes of good practice and Scottish Government guidance;
- provide a prompt, economic and efficient reactive repairs service, including an out-of-hours emergency service;
- establish and maintain a comprehensive and systematic programme of cyclical and planned maintenance;
- achieve the current housing standards set by the Scottish Government, for all properties;
- allocate work only to contractors who are competent, financially sound and can achieve the standards required;
- achieve high standards of customer care and satisfaction by monitoring contractors' performance regularly and enabling tenants to comment on every repair undertaken;
- provide a 'value for money' service by seeking competitive quotes or tenders for all contract work, and/or by developing 'partnering' arrangements with contractors who are able to deliver a high standard of service;
- ensure that all tenants and factored owners are given clear information on the division of responsibility for repairs and maintenance between them and AHA Ltd.;
- ensure that all internal procedures supporting this policy are clear, comprehensive and available to all employees, enabling a consistent approach to the management, implementation and budget-setting for all aspects of our repairs and maintenance service.

2.0 RESPONSIBILITIES

2.1 Board of Management

- To ensure that there is in place a policy for reactive repairs and planned maintenance which complies with all current legislation, regulations, guidance and good practice, and also with our current Asset Management Strategy;
- To approve the overall budget for repairs and maintenance as part of the annual budget-setting process;
- To monitor performance against agreed standards, and expenditure against budget for day-to-day repairs, cyclical and planned maintenance.

2.2 Management

Chief Executive: To ensure that the policy is communicated to all employees and applied consistently.

Head of Asset Management: To implement the policy and supporting procedures, and to manage the day-to-day repairs and maintenance service.

Head of Housing Management: To ensure that Housing Management staff implement those aspects of the policy and supporting procedures delegated to them.

2.3 Employees

To ensure that they have read and understood this policy and supporting procedures, that they comply with them and meet all current standards etc. as required according to their day-to-day duties.

3.0 REACTIVE REPAIRS

Definition

- 3.1 The term *reactive repairs* covers all routine 'breakdown' repairs causing inconvenience or a safety risk that are reported by a tenant, factored owner or an employee, including repairs identified during the inspection of a void property.

Response Times

- 3.2 Reactive repairs are prioritised according to their urgency, with a maximum set response time for each category, defined as a number of hours (emergency repairs) or working days* (all other repairs), which are approved by the Board and publicised through the information provided to new tenants, our website and our newsletter *Almond View*.

[*Note: For response target times the term 'Working days' excludes weekends, Public Holidays and any other designated day the office is closed.]

Ordering of Repairs

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

Emergency Repairs

- 3.4 An *emergency* is defined as a problem which is a threat to life or property, i.e. it is a problem that may compromise the health, safety or security of the tenant and their household, or the security or integrity of the property.
- 3.5 During office hours employees 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 Management or Asset Management sections. The order may be placed verbally, with the official order following.
- 3.6 Outwith office hours tenants will have access to an Emergency Service telephone number so that emergency repairs may be dealt with.
- 3.7 Full details of AHA Ltd.'s emergency service are contained in the procedure entitled 'Reactive & Emergency Repairs'.

Repairs following Termination of Tenancy

- 3.8 Repairs required following the termination of a tenancy will be carried out to ensure that the property is 'fit to let' according to current definitions and letting standards. Where appropriate, the costs of any work that should have been carried out by the former tenant will be recharged to them.
- 3.9 All necessary gas and electrical safety checks will be completed, and any resulting repairs required will be carried out before the property is re-let.
- 3.10 All repairs, checks etc. will be carried out within current target timescales for re-letting empty properties.

Inspections

- 3.11 A repair will be inspected prior to arranging for work to be carried out where clarification of the problem is required, according to current guidance. A target of 10% of repairs will be inspected prior to work being undertaken.
- 3.12 A minimum of 10% of completed repairs will be inspected as part of AHA Ltd.'s 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.
- 3.13 Full details of current inspection arrangements are contained in the procedure entitled 'Reactive & Emergency Repairs'.

Assessing performance

- 3.14 With the exception of emergency repairs, which will normally be attended to on the day they are reported, tenants will be offered either a morning (am) or afternoon (pm) appointment on a suitable date within the target timescale for the type of repair.
- 3.15 AHA Ltd. will measure the performance of contractors in completing repairs within the set timescale, including whether the am or pm appointment was kept, and will report on this performance as part of the regular reporting system to the Board.

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 AHA Ltd. properties, including all gas supply pipework, to comply with our legal obligations as a registered social landlord.
- **Smoke & CO detectors** – the annual inspection of smoke and CO detectors and replacement of batteries.
- Any other work carried out at a prescribed interval in order to maintain the function of an item at its optimum level.

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 The major objectives of the programme are:

- to establish an appropriate and comprehensive information base, enabling AHA Ltd. to have a detailed knowledge of all properties and their components, and identify their future painting requirements;
- to establish priorities to ensure maximum value for money and the most effective use of resources;
- to ensure that an adequate source of finance is available;
- to ensure that the most efficient maintenance practices are utilised, to maximise value for money;
- where appropriate, to incorporate the principles of 'sustainability' in the choice and use of materials etc.

4.4 AHA Ltd.'s Maintenance Supervisors will carry out annual inspections of the properties due to be painted each 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.

4.5 For further details see the Planned & Cyclical Maintenance, Improvements and Major Repairs procedure.

Annual Servicing of Gas Appliances

- 4.6 To comply with current legal requirements AHA Ltd. will arrange for the annual inspection and servicing of all gas appliances, including associated pipework etc., as detailed in the procedure entitled 'Inspection & Servicing of Gas Appliances'. Each annual inspection will be completed before the anniversary of the last safety check.

Annual Servicing of Smoke & CO Detectors

- 4.7 An annual check will be carried out on all smoke and CO detectors fitted by AHA Ltd., including the replacement where required of detector batteries.

Annual Servicing of Thermostatic Mixer valves

- 4.8 An annual check will be carried out on all thermostatic mixer valves fitted by AHA Ltd., to ensure that the flow of water is maximised and that hot water is delivered at a safe temperature.

Other work

- 4.9 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 Asset Management and approved by the Board.

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 programme is to obtain full value from AHA Ltd.'s properties by ensuring that the life of each property is maximised.

Objectives

- 5.2 The major objectives of the programme are:
- to establish an appropriate and comprehensive information base, enabling AHA Ltd. to have a detailed knowledge of all properties and their components, and identify their future planned maintenance requirements;
 - to establish priorities to ensure maximum value for money and the most effective use of resources;
 - to ensure that an adequate source of finance is available;
 - to ensure that the most efficient maintenance practices are utilised, to maximise value for money;
 - where appropriate, to incorporate the principles of 'sustainability' in the choice and use of materials etc.
 - to contribute to bringing all properties up to current Scottish Government housing standards by the required date(s).

Process

- 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 survey results will be incorporated into an ongoing programme of planned maintenance or improvement works, broken down into annual sections for approval by the Board each year. Funding proposals will be submitted to the Board for inclusion in the annual budget-setting process. The Board may amend the proposed programme by bringing forward or delaying 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 & Cyclical Maintenance, Improvements & 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, or serious damage resulting from a fire or flood.

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 For further details see the Planned & Cyclical Maintenance, Improvements & Major Repairs. procedure.

7.0 FUNDING

- 7.1 AHA Ltd. will fund the repairs and maintenance service from the following sources:
- annual rental income;
 - current reserves, which are the accumulation of sums set aside from rental income in previous years to fund the annual programmes of cyclical and planned maintenance;
 - contributions from the income received from owner/occupiers for mutual repairs;
 - payments received from AHA Ltd.'s insurers as a result of claims submitted on insurable items which have been damaged;
 - where necessary, due to the volume and cost of the work involved in a particular year, by taking out a loan from a private lender to fund planned maintenance work.

8.0 CONSULTANTS, CONTRACTORS & CONTRACTS

Approved Lists

- 8.1 AHA Ltd. will not maintain formal lists of Approved Consultants or Contractors, but will use Construction Line as a primary source for 'approved' Consultants or Contractors. The selection process will be carried out in accordance with our current Procurement of Goods & Services policy.
- 8.2 Details of how Consultants and Contractors will be appointed to undertake individual projects are contained in the procedure entitled 'Appointing & Evaluating Consultants and Contractors'.

Tenders and Contracts

- 8.3 AHA Ltd. will comply with current Scottish Government guidance on procurement and where appropriate use the Scottish Procurement website to advertise tenders. One of the following forms of contract will be used:
- AHA Ltd.'s cyclical painting contract documentation;
 - AHA Ltd.'s 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.

AHA Ltd. will seek to enter into partnering arrangements where appropriate and where the Contractor can demonstrate the required performance standards.

Standards and Specification

- 8.4 Where required, contract documentation will refer to AHA Ltd.'s Standard Specification and Design Brief. As appropriate, we will also make use of NBS Standard Specifications.

9.0 STAGE 3 ADAPTATIONS (MEDICAL ADAPTATIONS)

- 9.1 Subject to the receipt of funding from the Scottish Government and any allocations made from AHA Ltd.'s own funds, appropriate modifications will be carried out to individual properties, to enable identified individuals with specific needs to occupy them.
- 9.2 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'.

10.0 RIGHT TO REPAIR

- 10.1 AHA Ltd. 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.
- 10.2 Information on the Scheme will be contained in AHA Ltd.'s Tenancy Agreement, in the information given to new tenants, on our website and will also be included from time to time in the *Almond View*.
- 10.3 Details of how AHA Ltd. will operate the scheme are in the Right to Repair procedure.

11.0 RECHARGEABLE REPAIRS

- 11.1 AHA Ltd. will charge the tenant, or any other party involved, with the costs of repairs required due to the carelessness, neglect or deliberate damage by a tenant, a member of their household or a visitor etc.
- 11.2 A sympathetic approach will however be taken to minor repairs which would normally be charged to the tenant, where the tenant is elderly, physically, or mentally impaired (i.e. having a clinically diagnosed illness or disability), is otherwise frail or there are other circumstances approved by the Head of Housing Management, including situations covered by the Vulnerable Tenants Strategy and related policies.
- 11.3 Full details of the processes involved in identifying chargeable repairs involved, obtaining payment etc. are contained in the Rechargeable Repairs procedure.

12.0 LANDLORD & TENANT OBLIGATIONS

- 12.1 AHA Ltd. will ensure that our responsibilities for the repair and maintenance of our properties are described clearly in plain English.
- 12.2 AHA Ltd. will ensure that tenants' responsibilities for specific repairs and the care and maintenance of their property are clearly explained in the Tenancy Agreement and the information given to new tenants, and on our website, 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 established through the Tenant Participation Policy and Strategy.

13.0 TENANT PARTICIPATION & FEEDBACK

Consultation

- 13.1 Through the consultation arrangements established under the Tenant Participation Policy and Strategy, AHA Ltd. 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.
- 13.2 Whenever possible AHA Ltd. will involve the tenants concerned in choices relating to planned works, e.g. of colours or types of kitchen fitments.
- 13.3 AHA Ltd. 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

- 13.4 For reactive repairs AHA Ltd. will give all tenants and factored owners the opportunity to comment on the standard of the work carried out by sending them a 'satisfaction slip' each time a repair is ordered.
- 13.5 AHA Ltd. will conduct surveys of the tenants involved following completion of contracts for planned maintenance works.
- 13.6 AHA Ltd. will conduct a general survey of all of all current tenants on the overall standards of the repairs and maintenance service, normally as part of a wider Tenant Satisfaction Survey undertaken approximately every 3 years.

14.0 ALTERATIONS AND IMPROVEMENTS

- 14.1 Tenants may apply for 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 AHA Ltd.'s current conditions and standards.
- 14.2 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.
- 14.3 Full details are contained in the Tenant Alterations & Improvements policy and supporting procedures.

15.0 OWNERS

General

- 15.1 AHA Ltd. will consult with all owners who are likely to be affected by any substantial work planned to tenanted properties. AHA Ltd. 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

- 15.2 Owners of properties for which AHA Ltd. provides 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 and the Statement of Services provided to each owner under the Property Factors (Scotland) Act 2011.
- 15.3 Where the cost per owner of the work to be carried out is higher than the limit currently specified, AHA Ltd. will meet with owners to discuss the proposals before work commences, unless there is a health and safety reason for carrying the work out urgently.
- 15.4 Full details are contained in the Factoring policy and supporting procedures.

16.0 NEW-BUILD PROPERTIES

- 16.1 AHA Ltd. 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.
- 16.2 Details of AHA Ltd.'s responsibilities, and the processes involved in ensuring that the contractor fulfils their responsibilities, are contained in the Defects Liability Period Repairs procedure.

17.0 COMPLAINTS

- 17.1 All comments and complaints concerning AHA Ltd.'s repairs and maintenance service will be dealt with in accordance with the Complaints policy and the supporting procedures.

18.0 CONFIDENTIALITY & DATA PROTECTION

- 18.1 In implementing this policy AHA Ltd. will comply with the requirements of current data protection legislation, both with regard to the processing of personal information (data) within the organisation and in the sharing of that information with contractors, including ensuring that the required agreements and protocols covering the sharing of data with third parties are in place. For further details see the Openness & Confidentiality policy.

19.0 MONITORING AND REVIEW

- 19.1 The Head of Asset Management is responsible for ensuring that reports on the following are submitted to the Senior Management Team and the Board according to current frequencies and reporting arrangements:
- the performance of repairs contractors and the annual gas servicing programme;
 - the progress of individual cyclical painting and planned maintenance projects.
 - annual report on the performance of Contractors.
- 19.2 The Head of Asset Management will ensure that this policy is reviewed by the Board at least every five years.

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