

POLICY

REPAIRS & MAINTENANCE POLICY

Passed:-	31 st October 2018	Review Date:-	September 2021
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All North View policies and publications can be made available on tape, in Braille, large print and community languages.

For further details please contact us on 0141 634 0555 or email us on enquiries@nvha.org.uk

1.0 Introduction

- 1.1 The aim of this Policy is to establish an operational framework to enable the Association to discharge its statutory and contractual responsibilities in relation to planned, cyclical and reactive maintenance and to ensure that its maintenance service meets with the expectations of its tenants. This document will ensure that the service the Association provides to its tenants is responsive, efficient reliable and cost effective while achieving the highest quality.

2.0 Legal Framework

- 2.1 We have used the following publications to ensure this Policy and procedures is based on good housing practice, and as a Registered Social Landlord (RSL) we comply with the performance standards of the Scottish Housing Regulator.
- Housing (Scotland) Acts.
 - The Right to Repair.
 - The Scottish Social Housing Charter.
 - Raising Standards in Maintenance (SFHA 2014).
 - The Scottish Housing Quality Standard (SHQS).
 - The Energy Efficiency Standard for Social Housing (ESSH).

3.0 Objectives

- 3.1 The key objectives of the Association's maintenance policy and procedures are as follows:-
- To provide a safe, secure and healthy living environment for Association tenants;
 - To protect the asset value of the Association's stock through maximising the life of components and minimising the risk of defects occurring;
 - To make best use of the Association's resources;
 - To meet or exceed the standards defined in the SHQS and in the ESSH.
 - To enable the Association to anticipate future repairs expenditure and make provision for this in the overall financial planning of the Association;
 - To deliver a customer responsive service to each Association tenant in accordance with the Tenancy Agreement in a way which is sensitive to the individual tenant's circumstances.
 - To minimise rental losses and other losses associated with tenancy changes.
 - To give each tenant the opportunity to have an input into the decision making process.

4.0 Definitions



INVESTOR IN PEOPLE

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- 4.1 “Property” means; the building, garden, common areas, shared areas and any services associated with these belonging to the Association.

5.0 Equal Opportunities

- 5.1 The Association has a separate Equal Opportunities Policy. North View is committed to providing an environment of equal opportunity and a non discriminatory service to all persons affected by the Association’s housing provision
- 5.2 The Association will abide by current legislation and will ensure that all contractors, consultants etc. have policies with broadly similar objectives to our own policy.

6.0 Data Protection

- 6.1 The Association will use the tenant’s personal information to manage the tenancy. The tenant will be advised of this through the issue of our Fair Processing Notice, and the parties that we share the tenants’ personal information with will be required to process it in accordance with the conditions set out in their ‘Data Protection Addendum’.

7.0 General

- 7.1 The Association will maintain its properties to a good standard and ensure that it provides a level of service appropriate to the needs and wants of its tenants.
- 7.2 In order to ensure equity of service the Association has defined standards by which the structure and components of properties can be judged as acceptable or not. These standards are contained in Appendix 1.

8.0 Shared Responsibility

- 8.1 The maintenance of each property is a shared responsibility between the tenant and the Association, although the major liability rests with the Association. The liability of both parties is detailed in Section 5 of the Scottish Secure Tenancy and within the Tenants’ Handbook.

9.0 SHQS

- 9.1 On the 4th February 2004, the Minister for Communities announced the introduction of the Scottish Housing Quality Standard (SHQS), for homes in Scotland. The SHQS is a national standard based on a minimum set of quality measures for all houses in the social rented sector. Further revised guidelines were issued in March 2012.
- 9.2 A rolling programme of annual inspections ensures that the Association’s properties continue to meet and exceed the standard.



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10.0 Energy Efficiency Standard for Social Housing (ESSH)

- 10.1 ESSH was launched in March 2014 and guidance was published by the Scottish Housing Regulator in December 2015. All social landlords are expected to achieve the standard by 31st December 2020. The Standard is based on minimum Energy Performance Certificate (EPC) Energy Efficiency (EE) ratings, which vary depending on the type of property and the fuel used to heat it.
- 10.2 To identify the properties within our stock that failed the ESSH, an independent expert was appointed to carry out an EPC type energy assessment of all our properties. This survey was completed in December 2016; 46 properties fail the standard at that time.
- 10.3 The Association's has put in place an investment plan, which includes works to eliminate all of the ESSH stock failures by the target date of 2020

11.0 Classification of Repairs

11.1 *Reactive Repairs*

- 11.1.1 Reactive Repairs are day to day repairs that require repair within a relatively short timescale; they are not included within our planned repair programme. These repairs are required to ensure the health, safety or security of the tenant, and to prevent deterioration of the property. Our obligations are defined by statute and set out in the tenancy agreement. Reactive repairs are most often reported by tenants, but can be instigated by any member of staff. Reactive repairs include Void Repairs, which are repairs carried out to properties between tenancies to ensure that they are safe to be relet and to bring them up to specified standards. In order to ensure equity the Association has defined a standard that sets out what is acceptable.

11.2 *Cyclical Maintenance*

- 11.2.1 Cyclical maintenance programmes deal with medium term and periodic works such as paintwork, gutter cleaning, roof inspection, annual gas heating safety certification and heating maintenance.

11.3 *Planned Maintenance*

- 11.3.1 Planned maintenance deals with longer-term works. It is the replacement of items that have come to the end of their economic life, either with something of a similar specification (such as roof covering) or with something of an improved specification (such as kitchen fitments).

11.4 *Unforeseen Works*

- 11.4.1 Examples of 'unforeseen works' include unexpected failure of components/materials/specifications etc. that require to be addressed outwith the set planned and cyclical maintenance programmes. These failures may pose a safety risk to



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people or result in extensive damage left unattended.

- 11.4.2 The Management Committee will be informed of unforeseen works and approve same prior to the commencement of works.

12.0 Reactive Repair Definitions & Response Times

- 12.1 **Emergency Repairs:-** This class of repair is intended to deal with emergencies which are likely to cause injury or death, or substantial property damage. The response target time is to attend and make within four hours of receipt of the repair report. It is important to note that the four hour time is to make the situation safe, and while this may mean that the repair is completed it could also mean that follow-up works are required. This follow-up work will be ordered as an urgent or routine repair in line with the urgency of the work required.

The Management Committee will set percentage targets for the completion of Emergency Repairs within timescale, and regularly monitor performance against it.

Examples of emergency repairs include:-

- Gas leak.
- Water leak from main or feed pipe.
- Unsafe electrics.
- Failure of all lights or all power.
- Sewage overflowing into dwelling.
- External doors or windows that cannot be securely locked.
- Severe water ingress.
- Broken doors or windows causing the property to be insecure.
- Blocked WC.

- 12.2 Emergency repairs may occur outwith normal working hours. It is the Association's policy to ensure that hazards resulting from any fault are made safe as soon as practicably possible, irrespective of whether or not a full repair is carried out at this time.

- 12.3 **Urgent Repairs:-** These are faults that may cause inconvenience to a tenant but little possibility of further property damage if dealt with within a short period of time; we aim to complete Urgent Repairs within three working days of the repair being reported.

Examples of typical Urgent repairs include:-

- Faults with WC cisterns that prevent it from filling and/or flushing.
- Leaks in WC flush pipes, waste pipes, traps
- Damage to roofs likely to cause additional damage to other structures.
- Removal of offensive graffiti (which we aim to complete within 24 hours).
- Single window pane of a double glassed unit is broken.

The Management Committee will set percentage targets for the completion of Urgent Repairs within timescale, and regularly monitor performance against it.



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12.4 **Routine repairs:-** These are faults that are not hazardous or which cause minor inconvenience to a tenant; we aim to complete Routine Repairs within ten working days of the repair being reported.

Examples of Routine repairs include:-

- Repairing leaking gutters or downpipes
- Easing or re-fitting doors or windows.
- Plasterwork repairs
- Repairs to floors and paths that are not hazardous
- Draughts at doors and windows
- Minor plumbing leaks
- Roof tiles or lead flashings.

The Management Committee will set percentage targets for the completion of Routine Repairs within timescale, and regularly monitor performance against it.

12.5 Where replacement components cannot be procured and installed within the timescale, the Contractor shall immediately inform the Association. The repair shall be made safe and secure. The Association shall then liaise with the Contractor to establish a practicable timescale for completing the repair. In such instances the response time shall be assessed against the visit at which the repair was identified, and the repair made safe and secure.

The Association shall take all reasonable and practicable measures to ensure the comfort and safety of its tenant in the interim.

13.0 Heating Repairs

13.1 Heating failure is classified as an 'Urgent' repair, but we aim to complete the repair in 24 hours. Should repair take longer than this, an alternative source of heating will be supplied if no other is available in the property. Heating breakdowns will not normally be attended to between 9pm and 8am the following day, but the Maintenance Manager (or a Member of the Senior Staff Team, in the absence of the Maintenance Manager) can instruct a repair during that period in the event of there being a vulnerable member of the tenants' household who would be severely affected by the delay in attendance.

14.0 Reporting Repairs

14.1 It is the aim of the Association to ensure that tenants are able to report repairs easily and that action to remedy the fault is taken as quickly as possible. During office hours repairs may be reported by telephone, mail or in person to the Association offices. Tenants will be offered the facility to contact the appointed contractor to make specific access appointments to allow the repair to be carried out, should this be necessary.

14.2 Outwith office hour's details of non-emergency repairs can be given to our call centre who will forward these to the Association via email the next working day. Emergency repairs can be reported to the Association's call centre who manages all out of hour



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repairs on behalf of the organisation. The call centre can for guidance or if attendance by a staff member is required contact the Maintenance Manger who is on call 24 hrs a day. If the Maintenance Manager is unavailable for any reason, other members of the Senior Staff team can be contacted. The procedures for dealing with repairs are contained in Appendix 2.

15.0 Right to repair

- 15.1 The Association meets with its obligations with regard to the 'Right to Repair' requirements set out in the Housing (Scotland) Act 2001; refer to our Right to Repair Policy.

16.0 Stock Condition Survey & Long-term Strategy

- 16.1 The aim of surveying the association's properties is to establish the level of existing defects in the Association's stock and to enable the organisation to review and project the longer term funding requirements for repairs.
- 16.2 The long-term strategy of the Association is to protect its investment in its housing stock and increase its value. To achieve this, the Association will operate a high quality reactive repairs service. The Association will, through a programme of inspections and surveys, maintain an accurate and up to date record of the condition of all its properties.
- 16.3 One fifth of the Association's properties will be thoroughly inspected on an annual basis by a competent party.
- 16.4 The Association will maintain a fully costed planned maintenance programme for all of its properties, based on standard element life assumptions (Life Cycle Costings) which will be informed by the property inspections (discussed above).
- 16.5 Review of Planned Maintenance Programme. The planned maintenance programme will be reviewed annually, and approved by the Management Committee prior to implementation.

17.0 Gas Appliance Servicing

- 17.1 The Association recognises its legal obligations to ensure the safety of gas appliances that it owns within its properties.

The manner in which we discharge our responsibilities is set out in our 'Gas Management Policy'.

18.0 Tenant Alteration to the Association Properties

- 18.1 If Tenant tenants wish to carry out or have carried out alterations to the structure or fabric of a property they must obtain the express written consent of the Association, which shall not be unreasonably withheld. The procedure for dealing with applications to carry out alterations is contained in our 'Tenant Alterations, Improvements, and Compensation'



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policy.

19.0 Record Keeping

19.1 The Association will keep detailed and comprehensive computerised records of all aspects of the maintenance service, including:-

- A property register detailing all units in ownership.
- A record of all repairs instructed and the subsequent costs incurred.
- A record of all renewals, adaptations and alterations for each property.

20.0 Tenant Involvement

20.1 The Association is committed to providing Tenants and service users with the opportunity to have input into the decision-making processes relating to the maintenance function. This will be achieved by:-

- Involving tenant in the periodic review of this policy.
- Involving tenants in the scrutiny of aspects of our maintenance 'function'.
- Involving tenants in the choice of components etc. at an appropriate stage.
- Assessing and reacting to tenants views on maintenance issues through periodic surveys.
- Providing tenants with information about current and proposed maintenance projects.

21.0 Maintenance Budget

21.1 A maintenance budget will be prepared annually in a form agreed by the Management Committee. Once approved, the budget will be the basis for authority to incur expenditure and for comparison with actual performance. The budget will reflect the need for spending on maintenance for reactive cyclical, planned work. To allow for effective budgeting for repairs services.

21.2 The annual maintenance budget can not take into account any unforeseen works which may occur during the year. If unforeseen works arise, Committee will be kept fully informed of the matter and decide on course of action prior to work proceeding.

22.0 Appointment of Contractors

22.1 Contractors shall be appointed in accordance with our 'Procurement Policy' and 'Procurement Register'.

23.0 Insurance

23.1 The Association will take out insurance to cover all our properties against accidental damage etc.

23.2 Where work is covered by insurance, the Association will follow the procedures agreed with our Insurers in respect of the addressing and cost of the work being undertaking.



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24.0 Authority

- 24.1 The Management Committee has delegated authority to the Maintenance Sub-Committee to manage, monitor and appraise maintenance matters.
- 24.2 Reactive repairs will normally be categorised by the Maintenance Manager, Maintenance Officer, and Maintenance Assistants.
- 24.3 The following authorised expenditure limits apply for reactive maintenance work:-
- The Maintenance Assistant has authority to instruct work to a value up to and including £500 (excluding VAT).
 - The Maintenance Officer has authority to instruct work to a value up to and including £2,500 (excluding VAT).
 - The Maintenance Manager and Housing Manager have authority to instruct work to a value up to £20,000 (excluding VAT). Works over 12,000 (excluding VAT) will require at least one quote
 - The Director has authority to instruct work to a value up to £20,000 (excluding VAT). Works over 12,000 (excluding VAT) will require at least one quote
 - The Management Committee has authority to instruct work to a value up to and including £30,000 (excluding VAT).
 - Works in excess of £30,000 (excluding VAT) shall be let via processes set out in our 'Procurement Policy'.
- 24.4 In situations where there is a present or foreseeable risk to life, health, safety, security, or built fabric, the Director, Maintenance Manager, Maintenance Officer and Housing Manager are authorised to immediately instruct emergency works limited to removing the risk making safe/secure. In such circumstances, the authorisation limits stipulated in item 24.3 above will be waived.

25.0 Complaints

- 25.1 Any tenant who is dissatisfied with any aspect of the Maintenance service may Contact the Maintenance Manager to discuss the matter or make a formal complaint using the Complaints Policy.

26.0 Monitoring & Appraisal

- 26.1 Upon completion of works, reactive maintenance Contractors are required to sign repair lines, and get the tenant or person present to counter-sign the line, and return it to the Office as soon as practicably possible.
- 26.2 The Association will set annual targets for the maintenance function (including targets relevant to reactive maintenance). Performance reports against these targets will be presented regularly to the Maintenance Sub-Committee and/or the Management Committee.
- 26.3 Performance reports against relevant *benchmarks* for the maintenance function will be presented regularly to the Maintenance Sub-Committee and/or the Management



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Committee.

- 26.4 The Association will carry out *Tenants Satisfaction Surveys* in maintenance related matters. The Maintenance Sub-Committee and/or the Management Committee shall receive regular reports on the results of the survey, and determine what action is appropriate.
- 26.5 The Maintenance Sub-Committee and/or the Management Committee shall receive regular reports on the status and amount of insurance claims made by the Association.
- 26.6 The Maintenance Sub-Committee and/or the Management Committee and/or the Finance Sub-Committee shall monitor and appraise reactive maintenance expenditure against budget. The Management Committee or Maintenance Sub-Committee shall determine what action is appropriate.
- 26.7 The Maintenance Sub-Committee and/or the Management Committee shall receive regular reports on relevant aspects affecting the maintenance service.

27.0 Information

- 27.1 Information on responsibilities and obligations in relation to all aspects of the repairs function is set out in the Scottish Secure Tenancy agreement and Tenants Handbook.
- 27.2 Information on our reactive maintenance performance, outcome of satisfaction surveys, our cyclical and major repairs programme etc. will be disseminated to tenants and residents via our Newsletter.

End of Policy

Amendments

reviews and amendments

1993	-	Policy established.
4/12/97	-	Policy amended.
24/11/99	-	Policy amended.
24/5/00	-	Policy reviewed.
30/1/02	-	Policy amended (<i>item 13.3 amended to increase tender threshold to £5,000 and give Management Committee authority to instruct work between £3,000 and £5,000</i>).
25/9/02	-	Policy amended.
7/10/15	-	Policy reviewed.
31/10/18	-	Policy reviewed.



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Specification of Standards

1. Internal Walls & Ceilings

- 1.1. Walls will be smooth, sound and free of holes larger than 4 mm.
- 1.2. All nails, screws etc. will be removed from void properties.
- 1.3. All loose or hollow plaster will be repaired.
- 1.4. Wall and ceiling tapes will be intact, loose tapes will be replaced or repaired.
- 1.5. Any adaptations in void properties will be checked for acceptability to the incoming tenant.
- 1.6. Fungus or mould stains will be treated with fungicide paint. (The cause of the condensation will be investigated and remedied where possible).
- 1.7. Polystyrene tiles on ceilings and walls will be removed.

2. Internal Doors

- 2.1. All doors will be sound (not de-laminated), free opening and not foul on the door frame.
- 2.2. Locks, latches etc. will function correctly, where appropriate locks with internal springs will return handle to the correct position.
- 2.3. The exposed face of doors will be free of holes, small screw holes <8 mm will be acceptable, large holes or dents will be filled on painted doors. Pre-finished doors will be replaced where there is such damage. Where possible similar door finishes will be maintained throughout the property.
- 2.4. Glass doors will be replaced if they are not glazed with safety glass.
- 2.5. Doorstops will be fitted where there is a possibility of damage being caused by the handles.
- 2.6. Where new doors have been fitted by a tenant, these must be of an acceptable standard (35 mm min thickness), competently fitted.
- 2.7. Flats must have ½ Hour fire rated pass doors.
- 2.8. Cupboard doors will have functioning catches.

3. Floors

- 3.1. Floor coverings such as laminates, ceramic tiles etc must not be fitted. If the tenant fits these types of floor coverings it will be their sole responsibility the Association will accept no responsibility for damaged caused whilst carrying out repairs.
- 3.2. Floors will have a surface finish that does not cause damage to appropriate floor finishes such as carpets of more than 10 mm thick in general rooms, vinyl in kitchens, etc.
- 3.3. Hatches will be supported on all sides.

4. Internal Joinery

- 4.1. Skirting, facings etc. will be complete, in all rooms, cupboards, cooker spaces etc.
- 4.2. Staircases will be secure with intact nosing on all treads.
- 4.3. All staircases will have appropriate balustrades or handrail



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5. Bathrooms

- 5.1. Sanitary ware will be hygienic, and free of significant cracks or chips (>10 mm).
- 5.2. Contact surfaces will have a smooth surface.
- 5.3. Sinks and baths will have plugs and chains fitted.
- 5.4. Toilet seats will be secure with properly operating hinges and a lid.
- 5.5. Toilet cisterns will be easily flushed.
- 5.6. If a shower has been fitted by a tenant and complies with the safety checks it will then become the responsibility of the Association once the property has become void.
- 5.7. Wall tiling must be appropriate (e.g. for showers), properly grouted and sealed around all sanitary ware.
- 5.8. Baths must have bath panels fitted.
- 5.9. Bath panels will be either black or white.
- 5.10. Shower curtain rails must be positioned so that it hangs inside the bath when in use. Curtains will be the responsibility of the tenant.
- 5.11. Taps will be secure, have indicators, and allow easy operation by the tenant.
- 5.12. Replacement elements will be white.

6. Kitchens

- 6.1. Wall units must be properly fixed to walls.
- 6.2. Surfaces will be free from significant (>8 mm) burn, knife and other marks, and will be hygienic.
- 6.3. Blown worktops and carcasses will be replaced.
- 6.4. Unit doors will be securely hung, not foul on other components and be less than 8 mm off square to frames.
- 6.5. Drawers will operate smoothly.
- 6.6. Other unit fronts will be securely fixed.
- 6.7. Wall tiling will be properly grouted with silicone sealant between wall tiles and worktops.
- 6.8. Fans, where fitted, will operate effectively without fouling casing.
- 6.9. Tenants will be responsible for the cleaning of fans and the replacement of light bulbs, where fitted.
- 6.10. Replacement kitchen unit elements will match as close as possible, but exact match is not required.
- 6.11. Where installed, plumbing for a washing machine will be properly clipped and provide adequate waste falls.
- 6.12. Clothes dryers will only be permitted where there is a specific ventilation facility, or where a condensing dryer is used

7. Windows

- 7.1. Windows will be draught free and watertight under normal conditions.
- 7.2. Opening windows apart from ground floor will be fitted with restrictors.
- 7.3. Hinges, latches, stays, restrictors, locks will function correctly.
- 7.4. Trickle vents, where fitted, will work effectively and be airtight when closed.



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7.5. Where fitted lockable handles will function correctly.

7.6. Frames will be sealed to prevent water ingress.

8. Glass

8.1. All glazing will be free from cracks or blemishes, inspection will be made by standing 2 mts back from window.

8.2. Double glazing units will be free from moisture between the panes.

8.3. All glazing in doors/screens will be laminated or toughened glass.

9. External Doors

9.1. Doors will lock securely. Locks will be at least 5-lever, where only a cylinder lock is fitted this will have a deadlock facility. Tenants will be issued with a minimum of 2 keys for each lock.

9.2. Doors will be draught proof and watertight under normal conditions.

9.3. Letter plates will be draught proof and watertight.

9.4. Frames will be sealed to prevent water ingress.

10. Electrical system

10.1. Electrical systems will be thoroughly checked and repaired when there is a change in tenancy.

10.2. All switches, sockets etc. will be securely fixed.

10.3. All equipment showing signs of overheating, or damage will be replaced.

10.4. Painted equipment will be replaced

10.5. Bathroom and kitchen pendants will have skirts fitted.

10.6. Metal switches left by former tenants will be replaced.

10.7. Consumer units will have labelled switches/fuses.

10.8. Cooker and other kitchen switches will be labelled.

10.9. No standard equipment installed by a former tenant will be removed

10.10 Extract Ventilation will be provided in both bathroom and kitchen.

10.11 Each property will be fitted with an appropriate heat/fire alarm system

11. Heating equipment

11.1. Heating systems will be of adequate size to heat the complete property to standard design temperatures.

11.2. Systems will have both time and temperature control.

11.3. Radiators/heaters will be securely fixed in position, show no external sign of corrosion, leakage or rust and be capable of individual regulation.

12. External

12.1. Paths, steps etc. will, under normal conditions, be free from standing water, be free from trips and have a regular surface finish.



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- 12.2. Steps with an adjacent fall of >600 mm will have handrails.
- 12.3. Handrails will be securely fixed, and be of sufficient strength to provide restraint.
- 12.4. Fences, walls and gates will be secure
- 12.5. Gates will have a positive catch to close.
- 12.6. Clothes poles/Whirly line will provide 10 linear metres minimum of drying space over 1.5m high.
- 12.7. Garden will have a generally even surface, any grass will be at a manageable height (i.e. less than 150 mm)
- 12.8. Shrubs and trees will be appropriate for their location, and will be removed if they pose a threat to tenants or property, either currently or in the future.
- 12.9. Garden sheds, bunkers, etc. will be appropriately placed to allow painting of fences, walls etc.
- 12.10 Sheds, bunkers, etc. will only be left at void properties with the express written agreement of the incoming tenant. At which point they will become the responsibility of the new tenant.
- 12.11 External property walls will be sound, and free from significant (>10 mm) cracks.
- 12.12 Pointing to stone/brickwork will be complete.

13. Insulation Standards

- 13.1 All water storage tanks will be insulated with a minimum of 50 mm insulation.
- 13.2 All roof voids will have 200 mm insulation on internal surfaces.(working towards 250 mm)
- 13.3 All roof voids will be ventilated.

14. Cleanliness in Void properties

- 14.1 loose items will be removed from properties (including gardens, lofts, garages etc.)
- 14.2 All floors will be swept and clean.
- 14.3 All surfaces will be in a Hygienic condition
- 14.4 All exposed surfaces on Bathroom and Kitchen fittings will be in a hygienic condition when a property is relet.
- 14.5 In extreme cases a full wash down of doors, finishings and windows will be carried out.



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Appendix 2

Repairs Procedures

1. Reporting of repairs

- 1.1. All repairs must be reported through the office and recorded on the association's computerised logging system
- 1.2. The following information will be obtained from the person making report;
 - The property address.
 - The Tenant's name.
 - The name of the person reporting the repair, if different from above.
 - The nature of the fault.
 - Specific access details and times, to the property (where appropriate).
 - Contact details.
- 1.3. When personal contact with a member of the maintenance team has been made, the person reporting the repair will be given the following information:
 - The timescale in which the repair will be carried out.
 - Whether the repair is subject to 'right to repair' conditions.
 - Whether a Maintenance Officer is likely to require a pre-inspection of the fault.
 - If they are likely to be recharged for the repair.
 - An indication of when the repair will be carried out, based on the priority of the repair.

2. Assessment of Repair

- 2.1. When the Association staff have been notified of a request for a repair, a record of the relevant information will be made. The information will then be assessed by a technically competent member of staff, and if required the fault will be inspected by a Maintenance Officer. Where an inspection is not required, an approved contractor will be instructed to carry out the repair within the priority defined target time. When an inspection is required, the Maintenance Officer will carry this out as soon as practicable. Based on the information obtained during a repair pre-inspection an approved contractor will then be instructed to carry out the repair.
- 2.2. Repair pre-inspections are primarily carried out to ensure that contractors are provided with accurate information to allow them to carry out an effective repair in a financially efficient way. They will be carried out in the following circumstances:
 - All void repairs.
 - Where the description given in the repair report is unclear.
 - Where it is unclear the extent of the repair that will be required.
 - Where it is thought that the fault may be the tenant's or contractor's, responsibility and may be recharged.
 - Where it is anticipated that the cost of the repair is over £200.
 - Where neighbouring properties involved in the repair are privately owned.
 - Where the fault is recurring.
 - Following a substantial water leak.
 - Where an insurance claim may be made.



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- 2.3. Repair pre-inspections will not generally be carried out on priority 'Emergency' repairs.
- 2.4. The Association will monitor repair pre-inspections and anticipates inspecting no more than 15% of reported faults.

3. Repair recording

- 3.1. A record of each repair will be kept, logged against the relevant property. This will record:
 - The repair details
 - A specific repair number.
 - The report date.
 - The repair priority.
 - The target completion date.
 - The actual completion date.
 - If a repair pre-inspection has been carried out.
 - The name of the contractor carrying out the repair.
 - The name of the person logging the repair.
 - The cost of the repair.

4. Tenant notification.

- 4.1. Tenant tenants will be notified of the repair details either by phone or by issue of the 'tenant repair notification'. This will provide the following information:
 - The Contractor's name and address.
 - The repair report date.
 - The repair number.
 - The repair target completion date.
 - Details of the repair.
 - Details of an alternative contractor (in 'Right to repair' situations)
- 4.2. This notification will offer the Tenant the facility to comment on the quality of the repair or express the views they may have with:
 - The person to whom they reported the repair.
 - The Contractor.
- 4.3. An Administration Officer will investigate any issues highlighted in this return as soon as practical after of receipt and arrange for any remedial work necessary to be carried out as quickly as possible.

5. Contractor notification

- 5.1. The appointed contractor will be notified about a repair as soon as practicable, by telephone, email, or other suitable methods. All such preliminary notifications will be followed within 5 working days by issue of a works order. This will contain:
 - Tenant/tenant details



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Appendix 2

- The repair details
- The specific repair number.
- The report date.
- The repair priority.
- The target completion date.
- Access details and/or tenant contact details.

6. Repair Post-inspections

- 6.1. Post-inspections will be carried out on 10% of repairs. Inspections will be spread over Priorities, Geographical Locations, Contractors, and Trades. It is expected that a higher proportion of inspections will be carried out on more costly works. The following assessments will be made:
- The completeness of the repair.
 - The quality of the workmanship
 - The value for money of the repair
 - The satisfaction of the Tenant/tenant with the repair (if available).

7. Payment of repair invoices

- 7.1. The following information will be required from a Contractor before an invoice is paid:
- The labour and material costs of the instructed repair.
 - The date the work was completed.
 - Confirmation of authorisation of additional work carried out additional to the original instruction.
- 7.2. The Maintenance Officer will generally authorise repair invoices for payment.

8. Void properties

- 8.1. A Maintenance Officer will inspect all void properties before any other staff tenant or contractor to ensure that it is in a safe condition and does not pose a hazard for others to visit.
- 8.2. It is the Association's objective to minimise losses associated with changes in tenancy.
- 8.3. The Maintenance department will work closely with the Housing Management Department to effectively manage void properties.
- 8.4. Details of the Void Procedure are contained in the Association's Void Policy



REPAIRS & MAINTENANCE POLICY

Appendix 3

Procedure for Reviewing Planned Maintenance Programme

- 1.1. The Maintenance Manager will advise the Maintenance Sub Committee annually of projects that are considered necessary or advisable for the incoming year and beyond. This will be a brief outline. This will be done in October/November.
- 1.2. The above recommendations will be based on computerised Life Cycle Costing information which the Association has for all of its properties.
- 1.3. The Maintenance Sub Committee will be given the opportunity to comment on these proposals.
- 1.4. The Maintenance Manager in consultation with the Finance Manager will produce a full report for the November/December meeting of the Management Committee which will:-
 - Advise upon the priority of the proposals,
 - Give an suggestive cost of the proposals
 - Demonstrate the budgetary implications of various possible decisions.
- 1.5. The Management Committee will confirm its approval or non-approval for various projects.
- 1.6. If the Management Committee gives its approval. Provisions for the proposals will be made within the budget for the incoming year.

