

# NORTH VIEW Housing Association

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North View is a registered Scottish charity – charity registration number SC032963

## POLICY

### REPAIRS & MAINTENANCE

Passed:-	26/07/2023	Review Date:-	July 2026
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All North View policies and publications can be made available on CD/data-to-voice, 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](mailto: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.
  - The Scottish Housing Quality Standard (SHQS).
  - The Energy Efficiency Standard for Social Housing (EESSH).

## 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 EESSH.
  - To enable the Association to anticipate future repairs expenditure and make provision for this in the overall financial planning of the Association;



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- 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

- 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 our 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.



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#### 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.

#### 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 were expected to achieve the standard by 31<sup>st</sup> 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.

#### 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



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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 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 safe 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.



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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.

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



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- 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 repairs on behalf of the organisation. The call centre can for guidance or if attendance by a staff member is required contact the Maintenance



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Manager 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 Twenty percent 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



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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' 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.



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#### 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.

#### 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 Officers, and Maintenance Assistant.

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 £2000 (excluding VAT).
- The Maintenance Officer has authority to instruct work to a value up to and including £3,500 (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.



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#### 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 has set targets for the maintenance function, the following targets will be reported to Management Committee on a monthly basis.
- Percentages of repairs completed on time.
  - How many repairs were completed right first time.
  - Number of Properties that currently have the gas supply capped.
  - One year operational objectives such as how many kitchens we will fit that financial year.
  - Number of properties that fail SHQS.
  - Number of properties that fail EESSH.
  - Amount of SHQS property inspections carried out each month.
  - Tenant satisfaction with repairs.

On a quarterly basis, the following targets will be reported to the Maintenance Sub Committee.

- Gas services carried out on time.
- Quality audit of contractor's gas servicing
- Legionella
- Smoke detector servicing
- EICR's
- Insurance Claims

Planned Maintenance

- 26.3 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.
- 26.4 The Maintenance Sub-Committee shall receive quarterly reports on relevant aspects affecting the maintenance service.



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26.5 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.

#### 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*

#### **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.
26/07/2023	-	Policy reviewed



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