

NORTH VIEW Housing Association

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

REPAIRS & MAINTENANCE POLICY

Appendix 1

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.



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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

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



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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.
- 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 meters 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.



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- 10.9. Nonstandard 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.
- 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/rotary drying lines 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



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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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