

NORTH VIEW Housing Association

1

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

REPAIRS & MAINTENANCE POLICY

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 the maintenance of 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 member of the maintenance team. Where an inspection is not required, a contractor will be instructed to carry out the repair within the priority defined target time. When an inspection is required, a member of the team will carry this out as soon as practicable. Based on the information obtained during a repair pre-inspection a contractor will then be instructed to carry out the repair.



INVESTOR IN PEOPLE

NORTH VIEW HOUSING ASSOCIATION

29A Stravanan Road, Castlemilk, GLASGOW G45 9LY
Tel: - 0141 634 0555 Fax: - 0141 631 3231
e-mail enquiries@nvha.org.uk



NORTH VIEW Housing Association

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

REPAIRS & MAINTENANCE POLICY

Appendix 2

- 2.2. Repair pre-inspections are primarily carried 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 contractors, 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.
- 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 numbers.
 - 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.



INVESTOR IN PEOPLE

NORTH VIEW HOUSING ASSOCIATION

29A Stravanan Road, Castlemilk, GLASGOW G45 9LY
Tel: - 0141 634 0555 Fax: - 0141 631 3231
e-mail enquiries@nvha.org.uk



NORTH VIEW Housing Association

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

REPAIRS & MAINTENANCE POLICY

Appendix 2

- 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
 - 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 as and when necessary. Inspections will be spread over Priorities, Geographical Locations, Contractors, and Trades. It is



INVESTOR IN PEOPLE

NORTH VIEW HOUSING ASSOCIATION

29A Stravanan Road, Castlemilk, GLASGOW G45 9LY

Tel: - 0141 634 0555 Fax: - 0141 631 3231

e-mail enquiries@nvha.org.uk



NORTH VIEW Housing Association

4

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

REPAIRS & MAINTENANCE POLICY

Appendix 2

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



INVESTOR IN PEOPLE

NORTH VIEW HOUSING ASSOCIATION

29A Stravanan Road, Castlemilk, GLASGOW G45 9LY
Tel: - 0141 634 0555 Fax: - 0141 631 3231
e-mail enquiries@nvha.org.uk

