



Clydebank Housing Association Limited

Repairs & Maintenance Policy

Housing Management/Maintenance Sub- Committee submission:	16 August 2016
Approved:	16 August 2016
Review date:	August 2019

This policy can be made available on request in a variety of different formats, such as on tape, in large print and translated into other languages.

Introduction

Clydebank Housing Association is committed to the provision of a good quality maintenance service which represents a high degree of client satisfaction, value for money and the long term security of its assets.

The purpose of this policy is to establish an operational framework to enable the Association to discharge its statutory and contractual responsibilities in relation to reactive, cyclical and planned maintenance

Legal Framework

The following publications have been used to ensure performance standards and good practice are followed and statutory requirements are complied with throughout the Policy.

- The Scottish Housing Regulator Guidance Notes
- Performance Standards for Registered Social Landlords in Scotland
- Raising Standards in Maintenance
- Scottish Housing Quality Standard
- Housing (Scotland) Act 2001
- Gas Safety (Installation and Use) Regulations 1998
- The Equality Act 2010
- Data Protection Act 1998
- Property Factors (Scotland) Act 2011
- Construction Design & Management Regulations 2015
- Energy Efficiency Standard for Social Housing

Equal Opportunities

Clydebank Housing Association will ensure equality of opportunity across the full range of our activities, including both employment and service provision.

We will not discriminate on the grounds of Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex and Sexual Orientation.

Aims and Objectives

The key aims and objectives of the Association's maintenance policy and procedures are as follows:-

- To provide a safe, secure and healthy living environment for the Association's 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 Scottish Housing Quality Standard (SHQS) and the Energy Efficiency Standard for Social Housing (EESH)
- To enable the Association to anticipate future repairs expenditure and make provision for this
- To ensure that performance is continuously improved by appropriate monitoring of service delivery and quality to customers
- To focus on the customer experience by delivering high standards of customer care and satisfaction

Core Values

Clydebank Housing Association has the following core values, which are integrated into our working practices and approach to interacting and dealing with people.

“Customers are our priority and we ensure equality of service throughout our organisation”

We will achieve this by being:

- **Respectful**- we will treat all our customers with courtesy and respect
- **Accountable** – we will be open, honest and approachable and act with the highest integrity at all times
- **Responsive and Informative** – we will listen, respond and inform through effective and timely communication
- **Professional** – we will ensure we have the appropriate skills and strive for excellence in all aspects of our service

Performance Monitoring

In line with the requirements of the Scottish Social Housing Charter, the Association will monitor the effectiveness of this policy and the quality of service delivered to customers on a regular basis.

Customer feedback will be used to monitor service delivery and to address weaknesses, improve performance and develop the service to meet customers' needs.

The performance of the repairs and maintenance service will be reported to the Housing Management/Maintenance Sub-Committee and to customers through quarterly ChitChat newsletters, Annual Reports, website and other appropriate methods.

Landlord Responsibilities

The Association is responsible for maintaining the structure and exterior of the property and for ensuring that it is fit for human habitation.

This includes:

- The maintenance of all installations provided for space heating, water heating and sanitation and for the supply of water, gas and electricity.
- Maintaining drains, gutters and external pipes (excluding blockages caused by tenant negligence).
- The external envelope i.e. the roof, outside walls, windows and doors.
- The internal structure i.e. walls, floors, ceilings, staircases, doors and door frames (excluding decoration).
- Chimneys, chimney stacks and flues (excluding sweeping).
- Pathways, steps or other means of access / egress.
- Boundary walls and fences if damage significantly affects use of common parts of property or if it poses a danger to any user.
- Drying poles
- Communal television aerials/satellite dishes (installed by the Association)

Tenant Responsibilities

- Tenants must keep the interior of the house in good and clean condition and good decorative order.
- Tenants must, with other occupiers, sweep and clean the common parts including close and stairs, back court areas, drying areas, bin stores etc. This should be carried out on a weekly basis at least, or as required unless such cleaning is provided as a service.
- Tenants must report promptly to the Association any defect or disrepair including that which is due to accidental damage or as a result of vandalism.
- Tenants must repair or replace items damaged through neglect or carelessness on the part of the tenant, any member of the tenant's household or their visitors.
- Tenants are responsible for damage to glass, sink or sanitary ware, choked sinks or sanitary ware (if the choke is found to be the fault of the tenant), replacement sink plugs or chains, toilet seats, light bulbs, smoke alarm batteries, internal door handles, lost or broken keys and any cost incurred through forcing entry due to lost keys.
- Tenants must allow the Association's employees and / or approved contractors access at all reasonable hours to inspect the condition of the house or to carry out repairs to the house or adjoining property. The Association will give the

tenant 24 hours' notice of access being required, except in the case of an emergency when access will be required to be given immediately.

- Tenants should ensure that access hatches are not blocked or tiled over. Some properties may have hatches allowing access to common services and these should be kept clear at all times.

Classification of Repairs

Reactive Repairs

Reactive repairs are day to day repairs that are required within a relatively short timescale and are to ensure the health, safety or security of the tenant and to prevent deterioration of the property. These obligations are defined by statute or 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 carried out to properties between tenancies to ensure that they are safe to be re-let and to bring them up to specified standards. The Association has a defined 'lettable' standard in this regard.

Cyclical Maintenance

Cyclical maintenance is carried out at agreed intervals and usually involves inspection, servicing or cleaning.

The Association will carry out cyclical maintenance to ensure that appliances and machinery are maintained to safe operating standards and in accordance with guidelines and legislation.

Examples of cyclical maintenance include painterwork, gutter cleaning, roof inspection, water pump/tank inspection, lift maintenance, gas appliance testing, electrical testing, fire system testing, dry riser testing and communal ventilation fan maintenance.

Planned Maintenance

Planned maintenance is work which is programmed in advance, normally over a thirty year period, and which usually involves the replacement of external or internal elements of the property or common parts.

Planned maintenance will be programmed according to regularly updated stock condition survey information and components will be replaced in accordance with their anticipated lifespan.

There may be occasions when there is a premature failure of a component outwith planned programmes and the Association will budget annually for such works.

Categories of Repairs

All repairs are responded to in terms of their necessity, liability and degree of urgency. Wherever possible, attendance will be at a date and time that is convenient to the tenant; otherwise tenants will be advised of the expected timescales involved.

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 to attend and make safe is within 4 hours and completion of the repair within 24 hours.

Urgent Repairs

These are faults that may cause inconvenience to a tenant but little possibility of further property damage if dealt with within the specified target time. The response target time is within 3 working days.

Routine Repairs

These are faults that are not hazardous or which cause minor inconvenience to a tenant. The response target time is within 10 working days.

Date Specific

These are repairs which would normally fall within the category of routine but where a specific date with the option of a morning or afternoon appointment is offered to the tenant to suit their convenience. The response target time will be the appointment agreed with the tenant unless parts or materials require to be ordered and in this instance another appointment will be made to suit the tenant.

Right to Repair

The Association will adhere to the duties set out within the Scottish Secure Tenants (Right to Repair) Regulations 2002. The timescales are set out in this legislation and are specific for qualifying repairs. Repairs which are covered by the scheme include:

REPAIR	Working days to complete
Blocked flue to open fire or boiler	1
Blocked or leaking foul drains, soil stacks, or toilets where there is no other toilet in the house	1
Blocked sink, bath or drain	1
Loss of electric power	1
Loss of water supply	1
Insecure external window, door or lock	1
Unsafe access path or step	1
Significant leaks or flooding from water or heating pipes, tanks or cisterns	1
Loss or partial loss of gas supply	1
Loss or partial loss of space or water heating where there is no alternative heating available	1

Toilet not flushing where there is no other toilet in the house	1
Unsafe power or lighting socket or electrical fitting	1
Partial loss of electric supply	3
Partial loss of water supply	3
Loose or detached banister or handrail	3
Unsafe timber flooring or stair treads	3
Mechanical extractor fan in internal kitchen or bathroom not working	7

Full details are contained within the Association's [Right to Repair Policy - June 2016.pdf](#)

Rechargeable Repairs

The Association will recover the cost of repair work where the cause of the repair is not the responsibility of the Association. Some examples of repairs that would be rechargeable to tenants are:

- Damage caused by negligence by the tenant, a member or their household or visitor
- Making good unauthorised alterations i.e. shower or electrical installation not to an acceptable standard
- Forcing entry due to lost keys
- Vandalised glazing
- Failing to return property to Association's lettable standard as advised at pre-end of tenancy inspection
- Failure to provide access for annual gas safety check

Full details are contained within the Association's [Rechargeable Repairs Policy - May 2016.pdf](#)

Reporting Repairs

The Association aims to ensure that tenants are able to report repairs easily and that action to remedy the fault is taken as quickly as possible.

Tenants can report repairs in person at the Association's offices, by telephone, by email, by letter, by fax or by completing the repairs notification form on our website.

The Association will also provide an "out of office hours" service for emergency repairs and details of how to contact this service are available on the office answering machine, on noticeboards at the multi-storey flats and published in our ChitChat newsletters and on our website.

Pre and Post Work Inspections

All void properties will be pre and post inspected.

A percentage target of overall reactive repairs and cyclical repairs will be pre and post inspected. The current target is 10% of each category and this will be reviewed and adjusted as deemed appropriate.

A post works inspection will be carried out when the value of an individual repair exceeds £500.

All major repairs and renewals will be pre and post inspected.

All social work adaptations will be post inspected.

All data on pre and post inspections will be entered onto the computerised database.

Alterations and Improvements

The Association recognises that tenants may wish to carry out alterations and is committed to consenting to these where it is reasonable to do so.

It is a term of every Scottish Secure Tenancy that the tenant is not to carry out work, other than interior decoration, without the consent, in writing, of the landlord. Tenants should therefore seek permission, in writing, prior to carry out any alterations. This consent will not be unreasonably withheld.

Full details are contained within the Association's [Compensation for Improvements Policy - June 2016.pdf](#)

Gas Safety Checks

The Gas Safety (Installation and Use) Regulations 1998 places a legal duty on the Association to complete an annual inspection of gas appliances, pipe work and flues provided by the Association within a 12 month period of the previous inspection.

In addition a gas safety check is carried out at every change of tenancy when there is a gas appliance within the property.

Full details are contained within the Association's [..\Procedures\Gas Management Procedures - July 2016.pdf](#)

Delegation of Maintenance Authority

The Housing Management/Maintenance Sub-Committee has delegated administration of the maintenance budget within the following specified levels:-

Reactive Repairs

Maintenance Assistants have authority to instruct work and approve invoices for payment up to the value of £500

Maintenance Officers have authority to instruct work and approve invoices for payment up to the value of £1000

The Maintenance Manager has authority to instruct work and approve invoices for payment up to the value of £5000.

Repairs with value greater than £5000 (excluding emergencies) must be awarded on a competitive basis. Maintenance staff should obtain a minimum of two estimates in writing and submit these along with any recommendations for formal approval to the Housing Management/Maintenance Sub-Committee. Recommendations will normally be in favour of the lowest cost submission, however any relevant additional information should be included to ensure that the Association's maintenance objectives are represented in the final decision. Authorisation to approve payments for values above £5000 will be – Maintenance Manager and Chief Executive Officer.

Emergency repairs – in this instance, repairs exceeding £5000 should, in the first instance, be left to the discretion of the Maintenance Manager and Chief Executive Officer. A full report would thereafter be given to the Housing Management/Maintenance Sub-Committee.

Planned and Cyclical Repairs

The Housing Management/Maintenance Sub-Committee will approve the major repair programme and any alterations or additions to the programme. Maintenance budgets, which are based on a stock condition survey and life cycle costing exercise, are approved by the Finance and Staffing Sub-Committee and these decisions are ratified by the Management Committee.

Authority for approval of invoices and payment certificates will be the same as for reactive repairs.

Purchase of Materials

The Maintenance Manager and Chief Executive Officer are authorised to purchase materials / components etc. for the use of the Association within the same limits as above.

Contractors

The Association will provide its maintenance service through external works contractors who will be expected to deliver the service to the quality and standards required by the Association.

The Maintenance Manager will make a recommendation to the Housing Management / Maintenance Sub-Committee as to the contract period over which contractors are to be appointed. The contract period will depend upon the type of maintenance contract under consideration, including partnering/framework, and may be on an annual or multiple year basis. In each case this will be assessed in order to fulfil the maintenance objectives and to achieve value for money, good quality and continuity of service.

The Maintenance Manager will develop a list of approved contractors comprising those whom the Association has successfully employed in previous years and projects and others experienced in maintenance and major repairs contracts. The Association actively seeks to develop quality based selection processes and partnerships with contractors in the longer term.

The selection of contractors will be made by the Housing Management / Maintenance Sub-Committee in accordance with the Association's "Maintenance Contractors Selection Procedure". The Maintenance Manager, under delegated authority, will notify appointments to contractors in writing.

The Maintenance Manager will monitor and evaluate the work and will ensure that reporting and control systems are adequate to inform decision making throughout the management of the works.

Contract documentation may vary, depending on the type of contract, however invitations are issued in writing and will normally include the following:

- Letter of Invitation, outlining procedure and timescale for return of tender.
- Conditions of Contract, outlining the terms under which the contract will operate.
- Application Form, requesting full contractor information including references.
- Trade based Schedule of Rates, requesting the tendered rate for each trade covered.
- Return envelope and Standard Letter, clearly marked "Tender Documents"

Clydebank Housing Association staff and Committee members should enter any relevant declarations of interest in the Register of Interests and no contracting organisation whose directors or managers are related to a member of staff or Committee may be "employed" by the Association.

Contractors subsequently accepted on the approved list of contractors will be monitored by the Association to ensure that acceptable levels of performance in respect of response times, workmanship, cost and tenant satisfaction are maintained. Contractors who fail to maintain standards may be removed from the list. Contractors who are removed from the list or who were not accepted on application will have the right to appeal to the Housing Management / Maintenance Sub-Committee who will have the final decision.

Should an emergency repair require the services of a specialist contractor, who is not on our approved list, the work can be instructed by the Maintenance Manager and details reported at the next scheduled Housing Management/Maintenance Sub-Committee meeting.

Consultants

The Association will appoint consultants, including those required to comply with the Construction Design & Management Regulations 2015, on larger maintenance contracts where appropriate and including major repairs and renewals approved in the long term maintenance programme.

The Maintenance Manager will, under delegated authority from the Management Committee and in consultation with the Housing Management / Maintenance Sub-Committee, establish the objectives and specifications for the contract and develop a clear and concise brief. Where appropriate, tenants and other occupants may also be consulted as part of a tenant participation process.

The Maintenance Manager will make a recommendation as to the contract period over which consultants are to be appointed. The contract period will depend upon the type of maintenance contract under consideration including partnering and this may be on a scheme by scheme, annual or multiple year basis. In each case this will be assessed in order to fulfil the objectives of the long term maintenance programme in order to achieve value for money, good quality and continuity of service.

The Maintenance Manager will develop a list of approved consultants comprising those consultants whom the Association has successfully employed on development projects and others experienced in maintenance and major repair contracts. The Association actively seeks to develop quality based selection processes and partnerships with consultants in the longer term.

The selection of consultants will be made by the Housing Management / Maintenance Sub-Committee, in accordance with the Association's "Maintenance Consultants Selection Procedure". The Maintenance Manager, under delegated authority, will notify appointments to consultants in writing.

The Maintenance Officer will monitor and evaluate the work, including the performance of consultants and contractors and will ensure that reporting and control systems are adequate to inform decision making throughout the management of the works.

Stock Condition Survey / Life Cycle Costing

The Association operates a 30 year planned maintenance programme for all of its properties based on standard element life assumptions (life cycle costings). These component accounting lifespans are detailed in the following table:

Component accounting lifespans

Component	Lifespan
Structure	50
Kitchen	20
Bathroom	25
Gas boiler	15
Radiators and pipework	30
Electric heating systems	25
Re-wiring	30

Ventilation units	10
Emergency lighting (internal)	15
Emergency lighting (inverters)	10
Close windows	30
External doors and unit windows	30
Communal entrance / pass doors	20
Door entry systems	15
Passenger lifts	30
Bin chutes	30

The Association will carry out a stock condition survey at five yearly intervals to enable the life cycle costings to be updated. A minimum of 20% of each property type will be inspected.

Stock condition survey information will also be gathered on a reactive and cyclical basis by Association staff and contractors to enable an accurate and up to date database of all stock to be maintained.

All stock condition survey information which is gathered will include the elements required for compliance with the Scottish Housing Quality Standard and the Energy Efficiency Standard for Social Housing.

The following policies and procedures detail maintenance responsibility in relation to delivery of service, customer satisfaction and achievement of our corporate objectives.

- Right to Repair Policy
- Gas Servicing procedures
- Void Management Policy
- Social Work Adaptations Policy
- Asbestos Management Policy
- Rechargeable Repairs Policy
- Compensation for Improvements Policy
- Factoring Policy
- Procurement Policy
- Sustainability Policy
- Health & Safety policies
- Equal Opportunities & Diversity Policy
- Customer Care Policy
- Tenant Participation Strategy

For Office Use Only – Actions

Customer Consultation Required/Arranged	Yes
Intranet Update	Yes
F Drive Update	Yes
Website Update	Yes
Leaflet change required?	No
Newsletter Promotion?	Yes
Other information updated, e.g. posters, automatic email responses, post cards, answering machine messages, etc.	No
Equality Impact Assessment completed	Yes