


# Disruption Payments

---

If you have difficulty with sight or hearing, or if you require a translated copy of this document, we would be pleased to provide this information in a form that suits your needs.

	Policy number:	<b>T04</b>
	Policy approved:	14 June 2023
	Due for review:	

# Contents

---

<b>Section</b>		<b>Page</b>
1.0	Introduction	1
2.0	Void Property Decoration Allowance	1 - 2
3.0	Disruption at Planned Works	3 - 4
4.0	Décor Spoil resulting from Mould & Dampness	4
5.0	Our People	5
6.0	Equality & Diversity Testing	5
7.0	Conclusion	5
Appendix 1	Guidelines to Assess Void Decoration	
Appendix 2	Rates of Disruption Payments	
Appendix 3	Schedule of Qualifying Works	

## **1.0 Introduction**

- 1.1 The Scottish Social Housing Charter expects Social landlords to manage their business so that 'tenants' homes are well-maintained, with repairs and improvements carried out when required' and that 'tenants' homes....when they are allocated, are always clean, tidy and in a good state of repair' – *Charter Outcome 4: Quality of Housing*. Glen Oaks Housing Association ('the Association') is committed to these expectations, and in particular that the Association '... should meet [the] statutory duty on repairs and provide repairs, maintenance and improvement services that safeguard the value of [our] assets and take account of the wishes and preferences of [our] tenants' - *Charter Outcome 5: Repairs, Maintenance and Improvements*.
- 1.2 To address Charter Outcome 4, the Association has in place a Lettable Standard for void properties before they are re-let to new tenants. Decoration of the property forms a part of this standard. Where decoration in void properties is meeting the minimum lettable standards or properties are being refused due to the cost of decoration required it is considered good practice to offer an incentive to prospective tenants. This policy will detail when these incentives will be given and what levels of payment or incentive is appropriate.
- 1.3 To address Charter Outcome 5, the Association has in place a continuing programme of planned works and improvements. Many of these works involve upgrading or replacement of internal fittings (e.g. kitchens, bathrooms, heating systems, rewiring, etc.). In accordance with good practice, where décor is unavoidably damaged as a result of these works, the Association will make disruption payments in respect of such situations, to assist with re-decoration costs. The purpose of this policy is to state how this will be done and what levels of payment will apply.
- 1.4 This will be the only payment offered to tenants during Major Repairs contracts or a re-letting of voids.

## **2.0 Void Property Decoration Allowance**

- 2.1 Glen Oaks wants to make sure that all properties are of a similar standard when tenants move into the property. In relation to decoration, the Lettable Standard says that '*obvious damage to plasterwork will be repairs. Wallpaper that is badly damaged or soiled will be removed.*

*In exceptional circumstances, where the decoration is deemed to be poor and would affect the likelihood of acceptance, the property will be decorated to a good standard using neutral colours’.*

- 2.2 In many cases, repair works to the property, i.e. filling holes in the walls, will result in ‘damage’ to the decorative standard of the house. This may be in one or multiple rooms of the house. These would not be deemed exceptional circumstances requiring the house to be decorated however it would be good practise to offer an incentive to prospective tenants to assist them with decoration when moving into the property.
- 2.3 The incentive will be offered on a room by room basis.
- 2.3 The Internal decoration of the property must be to an acceptable standard. ‘Acceptable’ is hard to judge with decoration, however, the guidelines at Appendix 1 will be used by Technical Staff to make a decision on what rooms in the property would qualify for a decoration incentive.
- 2.4 The Association will offer a ‘decoration pack’ in conjunction with a paint manufacturer which will provide the residents with all essential accessories (i.e. brushes / rollers) and paint required to paint the room or house. The manufacturer will offer different levels of ‘decoration pack’ depending on the number of rooms which qualify for the decoration incentive. The manufacturer will deliver the pack to the tenants address at a convenient time.
- 2.5 In exceptional circumstances, or in the event that the ‘decoration pack’ scheme is unavailable, a decoration voucher from B&Q will be offered at the same values noted in Appendix 2.
- 2.6 If a B&Q Voucher is provided for Void Decoration in lieu of a Decoration pack a maximum of £150 will be given at in the first payment. Should the total value be higher than £150 a staged payment will apply with the remaining balance only being issued to the tenant following inspection by a Technical Officer to confirm that the initial payment had been used appropriately. The tenant will be asked to sign a standard form confirming receipt of the vouchers at each payment stage.

### **3.0 Disruption at Planned Maintenance Works**

- 3.1 Different works cause different levels of disruption to internal décor and, dependent upon the programmes being carried out, can affect different rooms within a house. Disruption payments will be calculated on a room-by-room basis to reflect this. Where properties are identified as needing several works within a close proximity of time, all efforts will be made to programme these works together, thus minimising both the inconvenience to tenants and the disruption to décor caused.
- 3.2 For the avoidance of doubt, where more than one item of work takes place at the same time in the same room, e.g. a kitchen unit and boiler replacement, only one disruption payment will be made on completion of the works. However, if works take place in two or more separate rooms, e.g. a kitchen unit and bathroom replacement, then the tenant will be eligible for payments based on two or more items of work.
- 3.3 As a generalisation, rewiring and full central heating replacement which disturb walls and floors are expected to cause the greatest disturbance to domestic decoration, obviously affecting all rooms; whereas kitchen and bathroom works only affect those particular rooms.
- 3.4 Payments for window replacement programmes will only apply in exceptional circumstances and where members of the Association's staff consider that decoration has been sufficiently disturbed to warrant payment, e.g. a room rate disruption payment would be considered if decoration was significantly disturbed beyond the window facings or wrap-round.
- 3.5 Where decoration is only disturbed on a very small way, e.g. surface cabling to a new spur point or a small plaster repair to a new Carbon Dioxide or Smoke Detector, this would not be considered sufficient to justify payment. A Schedule of Works where the payment would apply is given in Appendix 3.
- 3.6 Association staff and contractors will carry out march-in surveys prior to work taking place and will advise the tenant at this point what they can expect in terms of a disruption payment on completion of works, given the likely disruption to take place during the course of the works. This will be signed off by all parties at the conclusion of the march-in.

- 3.7 The proposed rate of disruption payments for Planned Works will be provided by way of the '*decoration pack*' as detailed at 2.4 above. In exceptional circumstances, or in the event that the '*decoration pack*' scheme is unavailable or not applicable, a decoration voucher from B&Q will be offered at the same values noted in Appendix 2.
- 3.8 The Association will advise affected tenants of the Association's Disruption Payments policy and level of vouchers which may be applicable prior to the works proceeding.
- 3.9 When it has been established that the works have been completed to an acceptable standard at the march-in survey, these will be signed off as satisfactory by Association staff and the tenant. The tenant will be informed at this point that they will receive the payment agreed at the march-in. No payment will be made if tenants have not provided access to post-inspect and sign off the works.

#### **4.0 Décor Spoil resulting from Mould & Dampness**

- 4.1 Condensation mould and dampness often causes spoil to decoration in a property. Technical staff will follow an agreed process to identify and deal with the cause of damp and mould which may include repair work by contractors along with appropriate cleaning and damp proof staining / redecoration work to the property.
- 4.2 Where further decoration work is required or it is considered appropriate to assist tenants to carry out further decoration a decoration pack may also be issued. The size of the decoration pack will be allocated on a room by room basis in the same way it is assessed for void properties at item 2 above.
- 4.3 A decoration pack will only be issued to deal with mould & dampness décor spoil when Technical staff are satisfied that the issues causing the mould & dampness are rectified and will never be issued as an alternative to comprehensively investigating and rectifying the cause.

## **5.0 Our People**

- 5.1 The Association's Entitlements, Payments & Benefits policy advises that where one of our people, i.e. a Board or staff member (or someone connected to one of our people) is also a tenant and receives a disruption payment, the payment must be made in accordance with the Association's policies and procedures and recorded in the appropriate Register within five days of receipt.

## **6.0 Equality & Diversity Testing**

- 6.1 In accordance with the Association's Equality & Diversity Policy, this policy has been consciously considered to judge whether there is any likelihood that its presentation or operation could in any way lead, no matter how inadvertently, to discrimination. The conclusion of this exercise is that it is believed that the policy should operate in a non-discriminatory way.

## **7.0 Conclusion**

- 7.1 This policy will reviewed every 3 years unless an earlier update is required.

## Appendix 1

Guidelines to when decoration packs / vouchers should be given to a room in a void property.

Internal decoration of the property must be to an acceptable standard. 'Acceptable' is hard to judge with decoration, however, the following guidelines will be used by Technical Staff to make a decision:

<i>Area</i>	Action / Condition	Décor Pack	Comments
<i>Wall Condition</i>	Holes filled with filler or plaster	Yes	
	Full Walls Plastered	Yes	
<i>Wallpaper</i>	No major holes or rips. All paper stuck to walls.	No	Wallpaper will be lined by GOHA
	Lining Paper to one wall and remaining room is in good condition	No	
	Lining Paper to one section of a wall	Yes	
	Holes filled with filler or plaster	Yes	
	Tobacco Staining	Yes	
	Excessive soiling	Yes	
	Minor Soiling	TBC	Wall should be cleaned and assessed after cleaning



<i>Paint Finishes - wood work and walls</i>	Sticker Damage to Walls	TBC	If damage to wall it should be lined by GOHA / if outlines remain should be cleaned then assessed
	Sticker Damage to Woodwork	TBC	Woodwork should be cleaned and assessed after cleaning
	Excessive soiling	Yes	
	Minor Soiling	TBC	Woodwork should be cleaned and assessed after cleaning
	Tobacco Staining	Yes	
	Holes filled with filler or plaster	No	Unless filler is a different colour to the door.

## Appendix 2

### Rate of Disruption Payments

Room	Payment
Living Room	£60.00
Hall	£45.00
Hall with stairs and landing	£60.00
First Bedroom	£45.00
Each Additional Bedroom	£30.00
Kitchen	£60.00
Bathroom	£60.00
Cloakroom	£30.00

### Appendix 3

#### Schedule of Qualifying Works

Room	Payment paid?
Kitchen units & ancillary works	Yes
Bathroom suite	Yes
Cloakroom suite	Yes
One-off replacements of sanitary ware	No
Medical adaptations	No
Central Heating Boiler	Yes
One-off replacement of Boiler	No
Central Heating Upgrade (including radiators & pipework)	Yes
Individual Radiator	No
Carbon Monoxide, Heat or Smoke Detector	No
Windows	No
Re-wiring	Yes
Extractor Fan	No
External Doors	No
Door entry handset	No
New developments	No