


# Repairs & Maintenance

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## Our Vision, Mission Statement and Values

Glen Oaks' vision statement '**Where Communities Thrive**' and our mission statement '**Our aim is to provide good quality affordable housing and an excellent service. We will encourage resident participation and work with other agencies to regenerate our community**' provide the foundation for Glen Oaks Housing Association's commitment to its residents and the communities they live in.

This commitment is also demonstrated in the Association's values which were agreed following discussions with the Board and staff. Glen Oaks' values are fundamental to how we carry out our day-to-day activities.

Our values are:

### **respectful**

*we trust and respect our customers and each other*

### **dedicated**

*we will give 100% commitment to our work*

### **transparent**

*we will be open and honest about what we do*

### **aspirational**

*we will strive to achieve the best we can for our communities*

## Equality & Diversity Statement

The Association is intent on ensuring people or communities do not face discrimination or social exclusion due to any of the following protected characteristics: age; disability; sex; marriage & civil partnership; race; religion or belief; sexual orientation; gender reassignment; pregnancy & maternity.

This document complies with the Association's Equality & Diversity Policy.

The Association will regularly review this document for equal opportunities implications and take the necessary action to address any inequalities that result from the implementation of the policy.

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## **1.0 Introduction**

1.1 This policy outlines the broad principles that will be used by Glen Oaks Housing Association in the completion of:

- Day-to-day repairs and maintenance
- Planned Maintenance, including those items required to meet Scottish Housing Quality Standard (SHQS) and the Energy Efficiency Standard for Social Housing (ESSH)
- Cyclical Maintenance
- Medical Adaptations
- Void Works
- Rechargeable Repairs

## **2.0 Policy Objectives**

2.1 The purpose of this policy is:

- (i) To ensure that the Association delivers an effective and efficient high quality day-to-day repairs and maintenance service that meets the expectations of our tenants and protects the long term viability of the Association's stock.
- (ii) To ensure that the Association has long-term plans that detail the future maintenance requirements of the housing stock and maximises the lettable life of our housing stock within the constraints of the Association's financial resources.
- (iii) To ensure that this programme of planned maintenance ensures that all of the Association's stock complies with the criteria set down in the ESSH by 2020 and continues to meet the requirements of the SHQS unless exemptions have been granted.
- (iv) To fulfil the Association's statutory duties and comply with all legal responsibilities relating to repairs and maintenance.
- (v) To comply with all relevant [Charter Indicators](#) contained within the Scottish Social Housing Charter administered by the Scottish Housing Regulator and reported in the Annual Return on the Charter (ARC).

- (vi) To ensure the Association complies with all Health and Safety Legislation, Regulations and appropriate Codes of Practice.
- (vii) To minimise rent loss through the timeous completion of repairs and, if necessary, upgrade works to void properties.
- (viii) To ensure value for money.
- (ix) To continually evaluate performance and take steps to improve and develop system and procedures by embracing best practice to create a culture of continuous improvement.
- (x) To ensure that the Association's Board receives regular reports on the Key Performance Indicators (KPIs) of maintenance and repairs within the Association to ensure that it retains informed control over the repairs and maintenance programmes.
- (xi) To ensure that the Association has an effective system in place that allows tenants to influence the Association's maintenance programmes and procedures.
- (xii) To ensure that the system is supported by an effective IT package in which to record stock condition information, manage contracts, instruct works and produce KPI reports.

### **3.0 Links to the Scottish Social Housing Charter**

3.1 This policy statement supports Glen Oaks Housing Association in achieving the following relevant Charter Outcomes and Standards:

#### **Getting good value from rents and service charges:**

- **13: Value for Money**

Social Landlords manage all aspects of their businesses so that tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.

#### **Housing Quality & Maintenance:**

- **4: Quality of Housing**

Social landlords manage their businesses so that tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) by April 2015 and continue to meet it thereafter, and when they are allocated, are always clean, tidy and in a good state of repair.

- **5: Repairs, Maintenance and Improvements**  
Social landlords manage their businesses so that tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.

#### **4.0 Equality & Diversity Statement**

- 4.1 The Association is intent on ensuring people or communities do not face discrimination or social exclusion due to any of the following protected characteristics: age; disability; sex; marriage & civil partnership; race; religion or belief; sexual orientation; gender reassignment; pregnancy & maternity.
- 4.2 This policy complies with the Association's Equality & Diversity policy.
- 4.3 The Association will regularly review this policy for equal opportunities implications and take the necessary action to address any inequalities that result from the implementation of the policy.

#### **5.0 Legislation and Best Practice**

- 5.1 The Association's maintenance policies comply with all legislation, legal requirements, guidance and best practice in respect of the maintenance and repair of our housing stock and encompass the following Statutes, Regulations and Guidance:
- Health and Safety at Work Act 1974
  - Control of Asbestos Regulations 2006
  - The Gas Safety (installation and use) Regulations 1994 and Amendment 1996 No. 550 and Amendment No. 2 and The Gas Safety (installation and use) (Amendment) Regulations 2018
  - IEE Regulations to the 17<sup>th</sup> Edition and any subsequent editions or amendments
  - Approved Code of Practice and guidance L8: *Legionnaires' disease. The control of legionella bacteria in water systems*
  - SHQS
  - EESSH
  - Housing (Scotland) Acts 1988, 2001, 2010 & 2014
  - Construction Design and Management (CDM) Regulations 2015
  - Building (Safety, Health and Welfare) Regulations 1948

- New Construction Industry Scheme (Inland Revenue)
- The Scottish Social Housing Charter

5.2 Notifiable events will be reported to the Scottish Housing Regulator in line with the Notifiable Events Policy.

## **6.0 Landlord's Responsibilities**

6.1 In carrying out its obligations as a Registered Social Landlord the Association will:

- (i) Meet all legal requirements defined in the Housing (Scotland) Act 1987 and 2001 and all other relevant statutes.
- (ii) Maintain and repair its housing stock to the standards approved by the Association's Board in respect of those areas listed as Landlords responsibilities in the Tenancy Agreement.
- (iii) Maintain adequate insurance cover for all housing stock, offices, commercial premises, ancillary buildings and open spaces.
- (iv) Ensure that the Association complies with all aspects of the Gas Safety (Installation and Use) Regulations 1998 and 2018 Amendment.
- (v) Ensure that the Association has a viable long term plan that programmes all of the works required to bring all of the Association's stock up to the criteria laid down in the SHQS and EESSH.
- (vi) Ensure that the Association complies with all aspects of the current I.E.E. Regulations.
- (vii) Ensure the Association complies with all aspects of the Control of Asbestos Regulations 2006 and ACoP L8 in relation to Control of Legionella Regulations.

## **7.0 Tenant's Responsibilities**

7.1 The Association will ensure:

- (i) That all tenants are made aware of their responsibility to report all repairs promptly to the Association.



- (ii) That all tenants are made aware of their responsibility to respect their property and make good repairs to the areas listed as tenant's responsibilities in the Tenancy Agreement and in the Tenants Handbook.
- (iii) That all tenants are aware of the detail of their tenancy agreement relating to the provision of access. That access must be provided within 24 hours following a formal request made by the Association.

## **8.0 Common Law**

- 8.1 At common law, there is an implied obligation on a Landlord to maintain their property for the duration of the tenancy in a safe habitable condition, including an obligation to carry out necessary repairs. This obligation to provide a habitable house is wider than the issue of repair and includes for example, dampness free and keeping the house wind and water tight.

## **9.0 Statute**

- 9.1 There are a number of pieces of legislation that contain provisions relating to habitability and repairs. The legislation covers both respective rights and duties of landlords and tenants, and the regulatory powers of the Scottish Housing Regulator. The key pieces of legislation are the Housing (Scotland) Acts of 2001 and 2010.

## **10.0 Repair Types**

- 10.1 The Association will carry out repairs and maintenance work in different ways. The definition of these main types of work are noted below:

### **10.2 Reactive Repairs**

- 10.2.1 Reactive repairs are defined as "...those repairs which are carried out on an ad hoc basis as the need arises and which cannot be deferred for inclusion in planned maintenance programmes." These repairs are normally reported to the Association by telephone or at our offices.
- 10.2.2 When a repair is reported the need for a pre-inspection will be assessed, if staff are able to clearly determine what works are required from discussion with the tenant a pre inspection will not be required.

10.2.3 If no inspection is required, the repair will be categorised according to its urgency and an appointment made with the tenant. A job order will be sent to the relevant contractor. In certain circumstances day-to-day jobs will always be subject to pre and/or post-inspection. Examples of these would include:

- Insurance Works
- Replacement of a major component
- Void works
- Rechargeable repairs

### 10.3 Cyclical Maintenance

10.3.1 Cyclical Maintenance is defined as “a programme (that) deals with the gradual deterioration of building components and finishes; the process is largely predictable; is capable of forward planning ... and is essentially preventative or protective.” Cyclical works are done on a pre-determined short cycle, e.g. annually or every two, five or ten years.

10.3.2 These works ensure that the Association meets its legal duties in relation to gas safety, electrical testing, common water tank inspections with relation to Legionella Regulations and covers the general upkeep of properties.

10.3.3 These works also include gutter cleaning, fence painting, and external painting and close painting.

### 10.4 Major Repairs Maintenance

10.4.1 Major Repairs Maintenance is defined as “...the replacement or renewal of major building components (through):

- Aging;
- Defects in design;
- Defects in construction or materials.”

10.4.2 Examples of Major Repairs include:

- Boiler replacement;
- Bathroom replacement;
- Heat source replacement;
- Kitchen unit replacement;
- Window & Door replacement;
- Roof replacement.

- 10.4.3 Stock condition surveys and life cycle costing exercises carried out compile programmes of major component replacements. These are incorporated into the Association's 30-Year programme of major repairs, which is reviewed annually taking account of the age and condition of buildings and components and tender prices for major repairs projects already carried out. The 30-Year programme provides an elemental breakdown of each property, a life expectancy for each element and a renewal or replacement cost.
- 10.4.4 The investment programme, based on tenant consultation, will focus on the sustainable stock in greatest need. This will, in practice, reduce the need for continued high cost reactive repairs over time.
- 10.4.5 These works will usually be completed to all of a particular phase of new build or refurbished properties to achieve economies of scale and reduce overall replacement costs to ensure the quality of work is high and the Association is achieving value for money.
- 10.5 Void Works
- 10.5.1 These are works carried out in a property when the existing tenant terminates their tenancy. These works are usually completed before the start of the next tenancy and must be completed timeously to reduce rent loss. The Association is required by legislation to complete various safety checks and ensure that the property meets the Association's minimum lettable standard.
- 10.5.2 In some cases extensive works may be required to get the void property into a state fit for re-let. This is often where previous tenants have not provided access for major works or have abandoned or evicted from the property.
- 10.5.3 The Association, may, in some cases, consider that it is not financially prudent to spend an excessive amount upgrading a void property if that property is unlikely to be re-let or if the property is programmed for demolition.
- 10.6 Adaptations
- 10.6.1 These are works carried out to individual properties to help occupiers, who, for medical reasons, require such adaptations to their properties to maintain their tenancy.

- 10.6.2 Glasgow City Council provides grant funding for adaptation works to homes through Stage 3 funding.
- 10.6.3 To obtain such funding all proposed works must be specified by an Occupational Therapist from Social Work Department, Glasgow City Council or G.P.
- 10.6.4 Full details of disabled adaptations are contained within the Association's Medical Adaptations Policy.

## **11.0 Reactive Repairs**

- 11.1 The Association aims to provide a high quality reactive repairs service that is easily accessible to all of our tenants and factored owners.
- 11.2 A range of reporting methods are offered to tenants, including personal contact, telephone, Freephone, e-mail and in writing.
- 11.3 The Association will undertake to carry out repairs within the time scales noted below. It should be noted that the Association has 5 repair categories as the Association offers an enhanced repairs service to our Gold Service tenants.

### **Emergencies**

Made safe within 4 hours for all Gold Service tenants and all others.

### **Urgent**

Completed within 1 working day for Gold Service tenants.  
Completed within 3 working days for standard tenants.

### **Routine**

Completed within 5 working days for Gold Service tenants.  
Completed within 10 working days for standard tenants.

- 11.4 The Scottish Social Housing Charter sets out the following KPIs over and above the above targets against which it will judge the performance of the Association. These are as follows:

- Average number of reactive repairs completed per occupied property (Indicator C13)

- Average length of time taken to complete emergency repairs (Indicator 11)
- Average length of time taken to complete non-emergency repairs (Indicator 12)
- Percentage of reactive repairs carried out in the last year completed right first time (Indicator 13)
- Percentage of repairs appointments kept (Indicator 14)
- Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date (Indicator 15)
- Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service (Indicator 16)

11.5 The Board will receive regular reports on the Charter KPIs, and any other KPIs they request, with annual targets being set with due regard to the Association's performance against its peer group when the ARC results are published by SHR.

#### 11.6 When to Pre-Inspect

11.6.1 In certain circumstances where there is unclear information regarding a requested repair a pre-inspection will be required. Such circumstances would include the following:

- Where remedial works are likely to be subject to an insurance claim.
- Where remedial works are likely to be expensive, i.e. above £250. This is essential where owners may be charged for a share of the cost of works.
- Where the cause of damage is likely to have been caused by tenant misuse.
- Where the information provided by the tenant is unclear. This could be as a result of the nature of the repair or a language barrier exists.

11.6.2 In certain situations, it will not be possible to pre-inspect a repair as staff may not have expertise or training i.e. repairs at height. Staff will decide if the level of repair requires expertise to be 'bought in' or if the report from the contractor is sufficient to proceed.

11.6.3 The need for pre-inspections should be limited and repairs staff taking repair requests should attempt to gain enough information from the tenant reporting the repair to provide an accurate work order.

## 11.7 Emergency Repairs

11.7.1 These are repairs which if not carried out could threaten the health or safety of the tenant, or could cause serious damage to the building e.g. gas leaks, flooding, and electrical faults. It is important to note that the 4 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.

11.7.2 A list of typical emergency repairs is contained in the Tenants Handbook.

11.7.3 For the purposes of recording completion times and reporting on Emergency repairs the made safe time provided by the contractor will be used as the completion time. Where no made safe time is provided the completion time will be used. This is regardless of whether there was a significant period of time between made safe and completion times.

## 11.8 Urgent Repairs

11.8.1 Repairs which cause substantial inconvenience to tenants and have a degree of urgency, e.g. hot water and heating defects, running overflows etc.

## 11.9 Routine Repairs

11.9.1 Routine repairs are minor in nature and do not pose any threat to the health or safety of the tenant or building and do not fall into either of the above categories. The repairs will be completed within 5 working days for Gold tenants and within 10 working days for all other tenants.

11.9.2 The Association will endeavour to complete all routine repairs within the set timescale. However, on some occasions this may prove impossible where components or parts have to be ordered to complete a repair fully.

11.9.3 For the avoidance of doubt, public holidays will not be considered as a working day for the purposes of this exercise.

## 11.10 Complex Repairs

11.10.1 There are some occasions when reactive repairs become complex due to the nature of the repair or work involved to rectify the problem.

11.10.2 Complex repairs will not be taken into account in the Right First Time assessment.

11.10.3 Examples of repairs which are deemed to be complex are noted below –

- Removal of ACMs (Asbestos Containing Materials) is required before the work can be carried out.
- Rot Works / drying out required before remedial works can be carried out.
- Insurance company appoint a loss adjuster before work can be carried out.
- Repair requires authorisation by factored owners before work can be instructed.

## 11.11 Service Delivery Times

11.11.1 Reactive repairs will usually be undertaken during normal working hours.

Monday - Thursday	9am - 5pm
Friday	9am - 4pm

11.11.2 Gold Service members will receive an extended hour's repairs service.

Monday - Thursday	8am - 6pm
Friday	8am - 5pm
Saturday	9am - 12 noon

## 11.12 Appointments

11.12.1 The Association operates an appointment based repairs system. All tenants who report urgent and routine internal repairs will be offered a suitable appointment for their repair. The following appointments will be available.

Morning	8am - 1pm
Afternoon	12 noon - 5pm
All Day	8am - 5pm (4pm on Friday)
School Run	9.30am - 2.30pm

11.12.2 Emergency and External Repairs will not require an appointment and are excluded from this service.

11.12.3 For the purposes of reporting on the appointment system the following situations are taken into account:

- Repairs completed prior to the appointment date / time will be treated as appointment kept.
- An appointment will be rescheduled if no access is provided on the agreed date and time and will still be deemed to have been kept by the contractor
- Where follow on works are required the original appointment will be assessed on its own merit and a second linked job will be raised for the second appointments which again will be assessed on its own merit.

### 11.13 Post Inspections

11.13.1 The Association will post-inspect a sample of all reactive and reactive gas repairs to ensure that the quality of repairs work completed on behalf of the Association is of the highest standard. The post inspection may be in person or through a phone call to the tenant. The sample to be inspected will be 10% random selection of completed jobs. Where a telephone inspection results in a negative response from the tenant it will be followed up in person.

11.13.2 Technical staff will aim to complete the required post-inspection within the month following date of completion of the job.

11.13.3 The Association will post-inspect 100% of reactive/gas reactive jobs which incur an additional charge (above the core contract cost) over £150 + VAT.

11.13.4 In addition 100% of the following works will be Post Inspected:

- Medical Adaptations
- One-Off Replacements
- Planned Maintenance Works (may be by a 3rd party agent)
- Void Works
- Insurance Works
- Rechargeable Repairs (unless a recharge is being administered to take account of no access for out of hours call outs)



## 11.14 Out of Hours Call Outs

11.14.1 Some emergencies happen outwith the Association's core office working hours.

11.14.2 When an emergency arises tenants will have access to a 24 hour a day, 365 days a year call out service.

11.14.3 Clear details of the number to call and under what circumstances the emergency callout procedure should be used is provided to all tenants in their Tenancy Agreement/Tenants' Handbook.

11.14.4 Tenants who report an emergency out of hours repair and do not provide access for the area to be made safe will be charged for the cost of the abortive call-out.

11.14.5 Tenants who lose their keys out of hours will be required to provide evidence of identification before the contractor will provide access to a property.

## 11.15 Right to Repair

11.15.1 The Housing (Scotland) Act 2001 introduced legislation regarding the tenant's *"Right to Repair"*.

11.15.2 This legislation establishes the legal right that tenants should expect certain essential repairs to be completed by their landlord within a reasonable timescale. The legislation provides clear details of the types of repairs covered and the timescales in which repairs should be completed.

11.15.3 The legislation also gives clear guidance on the procedure for processing the essential repairs. The tenant must be informed that the repair being reported is covered by the legislation and the Association must also provide the tenant with details of an alternative contractor. The Association must also inform the tenant that under certain circumstance they may be due compensation if the repair is not completed within the set timescale.

11.15.4 All of the *"Right to Repair"* timescales are much longer than the timescales set by the Association for the same repairs.

- 11.15.5 The Association will keep a register of all instances where a “Right to Repair” qualifying repair is not completed within the legal timescale and detail the level of compensation paid.
- 11.15.6 Details of qualifying repairs under the Right to Repair are contained in Appendix 1.
- 11.16 Right First Time & Processing Recall Jobs
- 11.16.1 To comply with the Scottish Housing Charter Indicator 13 repairs which require a return visit within the reporting year will be logged and monitored as Recall Jobs.
- 11.16.2 The Association staff will be alerted if the same SOR code has been used within 365 days of the original repair being carried out. At this point the job being logged, unless there is definitive evidence to the contrary, will be classed as a recall by using the phrase **\*\*Recall\*\*** at the start of the Short Description in the job.
- 11.16.3 The job will also be linked to the original job number using the link job function and reason code ‘Recall’.
- 11.16.4 Reports of all recalls raised will be issued weekly to the relevant contractors for their comment. If any jobs can be evidenced as genuinely not being a Recall then the jobs can be unlinked and an explanation entered into the job diary.
- 11.17 Gaining Access
- 11.17.1 The Association's staff and all operatives appointed on its behalf will always try to be as flexible as possible when arranging access to a tenant's home.
- 11.17.2 Clause 5.12 of the Tenancy Agreement states clearly that tenants must provide access to their homes to complete inspections/repairs when a formal request is made by the Association.
- 11.17.3 Contractors will attempt to gain access to properties twice within the repair timescale. Where these attempts fail the contractor will always leave a card at the property to record the visit and provide further contact details to the tenant. Where a contractor fails to gain access on two occasions, the job order will be cancelled. The tenant will be notified in writing that this works order has been cancelled and informed that they will have to contact the Association to report the repair again.

11.17.4 Tenants will be re-charged by the Association for the abortive costs incurred by it if no access is provided to undertake repairs unless it can be demonstrated that there are extenuating circumstances.

## 11.18 Procurement

11.18.1 The Association will procure all contracts in line with European and Scottish Procurement Law and in most situations advertise on the Public Contracts Scotland Website.

11.18.2 The Association will in general employ a Multi-Trades Contractor to carry out Reactive Maintenance on its behalf. This will enable Association tenants to benefit greater simplicity in reporting repairs and will cut down considerably the Association's administrative burden in managing a large number of separate contractors.

11.18.3 The Association may also benefit from the economies of employing one contractor to carry out this work allowing potential savings to be made to fund its Planned Maintenance programme.

## 11.19 Tenant Satisfaction

11.19.1 The Association will measure Tenant Satisfaction with the Reactive Repairs service, void, cyclical and planned maintenance works and report on these statistics regularly to the Board.

11.19.2 Tenant satisfaction may be measured using paper satisfaction forms, email, online surveys or text in order to encourage a good response rate.

11.19.3 Expressions of dissatisfaction or complaints made on satisfaction forms will be recorded as frontline complaints and the tenants will be contacted accordingly.

11.19.4 The aim is to get it right first time, however, if tenants are unhappy with the way in which the Association has handled any issue to do with the implementation of this policy, or feel that a decision taken is contrary to this policy, they are encouraged to use the Complaints Policy. This is available as a separate document from the Association's office and, as with all of our policies, can readily be made available on tape, in Braille, in large print or in translation.

## 12.0 Cyclical Maintenance

- 12.1 It is important to differentiate between cyclical and planned maintenance. Generally, a cyclical programme deals with the *“gradual deterioration of building finishes and components ... It includes inspections at planned intervals”*. Cyclical work is essentially *“preventative or protective”*.
- 12.2 The Association will develop and maintain a programme of regular cyclical maintenance for all of the Association’s properties.
- 12.3 This programme will ensure that all necessary work is completed timeously and within a set budget.
- 12.4 The programme will allow the Association to plan financially for essential maintenance work. This work tends to be of a protective or preservative type and helps guard against the deterioration of the major building components.
- 12.5 The cyclical maintenance strategy will give a clear rolling programme of the following items:
- Legionella Inspections of common water tanks (every 6 months).
  - Gas servicing (annually).
  - Inspection of Smoke Detectors and CO Detectors (annually with gas service).
  - Gutter cleaning (as and when required).
  - Open space and landscape maintenance (annually).
  - Roof anchor inspections (annually).
  - External paintwork (5 years subject to pre-inspection).
  - Internal paintwork (5 years subject to pre-inspection).
  - Hard-wired electrical inspection and testing (5 years).
- 12.6 A 5 year cyclical maintenance programme will be prepared and will be reviewed annually.
- 12.7 The 5 year programme will be produced following consultation with tenants and approved by the Board/Technical Sub-Committee.
- 12.8 The plan will be updated annually by the Technical Director and approved by the Board before implementation.

- 12.9 The Association will develop a robust system to ensure that all Association properties with a gas supply or gas appliance will have an annual gas safety inspection carried out and all reasonable steps will be taken to ensure that the Association's operatives gain access to carry out this essential work.
- 12.10 The Association will force access against tenants that refuse to provide access.
- 12.11 Full details are contained within the Association's Gas Safety Policy.

### **13.0 Planned Maintenance Programme, SHQS & EESSH**

#### **13.1 Maintenance Strategy**

- 13.1.1 The Association's maintenance strategy is based around the maximisation of expenditure on planned maintenance and investment in improvements to stock to help ultimately reduce expenditure on day-to-day repairs.
- 13.1.2 The Association will set out detailed programmes for the maintenance of all of our stock for thirty years ahead and will include a detailed programme of works that ensure that all of the Association's stock continues to meet the SHQS beyond April 2015 and meets EESSH by December 2020.
- 13.1.3 The Association will develop 5 year plans for this work and this 5 year plan will be reviewed annually.
- 13.1.4 In preparing these plans the Association will ensure the deferment of more expensive day-to-day repairs is considered if these replacements can be included in the Planned Maintenance Programme without additional expense or undue discomfort to tenants.

#### **13.2 Planned Maintenance**

- 13.2.1 The Planned Maintenance Programme is based on comprehensive and accurate information about stock attributes, condition and property maintenance histories compiled through regular stock condition surveys and inspections. Any assessment of future planned maintenance needs will take account of the age, profile of the stock and components, state of repair and any repairs backlog.

- 13.2.2 The Association will carry out sample stock conditions surveys every five years. In addition, surveys will be undertaken in void properties by members of the Association's Technical staff.
- 13.2.3 The information gained in these surveys in relation to existing defects and future life of components will be used to inform and amend the life-cycle costing programme.
- 13.2.4 Planning for future repairs and maintenance is an essential element of the Association's Maintenance Strategy. The likely cost and timing of all planned works are estimated and this detailed information forms the core of the Association's Planned Programme.
- 13.2.5 The Association will create a detailed database of stock condition and this will be used to programme repair and improvement works.
- 13.2.6 Any void properties not covered by the main Stock Condition Survey will be inspected and surveyed by members of the Association's Technical staff.
- 13.2.7 The information held in this database only provides a snap shot of costs and timescale and could change over time due to:
- Components lasting for a longer and shorter period of time than originally expected.
  - Replacement costs being changed by labour/material costs.
  - Changes in legislation affecting the required timescales for works.

### 13.3 Risk

- 13.3.1 Inadequate provision for planned maintenance presents a risk to the Association and it is therefore our policy to make sure all of the information held on the database is kept under review. This is done by:
- **Stock Condition Survey** - a physical inspection carried out by consultants or by Association staff on an annual basis. Data collected will then be used to update the database to influence future planning.

- **Desk Top Review** - completed annually by the Association's Technical Director. This desktop exercise, i.e. no physical inspections, is undertaken using a series of judgements based on information gathered from day-to-day repairs records, void inspections from post inspections, and knowledge and experience of staff about stock.
- **Tenant Review** - as part of the Association's Customer Engagement Strategy the Association will take account of tenants' preferences before finalising the annual programme of planned maintenance for each year. However, while tenants' views will be considered, it must be stressed that the Association's priority is to make the right decisions that maintain the viability of the stock. For example, while tenants may wish to accelerate a programme of kitchen replacements in a specific area or block it may be essential to carry out vital roof or structural works instead to maintain the basic condition of the blocks.

#### 13.4 Examples of Major Repairs / Planned Maintenance / SHQS Works

13.4.1 Although not a complete list, the following provides examples of the type of work usually falling into this category:

- Replacement of full central heating systems
- New windows
- New doors
- New kitchens
- New bathrooms
- New roof coverings
- Re-wiring
- Insulated render to outer walls
- New external / close doors
- New controlled entry systems
- New rain water goods
- Removal of asbestos

## 13.5 Funding for Planned / SHQS / EESSH Works

### 13.5.1 The Association can fund its Planned Maintenance Programme in the following ways:

- The Association can borrow all or part of the funds required. Money will usually be loaned to the Association on the security of stock.
- The Association's existing reserves and future reserves built up through rent increases.
- Any grant funding available for energy efficiency work such as the Energy Company Obligation (ECO), etc.

## 14.0 Void Management

### 14.1 Rental income is the Association's main source of income and the maximisation of rental income will continue to be one of the most important functions that the Association performs. One of the significant ways in which rental loss can be limited is by the effective management of void properties.

### 14.2 The Raising Standards document defines a void property as *"a property for which rent is chargeable, but there is no tenant"*. Another essential feature of a void property is that it is a property for which the Association is seeking a new tenant.

## 14.3 Void Management Aims and Objectives

### 14.3.1 The aims and objectives of the Void Management Policy are to:

- Ensure that tenants are aware of their end of tenancy obligations.
- Prevent end of tenancy arrears wherever possible.
- Limit the number of void properties.
- Minimise void rental loss.
- Minimise void repairs costs.
- Comply with all legal obligations.
- Ensure that void properties meet our agreed re-let standards.



#### 14.4 Void Management Policy

- 14.4.1 Full details of the Association's Void Management systems are contained in the Association's Void Management Policy and Procedures.
- 14.4.2 The Association's staff will report regularly to the Board detailing the number of void properties, void and rental loss and on the timescales to re-let void properties.
- 14.4.3 Void Lettable Standard: All void properties will meet the Association's Lettable Standard before being re-let to a new tenant.

#### 15.0 Tenant's Right to Compensation for Improvements

- 15.1 The Housing (Scotland) Act 2001 introduced the tenant's right to compensation for improvements. The legal reference is the Scottish Secure Tenants (Compensation for Improvements) Regulation 2002. This gives tenants the right to claim compensation for certain qualifying improvement works carried out by them during the course of the tenancy.
- 15.2 This compensation is only available when a tenant terminates their tenancy of the property. The process to obtain this consent will be easily accessible and open to all tenants and the Association will not withhold consent unreasonably.
- 15.3 Full details of the system are contained within the Association's Policy on Right to Compensation for Improvements.
- 15.4 The Association will allow tenants to carry out improvement or alteration works to their properties. Tenants must seek consent from the Association prior to starting any proposed works. Tenants should use the 'Consent for Alterations and Improvements Form'. These are available from the Association's office and from its website.
- 15.5 Written approval must be obtained before any work starts on site.
- 15.6 In some instances tenants may require more than merely the consent of the Association. Statutory approvals such as Planning, Building Control and Environmental Health may be required if the work is of a more substantial or detailed nature.

- 15.7 It will be the tenant's responsibility to ascertain if any of these consents are required for the proposed alteration and again their responsibility for obtaining any relevant consents.

## **16.0 Rechargeable Repairs**

- 16.1 The Association will provide tenants with a clear list of maintenance items that are their responsibility. This list will be as comprehensive as possible and will be noted in the Tenants Handbook.
- 16.2 Where there is a need for a repair that is the tenants responsibility (i.e. as a result of negligence, vandalism, failure to provide access and/or the repair is the tenant's responsibility) the Association will undertake rechargeable repairs for tenants. Clear advice will always be provided to tenants when such a rechargeable repair is identified:
- Making it clear to tenants that the cost of a repair is rechargeable.
  - What the estimated cost of the repair will be.
  - How the cost will be charged and recovered.
- 16.3 In all but extenuating circumstances, no repair works will be carried out until the tenant has made payment in full.
- 16.4 However, in some emergency or health and safety situations the Association may have no option but to carry out any required repair work immediately.
- 16.5 Full details of this aspect of the repairs service are contained within the Association's Rechargeable Repairs Policy.

## **17.0 Policy Review**

- 17.1 This policy will be reviewed as required, and certainly within a period of no greater than three years.

## APPENDIX 1 - RIGHT TO REPAIR

### QUALIFYING REPAIRS AND MAXIMUM TIME FOR COMPLETION

<i>Qualifying Repair</i>	<b>Maximum Period (Working Days)</b>
Blocked flue to open fire or boiler.	1
Blocked or leaking foul drains, soil stacks or toilet pans where there is no other toilet in the house.	1
Blocked sink, bath or drain.	1
Loss of electric power;	1
Partial loss of electric power.	3
Insecure external window, door or lock.	1
Unsafe access path or step.	1
Significant leaks or flooding from water or heating pipes, tanks, cisterns.	1
Loss or partial loss of gas supply.	1
Loss or partial loss of space or water heating where no alternative heating is available.	1
Toilet not flushing where there is no other toilet in the house.	1
Unsafe power or lighting socket, or electrical fitting.	1
Loss of water supply;	1
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