



**Craigdale**  
HOUSING ASSOCIATION

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## REPAIRS & MAINTENANCE POLICY

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Craigdale Housing Association can provide this document on request, in different languages and formats, including Braille and audio formats.

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## **POLICY STATEMENT: REPAIRS AND MAINTENANCE**

### **1. INTRODUCTION**

Craigdale Housing Association takes pride in being able to provide good quality housing. High standards are sought through the initial design and construction process. The Association is equally committed to ensuring its stock is well maintained and to putting in place comprehensive repairs and maintenance services to achieve this.

This policy serves to define the Association's broad aims in relation to these repairs and maintenance services. It sets out a range of general principles that will guide the organisation of activities and the standards of service that shall be implemented.

### **2. CONTEXT**

**2.1** The Repairs and Maintenance Policy is amongst the most critical working documents for the efficient and effective delivery of the Association's housing services. It has been developed to take account of legislative, regulatory and good practice requirements in relation to repairs and maintenance services. The Association shall also ensure that its operational practices accord with these requirements, and adhere to the particular requirements of the Scottish Secure Tenancy (SST), the Scottish Housing Quality Standard (SHQS), the Energy Efficiency Standard in Social Housing (EESH) and Energy Efficiency Standard in Social Housing 2 (EESH2).

#### **2.2 Legislation**

The legislative requirements include the need to comply with the range of health and safety duties imposed upon landlords; and various landlord responsibilities set out in the 2001 and 2010 Housing (Scotland) Acts in particular. Various contractual terms are imposed via relevant tenancy, occupancy and management agreements. The Association shall ensure all its practices accord with these terms and requirements.

#### **2.3 Performance Standards & Regulatory Requirements**

The Social Housing Charter came into effect in April 2012 and revised in 2017 and this sets the standards and outcomes that all social landlords should aim to achieve when performing their housing activities. The Charter states in terms of maintenance landlords relevant outcomes include:

##### **2: Communication**

Social landlords manage their business so that tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.

##### **4: Quality of housing**

Social landlords manage their business so that tenants' homes, as a minimum, meet the Scottish Housing Quality Standard by April 2015 and continue to meet it thereafter, and when 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.

#### 13: Value for money

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

Social landlords are responsible for meeting the standards and outcomes set out in the Charter. The Scottish Housing Regulator is responsible for monitoring, assessing and reporting on how well social landlords, individually and collectively, achieve the outcomes.

The Scottish Housing Regulator (SHR) has also produced Regulatory Standards for Governance and Financial Management and this policy complies with the Regulatory guidance.

The SHR also produces Thematic Studies and this Policy has been revised to take into account published guidance arising from Thematic Studies.

## **2.4 SFHA Guidance**

The Scottish Federation of Housing Associations (SFHA) has also developed good practice guidance relating to the provision and management of repairs and maintenance services. This policy has been drafted to take account of this guidance.

## **2.5 Business Planning**

This policy supports the strategic requirements of the Association's Business and Strategic Delivery Plans; Standing Orders; and the Association's strategies, policies and procedures including, but not limited to our Tenant Participation Strategy, Equalities & Diversity Policy, Risk Management Strategy and Asset Management Strategy.

## **2.6 Procedural Guidance**

This policy is supported by comprehensive repairs and maintenance procedures that detail the processes involved in the effective delivery of the associated services. The Association will also ensure that all staff and the Board members receive appropriate training and support to meet the requirements of this policy and the related procedures.

### **3. AREAS OF RESPONSIBILITY**

#### **3.1** Key areas of responsibility in relation to the implementation of the Association's Repairs and Maintenance Policy are detailed below:

- *The Board* - has responsibility for ensuring that this policy complies with regulatory and legislative requirements and meets the Association's Business Plan and budget objectives.
- *Chief Executive Officer* – has responsibility for ensuring that this policy is applied to ensure compliance with regulatory and legislative requirements and meets the Association's Business Plan and budget objectives.
- *Maintenance Services Officer & Housing Services Assistant* – have responsibility for ensuring that appropriate technical support and advice is provided to the Board, Management Team and other relevant members of staff.
- *Finance Agent* – has responsibility for ensuring that appropriate financial support and advice is provided to the Board, Management Team and other relevant members of staff.
- *Senior Housing Services Officer* – has responsibility for operational delivery of the policy and for the management, supervision and training of the staff responsible. The Senior Housing Services Officer (SHSO), along with the Maintenance Services Officer (MSO) is also responsible for reporting performance information to the Board, Operational Services Committee and the Management Team on repairs and maintenance issues, including actions taken to achieve performance in line with service targets.

The Association's Board delegates all responsibilities for operational delivery of the repairs and maintenance services to the Association's staff team. The roles and responsibilities of the individual team members involved are detailed in the Repairs and Maintenance Procedures and within the Associations Standing Orders, Remits and Delegated Authorities.

All staff involved in the delivery of our repairs and maintenance services will receive appropriate training to ensure compliance with legislative requirements, good practice

### **4. POLICY AIMS**

The specific objectives of the Repairs and Maintenance Policy are to achieve the following:

Provide homes that offer a warm, comfortable and healthy living environment for occupants; and which remain in demand

- To provide an efficient and responsive reactive repairs service that is responsive to the needs of tenants and gets repairs done right, on time, first time
- To enable adaptation work to be carried out in order to meet the individual needs of tenants
- Achieve value for money in procurement. In this regard, due consideration shall be given to the provisions of the Procurement Policy and procedures
- Minimise void repair periods
- Ensure effective systems are in place for monitoring and recording information about stock condition. This information shall underpin the planning of maintenance and improvement work, and the financial planning process
- Ensure effective systems are in place to monitor performance in relation to maintenance and repairs activities and services. These shall underpin the framework for achieving desired levels of work quality and customer service and satisfaction
- Provide customers with regular performance information; and a range of opportunities to be involved in the development of the full range of maintenance and repairs activities and services. In this regard due consideration shall be given to the provisions of the Association's Tenant Participation Strategy
- Ensure effective staff training is in place
- Enable the Board to exercise due control over maintenance activities; through ensuring appropriate performance reporting systems are in place.

## **5. REACTIVE REPAIRS SERVICE AND CUSTOMER SERVICE STANDARDS**

- 5.1** The reactive repairs service is delivered by the Association's Housing Services Team. Team members are tasked with a range of duties relating to the inspection of requested repairs work; the instruction, inspection and monitoring of repair and servicing work; budget control; and general administration of the service. A copy of the Association's Service Standards for the repairs service is attached to this policy at Appendix 1.

The Association shall publicise information about the service in a number of ways. The tenant handbook/calendar and website shall contain information indicating the division of landlord and tenant responsibility for instructing, and paying for, different types of repair work. Publications such as the newsletter shall also be used to provide more general and practical information, including contact details and service performance statistics.

In common with its range of services, the Association endeavours to make the reactive repairs service fully accessible to all who require use of it; and, as far as possible, responsive to the individual needs of service users. Tenants may inform the Association that repair work is required via telephone, letter, email, by using the tenant's portal or in person at our office, according to their individual preference. The Association shall aim to implement a flexible approach to agreeing to requests for specific appointments to have repair work carried out. As a minimum standard the Association shall aim to arrange for appointments on specific days and or dates, and at a time in either the morning or afternoon.

The Association has access to a Handy Person service for tenants who are unable to carry out minor works to their properties that fall within the category of tenant responsibility repairs. Please refer to Craigdale's Handyperson Policy for further information.

With all repair works the Association shall aim to ensure that good quality materials are used by repairs contractors and also that high standards of work are achieved. A robust inspection and monitoring system shall be in place for this purpose, a copy of the Association's Inspection Framework is attached to this policy at Appendix 2. Similarly, the Association shall maintain systems for monitoring contractor performance and requesting feedback from residents on repair work carried out.

## **5.2 Completion Times**

The Association shall categorise reported faults according to the level and nature of response required. The Association shall endeavour to apply a consistent approach to categorisation and ensure the staff team are appropriately trained to achieve this. It shall operate three categories, each with a different target completion timescale, as follows:

### **a) Emergency Repairs Category**

The right to repair and its 24-hour timescale for completion includes circumstances that Craigdale believe are an emergency and should be addressed quickly. Incidents which present circumstances that constitute a safety hazard or which make a property uninhabitable shall be categorised as an Emergency. Contractors will be instructed to attend within 4 hours and make safe. Any follow up work required will be allocated a routine / urgent job line depending on circumstances. This will include, but not be restricted to, incidences of fire and flood, no heating or hot water.

The Association shall have in place arrangements to ensure requests for emergency repairs can be received and responded to 24-hours a day, 7 days a week.

### **b) Right to Repair Category**

Right to repair items with a 24-hour completion time will be placed into this category.

Contractors shall be instructed to complete the required repair work within 24-hours.

### **C) Urgent Repairs Category**

Faults and incidences that require prompt attention, but which do not arise as a result of emergency circumstances shall be categorised as Urgent. This will include, but not be restricted to faulty electrical systems and fittings, leaking pipes, partial loss of water, and repairs required to features of communal areas including doors and roofs. Right to Repair items with a three-day completion time shall also be placed in this category.

Contractors shall be instructed to complete the required repair work within 2 days (commencing the next day the repair was reported).

#### D) Routine / Non-Repair Category

All other items of non-urgent work shall be categorised as Routine. Contractors shall be instructed to complete the required repair within 10 full working days (commencing the next day the repair was reported).

A copy of the target timescales for each individual repair type is attached to this policy at Appendix 3. The Association reserves the right to amend the completion category and timescale for individual repair works to take account of unforeseen or other specific circumstances. These include, for example, a requirement to order parts and materials, very specialist works, and additional works being identified when repairs are being carried out. Any amendment to the completion timescale will be clearly recorded in order to create an appropriate audit trail compliant with the requirements of ARC validation (Annual Return on the Charter).

The Association shall regularly review the completion timescales specified in relation to these categories to ensure it is operating in line with its peer organisations, regulatory guidance and relevant good practice.

The Association shall apply the same process of categorisation of defect repairs required in newly built properties. It shall aim to maintain effective working relationships with contractors to ensure as far as possible that works are carried out within the relevant timescales.

### **5.3 Non-Emergency Repairs Appointment System**

As a performance indicator to the Annual Return on the Charter (ARC) and with the aim of continually improving customer service, the Association will offer our tenant's a weekday morning or afternoon appointment for all urgent and/or routine repairs. The appointment will form part of the contractual arrangements with our contractors and be made at the point of receipt of the repair request.

## **5.4 Right Repair**

The Association shall adhere to the requirements of the Right to Repair scheme defined in the Housing (Scotland) Act 2001. It shall have in place and publicise systems and methods of working that ensure full compliance with this. Staff members shall be fully trained in implementing these. They will also be advised of the relevant statutory regulations governing the provisions of the scheme.

The Association acknowledges the particular requirement to advise tenants in writing annually of the provisions of the scheme and shall use its newsletter as the principal means of achieving this. Notwithstanding this, the Association shall make information about the scheme freely accessible and available to all tenants; and advise on an individual basis, whenever the provisions of the scheme apply. The Association shall maintain records which enable it to monitor and demonstrate compliance with the Right to Repair scheme.

## **5.5 Rechargeable Repair Work**

The Association shall carry out repair work for which it is responsible in accordance with tenancy or lease agreements. Charges shall be levied where a repair becomes necessary as a result of the wilful, negligent or accidental actions of the tenant's household (rather than through fair wear and tear). A copy of the repair responsibilities of the Association and that of Tenants is attached to this policy at Appendix 4. Further information on the process for charging is provided in the Association's Recharges Policy.

## **5.6 Void Properties**

The Association aims to let void properties on the date the property becomes void, or as quickly as possible thereafter, in order to minimise loss of rental income. In order to achieve this, the Association shall adopt a systematic approach to undertaking inspections and instructing necessary repair work, ideally when the current tenant is in-situ; to monitoring progress towards completion; and to passing properties fit for let. The Association shall have in place a void property standard. This will define, as far as practically possible, the nature and extent of repair work that will be carried out prior to a property being deemed as fit for let. This standard will be periodically reviewed in consultation with tenants to ensure it is fit for purpose and meets general expectations and best practice.

Reference should be made to the Association's Void Management Policy.

By exception, where work of a much more extensive nature is required, the completion period can be extended. Any property requiring only minor repair work can be passed as fit for let on the basis that the repair work shall be completed as soon as possible post tenancy commencement.

Notwithstanding the nature or extent of any repair work required, it is the Association's policy to instruct a gas safety check on any property that has a gas heating system; and have this carried out before the new tenant moves in. Similarly an electrical safety inspection will be carried out in all void properties along with a Joiners safety check and current Energy Performance Certificate (EPC).

## **6. SERVICING**

### **6.1 Gas Servicing and Maintenance**

Gas Safety (Installation & Use) Regulations 1998

The Association recognises the critical importance of ensuring gas heating and hot water systems in its properties are in good safe working order. It shall meet all statutory duties in relation to gas safety management and associated health and safety legislation. In doing so it shall maintain effective administrative systems to ensure all gas systems in tenanted properties are subject to an annual service; the keeping of appropriate records; and the accurate monitoring of and reporting on progress of the servicing programme and related routine repair work. Reference should be made to the Association's Gas Maintenance Policy.

In fulfilling its legal responsibilities, the Association shall pursue a clearly defined process in order to secure access to properties for the purpose of enabling servicing work to be carried out. Where necessary this shall include taking appropriate action to gain entry.

The Association will appoint independent Gas Safe Register approved contractors to carry out annually, on a sample basis, a quality assurance check of the principal gas safety contractor's work. The independent contractor will sample at least 5% of the services completed and the outcomes and any actions taken to progress any issues raised will be reported to the Association's Management Team and the Board.

### **6.2 Other Servicing Arrangements**

The Association shall maintain appropriate servicing agreements in respect of water supply and drainage disposal arrangements for properties not connected to mains systems; alternative power and heating systems; and also for any other specialist equipment that it is responsible for maintaining, such as medical hoists.

## 7. TENANT SATISFACTION AND INVOLVEMENT

Repairs and Maintenance are a crucial area to tenants and we will regularly update tenants on policies and procedures in a number of ways, including but not limited to the following:

Topic	Source
How to report a repair	<ul style="list-style-type: none"><li>• Tenant Handbook/Calendar</li><li>• Newsletter</li><li>• Website</li><li>• Tenants portal</li></ul>
Response times	<ul style="list-style-type: none"><li>• Tenant Handbook</li><li>• Newsletter</li><li>• Website</li></ul>
Emergency Numbers	<ul style="list-style-type: none"><li>• Tenant Handbook</li><li>• Newsletter</li><li>• Website</li></ul>
Date of completion of non-emergency repair	<ul style="list-style-type: none"><li>• Repair confirmation receipt</li></ul>
Charges for repairs	<ul style="list-style-type: none"><li>• Tenant Handbook/Calendar</li><li>• Tenancy Agreement</li></ul>
Reporting defects (New Build)	<ul style="list-style-type: none"><li>• Tenant handbook/Calendar for tenants on new developments</li></ul>
Amendments to any of above	<ul style="list-style-type: none"><li>• Tenant Handbook/Calendar</li><li>• Newsletter</li><li>• Website</li></ul>

In common with its range of services, the Association is committed to monitoring the experiences of tenants using the reactive repairs and other maintenance services. The Association shall use a range of means to obtain feedback from residents on their level of satisfaction with key aspects of these services. The Association shall investigate individual complaints or causes for dissatisfaction and use information obtained in identifying potential service improvements.

More generally the Association will aim to consult with tenants on key aspects of the Repairs and Maintenance Service, including service specification, policy direction and operational practices.

## **8. PLANNED MAINTENANCE GENERAL PRINCIPLES**

- 8.1 The Association shall implement a robust and transparent system of planning and costing future maintenance work. This shall be based upon the recording of detailed, accurate and up to date stock information on its properties (internal and external) and their components and features. Regular technical inspections shall be undertaken as a means of collecting this information, while all members of the staff team shall be actively encouraged to feedback information about the condition of any properties they visit. The Association shall ensure that information on repair work carried out will be used to inform the system for planning future maintenance requirements.

The Association shall develop its asset management strategies and policies to ensure future programmed maintenance works take into account factors such as stock popularity, designing out poor quality and or intrinsically expensive items for maintenance purposes; and feed this back into new housing design through its design guide.

The Association shall tender contracts for planned maintenance work in accordance with the provisions of its Procurement Policy.

Homeowners within our housing stock will be offered the opportunity of benefiting from our planned maintenance works, with appropriate repayments arrangements agreed with the owner.

### **8.2 Scottish Housing Quality Standards**

Although the 2015 target date has expired, the Association will continue to review our stock to ensure that this continues to meet all SHQS criteria.

### **8.3 Energy Efficiency Standard for Social Housing**

The Association achieved the Energy Efficiency Standard for Social Housing (ESSH) for the 2020 deadline and will work towards achieving the ESSH 2 requirements, within the appropriate timescales, once these are published. ESSH and ESSH 2 aims to improve the energy efficiency of all social housing in Scotland by helping to reduce energy consumption, fuel poverty and the emission of greenhouse gases.

The Association will ensure that it has a valid EPC for all its properties.

#### **8.4 Cyclical Painting Work**

The Association shall implement and publicise a programme of refreshing the paintwork on external features and in communal areas. This will be carried out at timescales determined as being appropriate to maintain high standards at the Association's housing developments.

Reference should be made to our Factoring Policy in terms of owners and cyclical works.

#### **8.5 Tenant Involvement**

As a matter of course, the Association shall give tenants (and owners where applicable) advance notice of any cyclical and planned maintenance works due in their property. Detailed information about the nature of the work, specification, timescales and any disruption likely to be caused, shall be provided.

As far as possible, tenants shall be given the opportunity to exercise choice in the specification of products and works. The Association shall respect the needs of tenants that are frail, vulnerable or disabled, and as far as practical, adopt flexible working practices that recognise their particular requirements.

On completion of individual works the views of tenants involved will be sought via a tenant satisfaction survey. This information will be used to assess the performance of contractors and to identify possible future service improvements.

### **9. ADAPTATIONS**

The Association shall support and assist the carrying out of works which will enable independent living and enhance the quality of life of tenants with particular mobility or other impairments. In doing so it shall follow best practice and regulatory guidance in relation to procurement of works; and aim to ensure such adaptations are carried out quickly and competently. Liaison will be required with the tenant and their Occupational Therapist, or other relevant agencies. Detailed and accurate records about adapted properties shall be maintained to enable implementation of appropriate maintenance regimes; and to enable informed decisions to be made about their future allocation to other tenants.

The Association will only refuse to carry out adaptive work in exceptional circumstances this will include when:

- The location of the property or property layout and type makes it unsuitable.
- Suitable alternative accommodation can be made available.
- The adaptation is technically difficult to achieve without detriment to the property and other tenants.
- Funding is not available.
- The specific advice from relevant agencies is that the proposed adaptation would not be appropriate.

In procuring adaptive work the Association shall adhere to the provisions of its Procurement Policy. It shall acknowledge all relevant regulatory guidance on procurement and funding.

## **10. ASBESTOS MANAGEMENT**

The Association recognises the dangers presented by asbestos and shall have detailed Asbestos Management Policy and procedure documents in place. These shall describe the general approach and particular steps it shall take in order to meet relevant legal, health and safety, and best practice requirements.

## **11. LEGIONELLA MANAGEMENT**

The Association will carry out its legal duties to consider, assess and control the risks of exposure to Legionella to our tenants. This requirement primarily stems from the Control of Substances Hazardous to Health Regulations 1989; Section 3(2) of the Health and Safety at Work Act 1974 making provision for the legislation to apply to landlords of both business and domestic premises. The association has a detailed policy for Legionella Management.

## **12. PERFORMANCE MONITORING AND REPORTING**

The Association shall maintain internal information systems which are based around ensuring effective monitoring, control and reporting of its repairs and maintenance activities. Comprehensive records of all repairs and maintenance work shall be held with a view to demonstrating transparency in the way work has been carried out and authorised.

The Association will monitor repairs and maintenance performance using both regulatory and local performance indicators as follows

### *Regulatory Performance Indicators*

- Number and average time taken to complete Emergency repairs.
- Number and average time taken to complete Non-Emergency repairs.
- Percentage of Non-Emergency repairs completed right first time.
- Tenant satisfaction with repairs and maintenance services.
- How many times in the reporting year did you meet your statutory obligations to complete a gas safety check within 12 months of a gas appliance being fitted or last checked.
- Total stock failing the SHQS (as at 31 March)
- Total stock failing the EESSH (as at 31 March)

### *Local Indicators*

- The number of pre and post inspections carried out
- All repairs expenditure against specific budgets and contractor
- Average time taken to complete Void repairs

The Board reviews targets for the Association's repairs and maintenance services on an annual basis.

Regular performance, financial monitoring and statistical reports shall be presented to the Management Team, Operational Services Committee and Management Board for consideration. The structure and content of these reports shall be reviewed periodically to ensure Board members are able to make informed strategic decisions.

### **13. EQUALITY & DIVERSITY STATEMENT**

- 13.1 The Association is committed to ensuring equal opportunities and fair treatment for all people in its work. In implementing this policy, our commitment to equal opportunities and fairness will apply irrespective of factors such as gender or marital status, race, religion, colour, disability, age, sexual orientation, language or social origin, or other personal attributes.
- 13.2 In line with our commitment to equal opportunities, this policy can be made available free of charge in a variety of formats including large print, translated into another language or on audio tape.

### **14. SUSTAINABILITY IMPLICATIONS**

The approach outlined in this policy, working in tandem with our other housing management and maintenance policies, ensures that the Association makes a positive contribution toward the sustainability of our communities.

The Association acknowledges the negative impact that poorly maintained properties can have on individual households and communities and aims to ensure that these are kept to a minimum through its policies and delivery of pro-active housing and maintenance services.

Our Repairs and Maintenance Policy and the associated procedures emphasise high quality responsive and planned maintenance services and a customer centred approach. The overall aim being to maintain the long-term sustainability of our properties and successful occupancy of our homes.

## **15. RISK MANAGEMENT**

Risk arises from the Association's Repairs and Maintenance Policy in a number of respects:

- failure to comply with relevant legislation resulting in possible legal challenges
- failure to comply with regulatory guidance
- maintenance costs exceeding budget levels
- rent loss from delay in repairing void properties
- injury to residents or staff resulting from problematic repairs and maintenance works
- early component failure

Given the importance of these risks it is recognised that these have to be effectively managed. This will be achieved through the cyclical review of the Repairs and Maintenance Policy and the associated procedures, to ensure compliance with all legislative requirements and regulatory and best practice guidance.

The Association will also consult with tenants as a key element of this review process. Furthermore, appropriate training opportunities will be made available to members of staff to ensure high standards of service are maintained.

Budget monitoring and progress with repairs and maintenance works will be the subject of regular reporting to the Management Board.

As regards financial management issues, the Association shall ensure adequate financial resources are in place to support the delivery of its reactive repairs services and meet the defined standards of service; and the carrying out of planned maintenance work. In doing so it shall comply with its Financial Regulations and Scheme of Delegated Authority.

## **16 REVIEW OF THE POLICY**

- 16.1 This policy will be reviewed as necessary every 3 years in line with relevant legislation and/or best practice or earlier if required.

## **17 COMPLAINTS**

- 17.1 If anyone wishes to complain, they should refer to the Association's Complaints Policy.

## Craigdale Housing Association Service Standards

### Responsive Repairs & Re-lets

We will .....

- Provide a variety of simple and convenient ways in which to report repairs
- Advise you of your repairs responsibilities as a tenant
- Recharge you the cost of any repairs that are your responsibility or have been caused by your neglect of our property
- Provide an out-of-hours emergency service
- Send confirmation of all repairs – including time scale for completion and contractors contact numbers
- Carry out:

Emergency repairs – respond within 2 hours and complete within 6 hours

Urgent repairs in 2 full working days

Routine repairs in 10 full working days

Minor & Standard Void Repairs in less than 10 full working days

- Ensure a convenient appointment is made when attending to non-emergency repairs
- Ensure that contractors carry identification, complete work within the timescales and tidy up after completing repairs
- Ensure that wherever possible contractors complete repairs 'right first time'
- Where follow up work is required, contractors complete this work timeously and without delay.
- Offer appointments as required for inspections
- Provide opportunity for tenants to comment on the quality of completed repairs
- At the end of your tenancy, advise you of the extent and cost of repairs that are your responsibility
- Advise you of the minimum letting standards for your new property and seek feedback on your satisfaction with the condition of your new home
- Ensure there is a valid EPC (Energy Performance Certificate), gas safety check, electrical check and other relevant information in your home
- Inspect a sample of completed repairs and re-let properties to check for quality

You must .....

- Keep your home in a reasonable state of cleanliness and good decorative order
- Report repairs or faults as soon as possible in your own home or the common areas
- Allow staff access to inspect your property when required
- Make sure our contractors are given access to carry out repairs.
- Carry out repairs that are your responsibility

## Improvements and Alterations

You must .....

- Always ask our permission in writing before you start any improvement work – a form is available to assist in this
- Carry out the work to the guidelines we give you and supply any certifications, permissions and approvals requested from third parties
- Allow staff access to inspect the alterations / improvements carried out
- Contact us prior to moving out to agree if any improvements / alterations carried out can be left at the end of your tenancy
- Re-instate or replace the original fixtures and fittings were advised to do so

We will .....

- Not unreasonably refuse permission for any alterations or improvements to your property
- Advise you in writing of any guidelines, restrictions or rights to compensation where you are given permission for alterations or improvements to your home
- Discuss your request and inspect where appropriate before or after your alterations or improvements have been carried out to ensure the work is done to a reasonable standard
- Give a decision within 21 working days of receipt of a request to undertake an alteration and state the reasons if permission is refused
- Ask you to remove or reinstate any unauthorised alterations / improvements. If you fail to do this and we are required to carry out this work you will be charged the cost

## **Planned Maintenance and Servicing Contracts**

We will.....

- Publish plans in advance in our newsletter and website where we are undertaking major maintenance work and ensure this information is regularly updated
- Consult with tenants (and owners) about the works being planned
- Advise how the work will affect the tenant and their occupation of the property
- Wherever possible give tenants a choice in colour, design, finishes etc.
- Advise when work will commence and how long it will take, ensuring works are carried out at reasonable times
- Issue relevant details about each contract, e.g. contractors name and contact numbers
- Provide a named member of staff to manage and answer queries or problems associated with a specific contract.
- Inspect all works individually at end of contract
- React to tenant satisfaction comments resolving any problems
- Advise tenants of planned maintenance works completed each year
- Advise you of the contribution we make towards any disturbance you have experienced when improvements are made
- In exceptional circumstances; find you alternative accommodation and assist you to move if required for major improvement works
- Carry out an annual Gas Safety Inspection and any other Landlord safety obligations
- Ensure we maintain the common areas where you live and advise you of the terms of our grounds maintenance contract

You must....

- Allow staff and contractors reasonable access to your property to plan and carry out planned maintenance programmes
- Allow access for an annual Gas Safety Inspection to ensure the safety of services and appliances in your home as required
- Allow access every 5 years for Electrical Inspection of the property.
- Advise us of any problems or omissions with any of our contracts

## **CRAIGDALE HOUSING ASSOCIATION**

### **REPAIRS INSPECTION FRAMEWORK**

#### **Craigdale Housing Association**

#### **Repair Inspection Framework**

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### **1. Overview**

Craigdale Housing Association has clear aims to provide the highest levels of satisfaction to all tenants living within our properties whilst ensuring the service that is delivered covers the individual needs and expectations of our tenants. We also aim to ensure that our services are consistent and achieve value for money.

This framework is designed to ensure that Craigdale provides a level of consistency in the way in which the organisation undertakes pre and post repairs inspections and that our efforts are focussed on four key areas.

1. Tenant need and expectation
2. Health & Safety
3. Quality
4. Cost control and value for money (VFM)

Craigdale also understands that many of our tenants have different needs and requirements. This may be in the form of reassurance and guidance from a member of our staff prior to allowing any repair work to be completed on their home. As a result our staff are specially trained to treat each repair request on its merits and will on occasions arrange for a member of staff to visit a tenant first if this is considered the most appropriate course of action.

## **2. Pre inspections**

As an organisation we understand the need for the repairs service to have technical expertise within our staff to undertake assessments on our properties that determine appropriate repair action to be taken. Our staff are trained and provided with guidance on the various types of scenario that may require a pre inspection and more details of this can be found in Appendix A.

Craigdale employs a Maintenance Services Officer, who works within the Housing Services Team. The MSO is responsible for all the reactive repairs requirements of our housing stock and will undertake all technical inspections (with appropriate support if required) and make decisions on any appropriate repair work to be completed.

Our target for the number of technical pre inspections we will undertake 10% of all the reactive repair work Craigdale completes.

On all occasions an appointment will be made by a member of staff in advance of the visit.

If a pre inspection is required this will not alter the overall priority timescales we set ourselves to complete a repair, therefore the days taken to inspect a problem will be deducted away from the overall repair priority when the actual repairs is finally ordered. For example if a repair is considered routine with a 10 working day target, and it took 2 days to carry out a pre inspection, the target for the contractor would be 8 days.

In general Craigdale will pre inspect the following types of scenario (but not limited to):

- Any reported structural defect that has the potential to cause harm or deteriorate rapidly
- Reports of damp and mouldy conditions
- All jobs that have the potential to cost more than £500 in value. For example, a request for a new door or window
- Requests for major plastering repairs
- Requests for new fencing or garden drainage problems
- Reports of defective or broken appliance such as a bath or sink unit.

A more detailed schedule of what Craigdale will and tend not to pre inspect can be found in Appendix 3.

### **3. Post Inspections**

Craigdale has clear values to provide high levels of customer service through all the services in which we deliver to our tenants and we appreciate that the repairs service is viewed as one of the most important in terms of tenant's expectations and financial cost. As a result the repairs team will undertake a number of post repair inspections to ensure that the quality of repairs completed on our properties are of a high standard and that our preferred contractors are providing us with a value for money service.

In the main Craigdale's Maintenance Services Officer will carry out a number of post quality inspections upon completion of a repair to ensure that the quality continues to be of a high standard and the invoice value is acceptable under our contractual arrangements.

We will undertake to complete a minimum number of post inspections based on a random 10% sample of all completed reactive repairs. From the selected sample the Maintenance Services Officer will contact the tenants to arrange a suitable date and time for a post inspection visit. All repairs where the tenant has expressed dissatisfaction will be post inspected.

The outcomes of the inspection will be recorded in our IT systems including an assessment of the overall quality of the completed repair and will take into account the views of the tenant. This data will allow Craigdale to monitor trends and to feedback performance to our contractors.

The overall quality percentage for post inspections will be reported through our performance indicators on a monthly basis. Specific trends and performance of individual contractor's performance will be monitored by the Senior Housing Services Officer.

As standard Craigdale will also post inspect 100% of repairs that meet one of the following criteria. These inspections will normally be carried out by the Maintenance Services Officer:

- A completed repair that resulted in a formal complaint being made
- A completed repair with a cost/order variance of greater than £500
- Repairs completed that have been subject to a claim with Craigdale's insurers.
- Structural damage
- Dampness/Condensation

#### **4. Alteration Requests.**

Craigdale currently has in place a procedure to allow tenants to apply for permission to undertake alterations or additions to their homes. This inspection framework outlines in which particular circumstances we will carry out an inspection of that request.

The requests which we will inspect include (but not limited to):

- A request to make structural changes to a property. For example removing an internal wall or installing a sky light
- Requests from a tenant to install their own fencing to replace an existing boundary
- Loft renovations
- Requests to install a tenant's own style external door
- Requests to fit a tenant's own bathroom or kitchen suite
- Requests to install tenants own electric fireplace or gas fire

Requests in which we will tend not to inspect but still grant permission where it is possible to do so:

- Installation of a satellite dish (dependant on building and location)
- Requests to make minor alterations
- To fit an additional kitchen wall or base unit
- To install shelving in a cupboard space
- To replace a gate with tenants own
- Replace door handles with tenants choice
- Make minor alteration to garden layout

#### **5. Voids Inspections**

Craigdale's void procedures are clearly documented within the Voids Policy however as standard we will ensure that 100% of void properties are inspected before they become vacant. This is to ensure that all necessary repairs are identified and allocated to the appropriate contractor in advance of offering a property to a prospective tenant.

We will also carry out post quality inspection checks on 100% of void properties upon completion of repair works. This is to ensure that a property meets Craigdale's 'Lettable Standard Document' which describes in detail the condition that a property must attain before signing up any new tenant.

A copy of the detailed checklist that must be completed in full before a property is considered 'ready for let' can be found as an appendix to Craigdale's Voids Policy.

## Appendix 3

Scenario's where Craigdale will and will tend not carry out a technical pre inspection

Repair Description	Yes – Pre Inspection required	No – Repair can be raised direct for the contractor
<b>EXTERNAL</b>		
Structural damage	•	
Rainwater goods		•
Fascias, soffits, bargeboard	•	
Pointing and minor brickwork	•	
Brick wall replacement or rebuild	•	
Roofing tiles		•
Concrete canopies	•	
Coping Stones	•	
Uneven pathway	•	
Rotary driers		•
Fence replacement	•	
<b>WINDOWS</b>		
Window repairs		•
Window replacements	•	
Glazing		•
Window ironmongery		•
<b>DOORS</b>		
Door entry systems		•
Door frame replacement	•	
External door replacement	•	
Internal door replacement	•	
Replacement ironmongery		•
Locks and hinges		•
Door numerals		•
Door threshold		•
Ease and adjust door		•
Communal doors		•
<b>GENERAL JOINERY</b>		
Skirting and architrave		•

Repair Description	Yes – Pre Inspection required	No – Repair can be raised direct for the contractor
Floorboards		•
Joists and stairs		•
Bannister and handrail		•
Dado/picture rail		•
<b>ELECTRICAL</b>		
Sockets and light fittings		•
Thermostats		•
Heating failure		•
Security lights		•
Doorbells (main wired)		•
Heating control		•
Smoke detectors		•
Carbon monoxide detectors		•
<b>PLASTERWORK</b>		
Floor and wall tile repairs		•
Floor or wall tile replacement to large area	•	
Plaster patching		•
Major plastering	•	
Artex repair	•	
Damp proof failure	•	
Mould growth	•	
<b>PLUMBING</b>		
Minor leaks		•
Replacement taps		•
Bath replacement	•	
Wash basin replacement	•	
Toilet replacement	•	
Silicone sealant		•
Blockages to internal wastes		•
Blocked drains		•
Shower repairs		•
Shower replacement	•	

Repair Description	Yes – Pre Inspection required	No – Repair can be raised direct for the contractor
<b>ALTERATION REQUESTS</b>		
Structural changes	•	
Installation of SKY / Satellite Dish	•	
Loft renovation	•	
Install tenants fencing	•	
Request to alter garden layout	•	
External door replacement	•	
Replacement bathroom or kitchen	•	
Additional kitchen units	•	
Shelving		•
Door Handles		•
Garden sheds	•	
Minor alteration to garden layout		•
<b>MISCELLANEOUS</b>		
Jobs over £500 in value		
A variation request 50% more than the order value		
Specific tenants request		

## Craigdale Housing Association

## Repair Timescales

Repair Description	Emergency 4 hours	RTR1 – 24 HOURS	Urgent - 2 days	Routine – 10 days	Exceptions - Tenants Responsibility
<b>Plumbing</b>					
Dripping Tap				•	
Leaking tap when used			•		
Blocked sink or basin		•			
Loose taps			•		
Replacements taps			•		
Block WC		•			
Blocked WC due to tenant negligence		•			<b>Chargeable Repair</b>
Leaking WC		•			
Replace flush handles		•			
Toilet difficult to flush – one toilet		•			
Ball valve to tank			•		
Leaking overflow			•		
Broken toilet seat				•	<b>Chargeable Repair</b>
<b>Joinery</b>					
Gain access for tenant due to faulty lock	▪				
Gain access due to lost keys by tenant	▪				<b>Chargeable Repair</b>
Renew faulty door lock if only means of security	▪				
Renew faulty door lock if two forms of security on door			•		
Insecure Door	•	•			
Renew internal door				•	
Replace front door handles		•			
Replace internal door handles				•	
Timber skirting board				•	
Architrave and frames				•	
Loose floorboards			•		
<b>Electrical</b>					
Faulty light fittings			•		

Repair Description	Emergency 4 hours	RTR1 – 24 HOURS	Urgent - 2 days	Routine – 10 days	Exceptions - Tenants Responsibility
Faulty sockets			•		
Thermostats			•		
Aerial sockets				•	
No lighting single room			•		
No Power	•				
Partial power loss			•		
Dangerous wires		•			
Corridor lights out			•		
Faulty shower with bath			•		
Faulty shower no bath		•			
Replacement trucking				•	
Smoke alarms	•				
<b>Communal areas</b>					
Host not working				•	
Communal light out			•		
Emergency lighting			•		
Door entry system			•		
Loose handrail			•		
No TV reception			•		
Rotary driers				•	
Uneven path dangerous			•		
Uneven path not dangerous				•	
<b>Heating</b>					
No heating	•				
Partial heating			•		
Radiator leaking			•		
<b>Windows</b>					
Broken glass	•				
Cracked glass			•		
Loose window	•				
Window won't close	•				
Faulty handle			•		
Leaking window			•		
Loose window sill				•	
Broken vent				•	
<b>Roofs</b>					
Moss removal				•	
Roof felt replacement				•	
Loose tiles			•		
Make safe after storm	•				

Repair Description	Emergency 4 hours	RTR1 – 24 HOURS	Urgent - 2 days	Routine – 10 days	Exceptions - Tenants Responsibility
Rain penetration			•		
Major roof repair				•	
Replace broken slates				•	
Rebed ridge tiles				•	
Flashings				•	
<b>Water</b>					
No hot water	•				
No cold water at all	•				
No water to single tap			•		
Faulty stop tap			•		
<b>External</b>					
Damaged fencing				•	
Renew fencing				•	
Damaged gate				•	
Loose paving dangerous			•		
Trip hazards			•		
Renew flag stones				•	
Pointing				•	
Guttering repair				•	

## Appendix 5

### Craigdale Housing Association

#### Repair Procedures – Who's responsibility is it?

Repair Description	Association	Tenant	Exceptions
Lift and Stairs	•		
Redecoration	•		
Tenants own decorations		•	
Communal facilities	•		
<b>Roof</b>			
Roof Structure and covering	•		
Guttering, rainwater pipes	•		
Fascias, Soffits, Barge board	•		
<b>Walls and Canopies</b>			
External walls and render	•		
Foundations	•		
Concrete canopies	•		
Door canopies	•		
Coping Stones	•		
Tenants own garden features		•	
<b>Windows and Doors</b>			
Window frames and sills	•		
Glazing	•		
Glazing when caused by criminal damage and reported to Police	•		
Glazing when damaged by tenant/ visitor		•	
Window ironmongery	•		
Door entry systems	•		
Door frames	•		
External doors	•		
Threshold strips	•		
Door locks and ironmongery	•		
Damaged locks by tenant		•	
Additional Keys		•	
Gaining entry (lost keys)		•	
Letter plates	•		
<b>Pipes and Drains</b>			
Soil and vent pipes	•		
Drains and gully surrounds	•		
Gully grids	•		
Manhole covers	•		
Blocked drains	•		Recharge if due to negligence

Repair Description	Association	Tenant	Exceptions
Underground bursts	•		
<b>Garden and Boundaries</b>			
Individual garden maintenance		•	
Communal gardens maintenance	•		
Dividing walls or fence -if owned by Craigdale	•		
External fencing owned by Craigdale	•		
External fencing installed by tenant		•	
Gates if owned by Craigdale	•		
Paths, steps and other means of access	•		
Rotary lines		•	
Concrete line posts	•		
<b>Inside your home</b>			
<b>Windows</b>			
Internal sills, UPVC or timber	•		
Skirting boards	•		
Window vents	•		
<b>Internal Doors</b>			
Door handles and latch	•		
Easing and adjusting	•		
<b>Walls</b>			
Internal walls	•		
Major plaster repairs	•		
Minor plaster repairs	•		
Hairline cracks in plaster		•	
Wall tiles	•		
Regrouting	•		
<b>Floors</b>			
Concrete floors	•		
Wet flooring	•		
Loose floor coverings	•		
Floor boards and joists	•		
Carpet and Laminates		•	
<b>Ceilings</b>			
Repair and renewals	•		
Hairline cracks		•	
Patch repairs	•		
Artex ceilings/walls	•		

Repair Description	Association	Tenant	Exceptions
<b>Staircase</b>			
Stairs	•		
Bannister and handrails	•		
Gloss painting		•	
<b>Bathroom</b>			
Bathroom suite	•		
Bath panels	•		
Internal pipe boxing	•		
Toilet roll holders		•	
Shower curtains		•	
<b>Kitchen</b>			
Kitchen cupboards and units	•		
Draws and doors	•		
Handles and plinths	•		
Catches and hinges	•		
Worktops	•		
<b>Electrical Items</b>			
Electrical wiring and trunking	•		
Hard wired smoke alarms	•		
Battery smoke alarms	•		
Plugs to appliances		•	
TV aerial sockets	•		
TV aerials	•		
Sockets and switches	•		
Consumer units	•		
Disconnection of cookers	•		
Extractor Fans	•		
Door bells	•		
Reset trip switches		•	
<b>Plumbing</b>			
Water service pipes, overflows and tanks	•		
Blocked sinks, baths, basins	•		
Taps, stop taps and wheel valves	•		
Blocked toilets	•		
Blocked toilets due to tenant neglect		•	
Sink Units	•		
Toilet flushing mechanism	•		
Toilet seats	•		
Shower tray	•		
Blocked level access shower	•		
Plugs and chains		•	

Repair Description	Association	Tenant	Exceptions
Shower if owned by Craigdale	•		
Tenants own shower		•	
Silicone Sealant	•		
Bleeding of radiators	•		
Shower heads		•	
<b>Home Energy Efficiency</b>			
Draught proofing to windows and doors	•		
Loft insulation	•		
Cavity wall insulation	•		
Energy efficient light bulbs		•	
<b>Lighting</b>			
Light bulbs		•	
Florescent light bulbs		•	
Security lighting	•		
Tenants own security light		•	
Light pendants and fittings	•		
<b>Redecorations</b>			
Internal redecoration		•	
External redecoration	•		
Glossing and staining		•	
Redecoration after fire damage	•		

**Pest Control** – this is the responsibility of your local Environmental Health Department, and you may be charged for this service. Craigdale will only deal with pest control in communal areas or where it may result in significant damage to its property.

**Tenants' responsibility exceptions:** Where a tenant indicated that they have difficulty in carrying out tenant responsibility repair works themselves because of a disability or a physical or mental health impairment, Craigdale will undertake the repair.