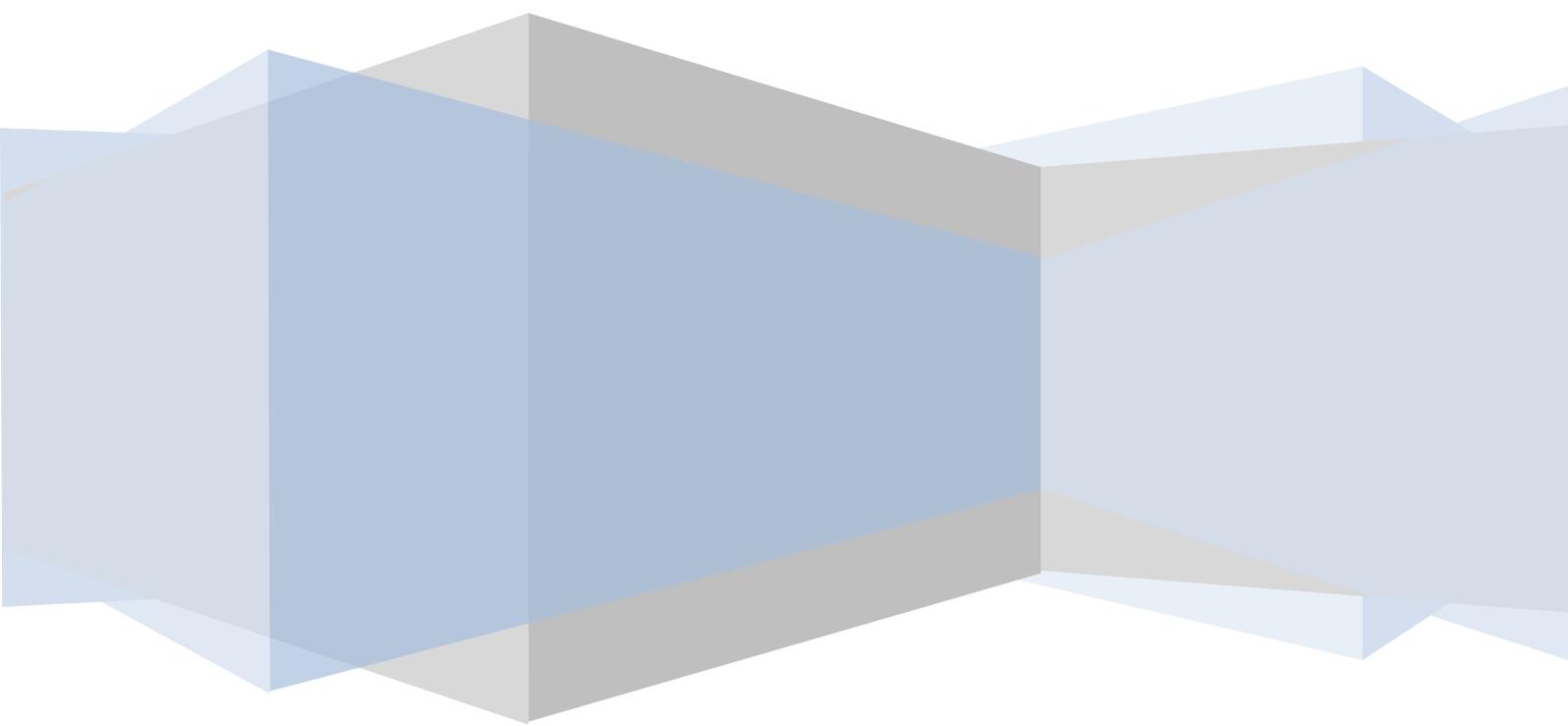




# **MAINTENANCE POLICY**

**October 2020**



All Policies are available on tape, in braille and in translation into most languages. Please ask a member of staff if you would like this policy in a different format.

Date of Policy Review: October 2020  
Date of Committee Approval: 20 October 2020  
Date of Next Review: October 2023

<b>SCOTTISH HOUSING REGULATOR STANDARDS</b>	STANDARD 1: The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.  STANDARD 2: The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities.  STANDARD 6: The governing body and senior officers have the skills and knowledge they need to be effective.  CHARTER OUTCOMES: 1: Equalities; 2 Communication; 4 Quality of housing; 5 Repairs, maintenance and improvements; 13 Value for money
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## **POLICY STATEMENT: REPAIRS AND MAINTENANCE**

### **1 INTRODUCTION**

- 1.1 Cathcart & District Housing Association takes pride in being able to provide good quality housing. We aim for high standards in all our design and construction processes. 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.
- 1.2 The Maintenance Policy is one of our main policies. It aims to define the Association's objectives in relation to its repairs and maintenance services. It sets out a range of general principles that will guide the organisation in relation to its activities and the standards of service that we provide.

### **2 CONTEXT**

- 2.1 The Repairs and Maintenance Policy is amongst the most important working documents and aims to ensure efficient and effective delivery of our maintenance service. It has been developed to take into account of legislative, regulatory and good practice requirements in relation to repairs and maintenance services. The Association shall also ensure that its operational practices meet and adhere to the requirements of the Scottish Housing Quality Standard (SHQS).

#### **Legislation**

- 2.2 In line with legislation we will comply with a range of health and safety duties imposed upon landlords; and various landlord responsibilities set out in the 2001, 2010 and 2014 Housing (Scotland) Acts. The Association shall ensure all its practices accord with these terms and requirements.

#### **Charter Outcomes**

- 2.3 The first Scottish Social Housing Charter came into effect on 1 April 2012 which was then reviewed in 2016. The revised Scottish Social Housing Charter came into effect on 1 April 2017 and this sets the standards and outcomes that all social landlords should aim to achieve when performing their housing activities. The Charter replaces the Performance Standards and some of the main aspects of the charter are:

#### **Equalities**

Social landlords perform all aspects of their housing services so that every tenant and other customer has their individual needs recognised, is treated fairly and with respect and receives fair access to housing and housing services.

#### **Communication**

Social landlords manage their businesses 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.

#### **Quality of housing**

Social landlords manage their businesses so that tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) when they are allocated; are always clean, tidy and in a good state of repair; and also meet the Energy Efficiency Standard for Social Housing (EESH) by December 2020.

### **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.

### **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.

- 2.4 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.
- 2.5 The Regulatory Framework and Guidance by which the Regulator will undertake this was published in 2019. In line with the regulatory principles, the Regulator's approach to monitoring landlords' achievement of the outcomes and standards in the Charter will be based on the landlord's performance information and their own assessment of their performance. Therefore, for each year ending on 31 March, landlords will be expected to:
- measure and assess their performance in progressing towards or achieving the Charter outcomes and standards;
  - provide the Regulator with some key performance information on their achievement of the outcomes and standards; and
  - report their performance to their tenants and other service users who use their services.
- 2.6 Cathcart & District Housing Association will undertake to review each element of the Charter with its tenants and agree with them the measures and performance standards required to achieve each outcome. This policy will be reviewed to take account of this and the requirement to complete an Annual Return on the Charter from April 2021.

### **SFHA Guidance**

- 2.6 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.

### **Business Planning**

- 2.7 This policy supports the strategic requirements of the Association's Business and Strategic Development Plans; Standing Orders; and the Association's strategies, policies and procedures including our Tenant Participation Strategy, Equality & Diversity Policy and Risk Management Strategy.

## **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 Committee* - has responsibility for ensuring that this policy complies with regulatory and legislative requirements and meets the Association's Business Plan and budget objectives.

- *Director* – 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 Team* – has responsibility for operational delivery of the policy. The Senior Maintenance Officer is also responsible for reporting performance information to the Committee on repairs and maintenance issues, including actions taken to achieve performance in line with service targets.
- 3.2 The Association’s Committee delegates all responsibilities for operational delivery of the repairs and maintenance services to the Association’s staff team.

#### **4 POLICY AIMS**

- 4.1 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.
  - 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
  - Enable the Committee 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 Maintenance Team. Members of staff 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.
- 5.2 The Association shall publicise information about the service in a number of ways. The tenant handbook and website in particular 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.

- 5.3 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, the website or in person at the offices, 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.
- 5.4 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. The Association shall maintain effective systems for monitoring contractor performance and requesting feedback from residents on repair work carried out.

### **Completion Times**

- 5.5 The Association shall categorise reported faults according to the level and nature of response required. The Association shall endeavour to apply a consistent approach 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

Incidents which present circumstances that constitute a safety hazard or which make a property uninhabitable shall be classed as an Emergency. This will include, but not be restricted to, incidences of fire and flood. Work to remedy interruption to mains services i.e. electricity, gas, water; and Right to Repair items with a one day completion time shall also be placed in this category.

Contractors will be instructed to complete the job within 6 hours of the repair being reported and shall carry out any repairs to make safe immediately on attendance. Any follow up work required will be allocated a completion category timescale that reflects the extent and nature of the work required.

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.

The only repairs that will be carried out are emergency repairs if you owe rent equaling 2 months or more. Should you be in arrears of this level or above, non-emergency repairs will be considered if there has been a payment plan in place for 3 or more months. The Association also reserves the right to refuse any non-emergency repairs or further rechargeable repairs if you already have outstanding rechargeable repairs where an agreement has not been maintained for 3 or more months.

b) Urgent Repairs

Faults and incidences that require prompt attention but which do not arise as a result of emergency circumstances shall be classed 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 or seven day completion time shall also be placed in this category.

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

c) Routine

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

- 5.6 The Association shall periodically 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.

**Right to Repair**

- 5.7 The Association shall adhere to the requirements of the Right to Repair scheme defined in the Housing (Scotland) Act 2001 and the amendments as per the Housing (Scotland) Act 2014. 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.

- 5.8 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 maintenance process 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.

- 5.8.1 If we have delayed or failed to carry out certain types of repair, you may have the right under the Scottish Secure Tenants (Right to Repair) Regulations 2002 (“the Repair Regulations”), and any amendments by the Housing (Scotland) Act 2014, to have the work carried out by a contractor approved by us. This right will be explained to you if you report a repair that qualifies under the Repair Regulations. You may also be entitled to compensation.

If we have failed to carry out repairs that we should under this agreement, you have the right to carry out repairs yourself and deduct the reasonable cost of doing so from your rent, however you may only do so if:

- You have notified us in writing about the need for the repairs; AND
- We have not done those repairs in a reasonable period; AND
- You have made a formal complaint under our complaint’s procedure; AND
- You have finished the complaints procedure and you are still dissatisfied OR 3 months have passed since you made the formal complaint under the complaint’s procedure

You are strongly advised to take legal advice before exercising your right under the above paragraph. Your home is at risk if you wrongly exercise this right. All repair work instructed by you must be done by a reputable firm and must conform to all current legislation.

## **Rechargeable Repair Work**

- 5.9 Where the need for a repair which is the tenant's responsibility (i.e. as a result of vandalism, negligence, or where no action by the Association could result in serious damage to the property and/or neighbouring homes) the Association will undertake for the tenant a rechargeable maintenance service. Clear advice will be provided to tenants when such a repair is identified, in relation to: f Their responsibilities under the terms of the Tenancy Agreement with respect to payment of recoverable charges. f Obtaining their agreement prior to any work being instructed, unless in an emergency situation. f Recovery of sums due in line with the Association's Debt Recovery Policy.
- 5.10 Repairs responsibility is outlined in Appendix 5. The Association can, however, arrange this work for its tenants, although it should be understood that the tenant will be billed for the cost of this work. The advantages of using this facility are that (i) the work will be carried out to a good standard by our own approved contractors and (ii) the price will usually be more competitive given the volume of repairs the Association carries out on an annual basis.
- 5.11 When a rechargeable repair is reported, the tenant, or the person reporting the repair on the tenant's behalf, will be advised that the repair will be recharged. The Association will only complete works of an emergency, H&S nature where no action by the Association could result in damage to the property and/or neighbouring homes. The approximate cost will also be notified to the tenant. The tenants will be given the opportunity to rectify the fault using their own tradespersons if they wish prior to CDHA raising an order. As soon as the invoice is received from the contractor, an account will be sent out and the tenant will be required to settle this within 28 days. Where this is not possible, for example, owing to financial hardship, the Association will be happy to come to a repayment arrangement.
- 5.12 Where a repair is carried out and it becomes clear that the repair was the tenant's responsibility (e.g. as a result of damage to the property) the tenant will be charged the cost of the repair. Similarly, where an emergency call out is made for a non-emergency repair the tenant will be charged the cost of the call-out.
- 5.13 In addition to the repairs outlined as the tenant's responsibility in Appendix 5, the following are also classed as rechargeable: f Repairs required because of willful damage (where this is due to vandalism, it must have been reported to the Police) f Where forced entry is required owing to lost keys f Where the emergency call-out system has been used wrongly. In the main, 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 willful, 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 5
- 5.14 This information is also available in the tenant's handbook

## **Void Properties**

- 5.15 The Association aims to let void properties as quickly as possible in order to minimise loss of income. In order to achieve this it shall adopt a systematic approach to undertaking inspections and instructing necessary repair work; 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.

- 5.16 All repair work in void properties shall be classed with completion timescales on the following basis :
- Void Standard Works – completion with 5 working days
  - Void Works that include Décor -10 working days
  - Void Major Works – completion within 20 working days

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.

- 5.17 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 check will be carried out in all void properties.

## **6. SERVICING**

### **Gas Servicing and Maintenance**

- 6.1 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.
- 6.2 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.

## **7. TENANT SATISFACTION AND INVOLVEMENT**

- 7.1 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.
- 7.2 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 information on its properties and their components and features.

Stock condition surveys 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.

- 8.2 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.

### **Scottish Housing Quality Standard**

- 8.3 The Association recognises the expectations set by the specification of a Scottish Housing Quality Standard. It shall adopt a systematic approach to carrying out required inspections, investment planning and installation or remedial works.

### **Cyclical Painting Work**

- 8.4 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.

### **Tenant Involvement**

- 8.5 As a matter of course, the Association shall give tenants 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.
- 8.6 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.
- 8.7 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**

- 9.1 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. 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.
- 9.2 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 for the long-term use of the tenant requesting the adaptation.
  - 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.

9.3 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**

10.1 The Association recognises the dangers presented by asbestos and shall have a detailed asbestos management policy and register 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 PERFORMANCE MONITORING AND REPORTING**

11.1 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.

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

### *Regulatory Performance Indicators*

- Number and percentage of repairs completed within the Association's target timescales
- Satisfaction with repairs and maintenance services
- Number of properties with gas appliances that have a current gas safety certificate
- Expenditure against budget
- Total stock failing the Scottish Housing Quality Standard (as at 31 March)

### *Association KPIs*

- Repair pre and post inspections carried out
- Average time taken to complete non-emergency repairs

11.3 The Director will agree targets for the Association's repairs and maintenance services with the Finance & Audit Sub Committee.

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

## **12 EQUAL OPPORTUNITIES IMPLICATIONS**

12.1 The Association through the Repairs and Maintenance Policy will act to provide services in a manner that encourages equal opportunities and complies with all relevant equal opportunities requirements. The Association's Equality & Diversity Policy provides further information on these and the Association's approach to equalities issues.

## **13 SUSTAINABILITY IMPLICATIONS**

- 13.1 The approach outlined in this policy, working in tandem with our other housing management and maintenance policies, ensures that the Association makes a positive contributions toward the sustainability of our communities.
- 13.2 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. Our Repairs and Maintenance Policy and the associated procedures emphasise high quality responsive and planned maintenance services and a customer centered approach - the overall aim being to maintain the long-term sustainability of our properties and successful occupancy of our homes.

## **14 RISK MANAGEMENT**

- 14.1 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
- 14.2 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. These risks will be addressed separately through the Risk Management Policy and Register. 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 Committee.
- 14.3 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.

## **15 COMPLAINTS PROCEDURE**

- 15.1 Any tenant may submit a complaint, using the Association's complaints procedure if it is felt that the Association has failed to correctly apply this Repairs and Maintenance Policy.

## **16 POLICY REVIEW**

- 16.1 The Association will review the Repairs and Maintenance Policy every three years, or as required following a substantive legislative or regulatory change.

## Cathcart & District 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
- Issue confirmation of all repairs – including time scale for completion and contractors contact numbers
- Carry out:
  - Emergency repairs in 6 hours
  - Urgent repairs in 2 full working days
  - Routine repairs in 10 full working days
  - Standard Void Repairs in 5 full working days
- Ensure a convenient time is notified when attending to non emergency repairs
- Ensure that contractors carry identification, complete work within the timescales and tidy up after completing repairs
- Offer appointments as required for inspections
- Provide opportunity for tenants to comment on the quality of completed repairs
- Advise outgoing tenants of the extent and cost of repairs that are their responsibility at the end of their tenancy
- Seek feedback on tenant satisfaction with the condition of their new home
- Ensure there is a valid EPC (Energy Performance Certificate), gas safety check and electrical inspection at start of each tenancy
- Inspect a sample of completed repairs and re-let properties to check for quality

Tenants must:

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

## **Improvements and Alterations**

Tenants must:

- Always ask our permission in writing before the start of 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 where 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 10 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

We will take reasonable steps, together with any other joint owners of the water supply installations, to comply with the Water Bye-Laws in force in your area. The Bye-Laws, among other things, specify that:

- All storage cisterns must be properly installed having regard to the need for prevention of waste and contamination and insulation against frost.
- The stopcocks and servicing valves must be placed so that they can be readily examined, maintained and operated with reasonable practicability.
- The water pipes, both inside and outside the house, must be effectively protected against freezing and damage from other causes.

The Association will inspect the installation for the storage and supply of water we are responsible for at the beginning of the tenancy and at reasonable intervals thereafter so as to comply with the Water Bye-Laws.

## **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 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 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
- Advise us of any problems or omissions with any of our contracts

**Cathcart & District Housing  
Association Repairs Inspection  
Framework**

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  2. Pre Inspections
  3. Post Inspections
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  5. Void Inspections
- Appendix A – Scenarios where a pre inspection is and is not required

**1. Overview**

- 1.1 Cathcart & District 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.
- 1.2 This framework is designed to ensure that CDHA provides a level of consistency in the way in which the organisation undertakes pre and post repairs inspections and that our efforts are focused on four key areas.
  1. Tenant need and expectation
  2. Health & Safety
  3. Quality
  4. Cost control and value for money (VFM)
- 1.3 Cathcart & District Housing Association 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 our Maintenance Officer to visit a tenant first if this is considered the most appropriate course of action.

**2. Pre inspections**

- 2.1 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 qualified, 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.
- 2.2 Cathcart & District Housing Association's Maintenance and Technical Officers are responsible for all the reactive repairs requirements of our housing stock and will undertake all technical inspections and make decisions on any appropriate repair work to be completed.
- 2.3 Our target for the number of technical pre-inspections we will undertake is a minimum 10% of all the reactive repair work CDHA completes. This is based on industry best practice and ensures that there is not an over reliance on technical officers.

- 2.4 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 15 day target, and it took 4 days to carry out a pre inspection, the target for the contractor would be 11 days.
- 2.5 In general, Cathcart & District Housing Association will pre-inspect the following types of scenario:
- Any reported structural defect that is the potential to cause harm or deteriorate rapidly
  - Reports of damp and mouldy conditions
  - All jobs that have the potential to cost more than £300 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 CDHA will and tend not to pre inspect can be found in appendix A.

### **3. Post Inspections**

- 3.1 Cathcart & District Housing Association 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.
- 3.2 In the main CDHA's Maintenance 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.
- 3.3 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 Officer will contact the tenants to arrange a suitable date and time for a post inspection visit.
- 3.4 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 Cathcart & District Housing Association to monitor trends and to feed back performance to our contractors.
- 3.5 The overall quality percentage for post inspections will be reported through our departmental performance indicators on a monthly basis. Specific trends and performance of individual contractor's performance will be monitored by the Operational Managers Group.
- 3.6 As standard CDHA will also post inspect 100% of repairs that meet one of the following criteria. These inspections will be carried out by the Maintenance Officer:
- A completed repair that resulted in a formal complaint being logged
  - A completed repair with a cost/order variance of greater than £500
  - Repairs completed that have been subject to a claim with CDHA's insurers.

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

4.1 Cathcart & District Housing Association 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.

4.2 The requests which we will inspect include:

- A request to make structural changes to a property. For example removing an internal wall or installing a sky light
- 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

4.3 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 (dependent 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
- Replace door handles with tenants choice

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

5.1 Cathcart & District Housing Association's void procedures are clearly documented within the Void Management Policy however as standard we will ensure that 100% of void properties are inspected within 48 hours of becoming 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.

5.2 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 Cathcart & District Housing Association's 'Lettable Standard Document' which describes in detail the condition that a property must attain before signing up any new tenant.

5.3 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 Cathcart & District Housing Association's Voids Procedure.

#### **Associated documents**

Minimum Standards in House conditions  
Tenants Alterations Procedure  
Void Management Policy

**Appendix A - Scenario's where Cathcart & District Housing Association 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	•	
Chimneys	•	
Pointing and minor brickwork	•	
Brick wall replacement or rebuild	•	
Roofing tiles		•
Concrete canopies	•	
Coping stones	•	
Uneven pathway	•	
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 thresholds		•
Ease and adjust door		•
Communal doors		•
<b>GENERAL JOINERY</b>		
Skirting and architrave		•
Floorboards		•
Joists and stairs		•
Bannister and handrail		•
Dado / picture rail		•

Repair Description	Yes – Pre Inspection required	No – Repair can be raised direct for contractor
<b>ELECTRICAL</b>		
Sockets and light fittings		•
Thermostats		•
Heating failure		•
Fire place renewal	•	
Security lights		•
Heating controls		•
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	•	
Damp proof failure	•	
Mould growth	•	
<b>PLUMBING</b>		
Minor leaks		•
Replacement taps		•
Bath replacement	•	
Wash basin replacement	•	
Toilet replacement	•	
Toilets seats (in sheltered property)		•
Silicone sealant		•
Blockages to internal wastes		•
Blocked drains		•
Shower repairs		•
Shower replacement	•	
<b>ALTERATION REQUESTS</b>		
Structural changes	•	
External door replacement	•	
Replacement bathroom or kitchen	•	
Fireplace	•	

Repair Description	Yes – Pre Inspection required	No – Repair can be raised direct for contractor
Satellite dish		•
Additional kitchen units		•
Shelving		•
Gates		•
Door handles		•
Garden sheds		•
Minor alteration to garden layout		•
<b>MISCEALLOUS</b>		
Jobs over £300 in value	•	
A variation request 50% more than the order value	•	
Specific tenant request	•	

## CATHCART &amp; DISTRICT HOUSING ASSOCIATION

## REPAIR TIMESCALES

Repair Description	Emergency Repair (6 hours)	Urgent Repairs (2 days)	Routine Repair (15 days)	Exceptions
<b>Plumbing</b>				
Dripping taps			▲	
Leaking tap when used		▲		
Blocked sink or basin	▲			
Loose taps		▲		
Replacement taps		▲		
Blocked WC	▲			▲ Chargeable Repair
Blocked WC due to tenant negligence	▲			▲ Chargeable Repair
Leaking WC	▲			
Replace flush handles	▲			
Toilet difficult to flush		▲		
Ball valve to tank		▲		
Leaking overflow		▲		▲ 6 hours if excessive
Broken toilet seat		▲		▲ General Needs Tenants responsibility
<b>Joinery</b>				
Gain access for tenant due to faulty lock	▲			
Gain access due lost keys by tenant	▲			▲ Chargeable Repair (exception circs only)
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 door handles		▲		
Timber skirting board			▲	
Architrave and frames			▲	
Loose floorboards			▲	

Repair Description	Emergency Repair (6 hours)	Urgent Repairs (2 days)	Routine Repair (10 days)	Exceptions
<b>Electrical</b>				
Faulty light fittings		▲		
Faulty sockets		▲		
Immersion Heaters		▲		
Thermostats		▲		
Aerial sockets			▲	
No lighting single room		▲		
No power	▲			
Partial power loss		▲		
Dangerous wires	▲			
Security lights		▲		
Faulty shower with bath			▲	
Faulty shower no bath	▲			
Replacement trunking			▲	
Smoke alarms		▲		▲ 6 hours if communal area
<b>Communal areas</b>				
Single Communal light out			▲	
All communal lights out		▲		▲ 6 hours if sheltered
Emergency lighting		▲		▲ 6 hours if sheltered
Security lights		▲		▲ 6 hours if sheltered
Door entry system		▲		▲ 6 hours if sheltered
Loose handrail		▲		
No TV reception		▲		
Uneven path dangerous		▲		
Uneven path not dangerous			▲	
<b>Heating</b>				
Total failure during winter	▲			
Total failure during summer	▲			
Partial Failure		▲		
Radiator leaking		▲		
Storage heater replacement		▲		

Repair Description	Emergency Repair (6 hours)	Urgent Repairs (2 days)	Routine Repair (10 days)	Exceptions
<b>Windows</b>				
Broken glass	▲			
Cracked glass		▲		
Loose window		▲		
Window won't close		▲		▲ 6 hours if ground level
Faulty handle		▲		
Leaking window		▲		
Loose window cill			▲	
Broken vent			▲	
<b>Roofs</b>				
Moss removal			▲	
Roof felt replacement			▲	
Loose tiles		▲		▲ 6 hours if immediate danger
Make safe after storm	▲			
Rain penetration		▲		
Major roof repair			▲	▲ 2 days If unsafe
Replace broken slates			▲	▲ 2 days If unsafe
Rebed ridge tiles			▲	▲ 2 days If unsafe
Flashings			▲	
<b>Water</b>				
No hot water	▲			
No cold water at all	▲			
No water to single tap		▲		
Faulty stop tap		▲		▲ 6 hours if it will not turn off
<b>External</b>				
Damaged fencing		▲		
Renew fencing			▲	
Damaged gate		▲		
Loose paving not dangerous		▲		▲ 6 hours if in main walkway
Trip hazards		▲		▲ 6 hours if in main walkway
Renew flag stones			▲	
Pointing			▲	
Guttering repairs			▲	

## CATHCART &amp; DISTRICT HOUSING ASSOCIATION

REPAIRS PROCEDURES - *Who's responsibility is it?*

Repair Description	Association	Tenant	Exceptions
<b>Communal Areas</b>			
Stairs	▲		
Redecoration	▲		
Tenants own decorations		▲	
Communal facilities	▲		
<b>Roof</b>			
Chimneys and Stacks	▲		
Roof Structure and covering	▲		
Guttering, rainwater pipes	▲		
Fascia's, 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 cills	▲		
Glazing	▲		
Glazing when caused by criminal damage and reported to the 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 tenants	▲		▲ Tenant responsibility if intentional damage
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	▲		▲ Rechargeable if due to negligence
Underground bursts	▲		

Repair Description	Association	Tenant	Exceptions
<b>Gardens and Boundaries</b>			
Communal gardens maintenance	▲		
Dividing walls or fence (if owned by CDHA)	▲		
External fencing owned by CDHA	▲		
External fencing installed by tenant		▲	
Gates if owned by CDHA	▲		
Paths, steps and other means of access	▲		
Concrete line posts	▲		
<b>Inside your home</b>			
<b>Windows</b>			
Internal cills,UPVC or timber	▲		
Skirting boards	▲		
Window vents	▲		
<b>Internal Doors</b>			
Door handles and latch	▲		▲ Tenant responsibility if own installed
Easing and adjusting	▲		
<b>Walls</b>			
Internal walls	▲		
Major plaster repairs	▲		
Minor plaster repairs	▲		
Hairline cracks in plaster		▲	Decoration
Wall tiles	▲		
Regrouting	▲		
<b>Floors</b>			
Concrete floors	▲		
Vinyl floors tiles	▲		
Loose floor covering	▲		
Floor boards and joists	▲		
Carpets and laminates		▲	
Door strips		▲	
<b>Ceilings</b>			
Repairs and renewals	▲		
Hairline cracks		▲	Decoration
Patch repairs	▲		
Artex ceilings, patch repairs	▲		▲ Tenant responsibility if installed privately
Artex full ceiling		▲	

Repair Description	Association	Tenant	Exceptions
<b>Fireplaces</b>			
Replacement fires due to fault	▲		
Tenants choice of fireplace		▲	
<b>Staircase</b>			
Stairs	▲		
Bannister and handrails	▲		
Gloss painting	▲		
<b>Bathroom</b>			
Bathroom suite	▲		
Bath panels	▲		
Airing cupboard shelves		▲	
Internal pipe boxing		▲	
Toilet roll holders		▲	
Shower curtains		▲	
<b>Kitchen</b>			
Kitchen cupboards and units	▲		▲ Tenant responsibility if due to negligence
Drawers 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	▲		
Storage heaters	▲		
Electric fires	▲		
Electric meter and supply	▲		▲ Tenants responsible for supplier
Immersion heaters	▲		
Cookers if owned by CDHA	▲		
Disconnection and reconnection of cookers		▲	
Extractor fans	▲		
Reset trip switches		▲	▲ Recharge if contractor called out of hours

Repair Description	Association	Tenant	Exceptions
<b>Plumbing</b>			
Water service pipes, overflows and tanks	▲		
Blocked sinks, baths, basins	▲		▲ Rechargeable repair
Taps, stop taps and wheel valves	▲		
Blocked toilets, first time only	▲		▲ Rechargeable repair if problems persist
Blocked toilets due to tenant neglect	▲		▲ Rechargeable repair
Sink units	▲		
Toilet flushing mechanism	▲		
Toilet seats		▲	
Shower trays	▲		
Blocked level access shower	▲		
Plugs and chains		▲	
Showers if owned by CDHA	▲		
Tenants own shower		▲	
Silicone Sealant	▲		
Bleeding of radiators	▲		
Shower heads and hoses		▲	
<b>Home energy efficiency</b>			
Draught proofing to windows and doors	▲		
Hot water cylinder jackets	▲		
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 (5 year program)	▲		
Redecoration after fire damage	▲		▲ If works to be completed through insurance

▲ **Pest Control** – this is the responsibility of your local Environmental Health Department and you may be charged for this service. CDHA will only deal with pest control in communal areas.

▲ **Tenant's responsibility exceptions: vulnerability**

Where a tenant indicates that they will have difficulty in carrying out tenant responsibility repair works themselves because of a disability or physical or mental health impairment, Cathcart & District will undertake the repair. This will be done only in exceptional circumstances and where the tenant has no other relatives who could reasonably be expected to undertake the work.