

Charter Standards

The Social Housing Charter came into effect in April 2012 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 states in terms of maintenance landlords should:

Outcome 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.

Outcome 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.

Outcome 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.

Outcome 11: Tenancy Sustainment

Social landlords ensure that: tenants get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the landlord and by other organisations.

Outcome 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.

SERVICE OBJECTIVES: -

- To ensure that the Association delivers an effective and efficient high quality day-to-day repairs and maintenance service that meets the expectations of our tenants and protects the long term viability of the Association's assets.
- To ensure that the Association has long term plans that detail the future maintenance requirements of the housing stock and maximises the lettable life of our housing stock within the constraints of the Association's financial resources.
- To continually ensure that this programme of planned maintenance upholds all current required standards and fulfils the Association's statutory duty to comply with all legal responsibilities relating to repairs and maintenance.
- To ensure the Association complies with all Health and Safety legislation and appropriate codes of practice.
- To minimise rent loss through the speedy repairs of void properties.
- To ensure value for money whilst achieving the above.
- To continually evaluate performance and take steps to improve and develop system and procedures by embracing best practice to create a culture of continuous improvement.
- To ensure that the Association's Management Committee has overall control of the Policy and Performance Standards of maintenance and repairs within the Association.
- To ensure that the Association has an effective system in place that allows tenants to influence the Association's maintenance programmes and procedures.

A copy of the charter can be found here <http://www.gov.scot/Publications/2017/03/8379/2>