

## POLICY

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## REPAIRS AND MAINTENANCE

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**Reviewed by Asset & Maintenance Manager**

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### Linked Policies/Procedures

- Scottish Secure Tenancy & Short Scottish Secure Tenancy
- Void Management Policy
- Internal Management Plan
- Rechargeable Repairs Procedure Note
- Complaints Procedure
- Risk Management Policy
- Procurement Policy
- WHA Factoring Terms and Conditions
- Gas Safety Policy
- Medical Adaptation Procedure
- Asbestos Management Policy
- Managing Dampness mould and Condensation Policy
- Alteration to Property Procedure
- Sustainability Procedure
- Equality and Diversity Policy
- Key Performance Indicators
- Factoring Statement Of Service

## **Vision and values**

### **Our Strategic Objectives:**

1. Deliver excellent services.
2. Provide good quality homes.
3. Anticipate, understand and respond to local needs.
4. Foster an attractive, successful and thriving community.
5. Maintain good governance and financial management.
6. Value and invest in our people.

### **To do this successfully, WHA aims:**

- a. To meet the statutory responsibilities for landlords as set out in the Housing (Scotland) Act 2014.
- b. To meet the standards as set down in the Scottish Social Housing Charter.
- c. To maximise the lettable life of the properties within the constraints of the financial resources available to the Association.
- d. To ensure adequate systems are in place to protect the health & safety and wellbeing of our tenants and meet all legal requirements relating to the repairs service.
- e. To keep accurate and up to date repair records for each property
- f. To collect and process information on repairs to ensure that progress can be monitored.
- g. To ensure the repairs service works in conjunction with other aspects of the housing service namely allocations and void management.

### **Maintenance Objectives**

The objective of the repair and maintenance policy is to provide a customer focused repair service, which meets the needs of tenants and provides:

- Identification of repairs responsibilities
- Identification of repair categories
- Procedures for classifying repairs.
- Procedures for service provision
- Procedures for repair authorisation

- Procedures for repairs reporting
- Clear procedures for performance and cost monitoring.

## **1. Wellhouse – the Place to Be.**

This simple statement is our vision of Wellhouse as an attractive place where people feel happy and safe, benefit from having a good home and an attractive environment and feel proud to be part of a vibrant community.

We believe that our values of Trust, Honesty and Integrity, Excellence, Accountability and Sustainability supported by a comprehensive policy framework will help make our vision a reality.

## **2. Governance**

Wellhouse HA is a community controlled registered social landlord and is managed by a group of local people who are elected onto the Management Committee. Their role is to make sure that the Association is well run, meets the needs of the local area and is responsive to what is important to local people.

The Management Committee appoints senior staff, agrees all the Association's policies and takes all the key decisions. The Director and the senior team support the Committee in these responsibilities,

## **3. Policy – Aims**

To set out the guidelines and determine the criteria by which the provision of Wellhouse Housing Association's comprehensive repair and maintenance service will be delivered.

## **4. Equal Opportunities Statement**

We aim to ensure that all services, including the delivery of this policy, provide equality of opportunity.

We will respond to the different needs and service requirements of individuals. We will not discriminate against any individual for any reason, including age, disability, gender re-assignment, marriage, civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation, or other status.

## **5. Introduction**

The purpose of this policy is to set out the guidelines and determine the criteria by which the provision of a comprehensive repair and maintenance service will be undertaken.

The Policy document covers the following tasks, which are backed up by procedure documents:

- Information on the repairs service
- Repair responsibilities
- Repairs categories
- Repair priorities and response times

- Reporting and processing repair requests
- Out of hours repairs
- Pre and post inspections
- Gas safety
- Management of asbestos
- Rechargeable repairs
- Alteration to property – tenant improvements
- Medical adaptations
- Void Management
- Tenant engagement and satisfaction
- Risk management maintenance
- Sustainability and action plans
- Insurance
- Maintenance contracts and procurement
- Owner Occupiers
- Performance monitoring and reporting
- Policy review

## **6. Policy Outline**

- 6.1 Wellhouse Housing Association operates to meet its statutory obligations and the standards as set down within the Scottish Social Housing Charter and the requirements of The Scottish Housing Regulator, in the implementation of all its policies. Wellhouse Housing Association continuously seeks to meet its own Corporate Aims through the development and implementation of its policies. All Wellhouse Housing Association policies are operated to achieve its Strategic Objectives set out in its most recent Internal Management Plan.
- 6.2 The Policy will enable the Association to carry out its statutory responsibilities and meet our legal obligations as a Social Landlord. The primary aim of the Maintenance Policy is to set out the guidelines by which the Association will operate in order to preserve and maintain the condition of its housing stock and by ensuring effective and efficient repair and maintenance programmes are prepared and delivered on an annual basis, which also meets the standards set out in the Scottish Social Housing Charter and the Scottish Housing Quality Standard.
- 6.3 In producing this policy, the Association has consulted with local residents, the Management Committee and the Association's staff, which has ensured that a broad consensus has been achieved about the quality, reporting and monitoring of the repairs service. This policy seeks to clarify the responsibilities of both the tenant and the landlord, whilst acknowledging relevant legislation and good practice.
- 6.4 The policy ensures that the Association's properties are wind and watertight and meet the standards contained within the Scottish Housing Quality Standards and enables the Association to sustain and maintain our stock. The Association also has a duty to inspect the house and identify work necessary to comply with these statutory responsibilities and to inform the tenant of such work.
- 6.5 The Association must ensure that any required work is carried out within a reasonable time from the tenant notifying the Association, or of the Association otherwise becoming

aware that it is required, and make good any damage caused by the carrying out of the work.

- 6.7 The Association recognises the importance to tenants of a high quality repairs and maintenance service and will seek to ensure that repairs are carried out to the specified programme/ standards and are within locally agreed timescales.

## 7. Legal and Regulatory Requirements

This policy aims to be consistent with all relevant legal and regulatory requirements, including those set out below:

### 7.1 Legal Requirements

- Housing (Scotland ) Act 2001;
- Housing (Scotland) Act 2006;
- Housing (Scotland) Act 2010;
- Housing (Scotland) Act 2014;
- Tenements (Scotland) Act 2004;
- Property Factors (Scotland) Act 2011;
- Gas Safety (Installation and Use) Regulations 1998; and
- The Electrical (Safety) Regulations 1994.
- The Construction, Design and Management Regulation 2015.
- Energy Efficiency Standards for Scotland 2014.
- Occupiers Liability (Scotland) Act, 1960.
- Control of Asbestos Regulations 2012.
- Building (Scotland) Act 2003.

## 8. Regulatory Framework

We will comply with the Scottish Social Housing Charter requirements relating to the provision of a reactive and planned maintenance service as noted below:

**Outcome 2. Communication:** 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 3. Participation:** Tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with.

**Outcome 4. Quality of housing:** Tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) by April 2015 and continue to meet it thereafter, and when they are allocated, are always clean, tidy and in a good state of repair.

**Outcome 5. Repairs, maintenance and improvements:** Tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when the work is done.

**Outcome 13. Value for money:** Tenants, owners and other customers receive continually improving value for the rent and other charges they pay.

**Charter Indicator 33:** Percentage of factored owners satisfied with the factoring service they receive.

## **9. Access to policy information**

Wellhouse Housing Association will ensure that its policies are made fully available to all tenants, applicants, members, persons or groups within its areas. Every effort will be made by Wellhouse Housing Association to support access and promote awareness of its policies by posting these on its website, developing summaries, guidance and information leaflets as appropriate.

## **10. Tenant involvement and consultation**

Wellhouse Housing Association is committed to meet the requirements of the Housing (Scotland) Act 2014 in all of its policies and to meet the requirements of the Scottish Social Housing Charter. Wellhouse Housing Association will involve tenants in the development of its policies and seek feedback in appropriate circumstances. It will ensure that any material change to services affecting tenants in this and other policies will be the subject of consultation.

## **11. Policy monitoring**

Wellhouse Housing Association is committed to ensure that adequate monitoring of the implementation of its policies is undertaken. This will be achieved through regular review by the Management Committee, customer/tenant feedback surveys and regular consultation with tenant/resident through the Tenancy Participation Advisory Service.

## **12. Risk Management and Assessment**

Wellhouse Housing Association has a detailed Risk Management Policy in place and it will assess the risks to the Association in the implementation of each of its policies as part of its risk management strategy.

## **13. Procedures**

Wellhouse Housing Association will develop a detailed set of procedures identifying actions, roles and responsibilities in the implementation its policies. These procedures will be subject to regular review, external and internal audit.

## **14. Training**

Wellhouse Housing Association will ensure that its staff are properly trained in terms of their knowledge and understanding of statutory requirements and the requirements of the Scottish Social Housing Charter pertaining to its policies. It will ensure that appropriate staff are kept up to date with all procedures pertaining to the implementation of policies. The Management Committee will have access to training to ensure that it can maintain appropriate control and overview of the policy and procedures.

## **15. The Policy**

### **15.1 Repairs Responsibilities**

Repair responsibilities may fall within four broad areas:

- a. Tenant Responsibility
- b. Landlord Responsibility
- c. Other Agencies Responsibilities
- d. Mutual Responsibility

Repair responsibilities are published in the Maintenance section of our website.

### **15.2 Tenant Responsibilities**

The tenants' responsibilities are detailed in the Tenancy Agreement between the tenant and the Association and for factored owners' responsibilities are detailed in the deeds of conditions.

The tenant is responsible for taking reasonable care of the house. This responsibility includes carrying out minor repairs and internal decoration, furnishings, appliances supplied by the tenant and the installation of those appliances, including any alteration to plumbing fixtures in order to accommodate the appliance, i.e. the plumbing in of automatic washing machine.

The tenant shall be responsible for damage to glass (unless it can be proven to be vandalism), damage to sinks or sanitary ware, the replacement of light bulbs and fluorescent tubes, replacing lost or broken keys/fobs, costs incurred through forcing entry through lost keys.

The tenant shall be responsible for ensuring that all front and rear gardens areas are maintained, i.e. grass, hedge and bush cutting where the garden is exclusive to the tenant.

The exception to this is where the Association carries out landscape maintenance in the back court areas of closes and shared bin access paths.

### **15.3 Landlord Responsibility**

We take great pride in providing high quality homes. This means we must maintain our housing stock to a high standard, and carry out repairs and improvements efficiently. We are responsible for maintaining the structure and exterior of the property and for ensuring it is in a tenantable condition. This includes:

- The maintenance of all installations provided for heating, water heating and sanitation and for the supply of water, gas and electricity
- Maintaining drains, gutters and external pipes (excluding blockages caused by tenant negligence)
- Internal and external walls, roofs etc.
- The internal structure i.e., walls, floors, ceilings, doors and doorframes (excluding decoration)
- Chimneys, chimneystacks and flues (excluding sweeping)
- Common areas such as closes, close doors, pathways, steps or other means of access
- Boundary walls and fences



## 15.4 Other Agencies Responsibilities

Where a fault affects a communal area such as a boundary wall, public road or footpath, street lighting, drain covers, grit bins, bollards, common grass areas including trees or affects the electricity or gas supply, the appropriate local authority roads department or gas/electricity company is responsible for rectifying the fault.

## 15.5 Mutual Responsibility

Mutual responsibility occurs where the Association is a joint owner with an interest in common for a property and where agreement is required from the other owners before work is authorised. These responsibilities are set out in the deed of condition for the property and the factoring agreement for the common property.

## 16. Repairs Categories

The Association has four categories for repair and improvements, which are as follows:

### 16.1 Repairs Categories and Definitions

- **Reactive**

Day-to-Day repairs, usually minor, which cannot wait for cyclical or planned maintenance programmes.

- **Cyclical Maintenance**

Maintenance work required on a regular basis to deal with the gradual deterioration of the property, its components and finishes, i.e., external paintwork, gutter cleaning, gas appliance servicing, electrical testing etc.

- **Planned Maintenance**

Non-routine maintenance work required to the property to deal with deterioration or failure, i.e. replacement of windows, external doors, kitchens, bathrooms, heating systems, rewiring and maintenance of roofs, walls etc.

Where Planned Maintenance works is not a statutory requirement, we will not carry out improvements to properties if:

- The property is in poor condition internally through negligence.
- There is money owed to the association through rent arrears, recharge repairs or court expenses.
- The tenant does not wish the works to be carried out.

Should a property be removed from one of our planned maintenance programs, we will replace the vacancy with a property from the following year's investment program. This will ensure that the associations meet the required investment unit numbers and does not have an impact of the 30 year maintenance planned.

Any property removed from our planned maintenance programs shall be reinstated into one of our future programs at the first available opportunity once they meet the above criteria.

- **Improvements and Project Based Major Repairs**

Work to provide components that are not already in place, for example, controlled entry systems, central heating and installation of double-glazing where only single glazing is in place and/or to address an issue within a building or common area. Improvement and Major Repair programmes may involve negotiation with owner occupiers and other parties who have an interest in the building or common area.

The Association operates its asset management strategy, including the delivery of its cyclical and planned maintenance programs, in accordance with the specification set down in the Scottish Quality Housing Standard. It shall adopt a systematic approach to carrying out required inspections, stock condition surveys, investment planning and installation or remedial works. We have achieved full compliance with the Standard, however will continue to monitor and maintain compliance in the future.

Work programmes for planned maintenance and project based major repairs are set out in our five year investment programme. Such works include replacing kitchens, bathrooms and central heating systems. The five year investment programme reflects the findings of our stock condition surveys.

The investment programme is published annually on the Association's website.

## **16.2 Repair Priorities and Response Times**

Wellhouse Housing Association will prioritise reactive repair work on the basis of urgency.

**The priority system will distinguish between:**

- a) **Emergency Repairs-** Repairs which if left unattended would seriously affect the occupation of a property by posing a danger to the structure of the building, the health of occupants or neighbours or by making a property insecure.

Completed or made safe within 4 hours.

- b) **Urgent Repairs-** Repairs which if left unattended would interfere with the normal occupation and use of a property by a tenant.

Completed within 3 working days.

- c) **Routine Repairs-** Those repairs not included in the emergency and urgent categories and those that do not fall under the heading of Cyclical and Planned.

Completed within 10 working days.

- d) **Right to Repair**

Qualifying Repairs (Response times as set out in the Housing (Scotland) Act (2001), (1 to 7 days). Full details of the Right to Repair scheme are contained in section 14 of this policy document.

In accordance with the requirements of the Scottish Housing Regulator and the Scottish Social Housing Charter, Wellhouse Housing Association regularly reviews our repairs timescales to ensure we are operating in line with peer organisations, regulatory guidance and good practise.

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.

### 16.3 Reporting and Processing Repair Requests

Tenants will be able to report reactive, that is day-to-day repairs, to the Association by the following methods:

- Personal visit to the office
- By telephoning the office on 0141 781 1884 select option 2
- By telephoning the emergency repair service out of hours via the following telephone numbers
  - **Plumbing Repairs- Scotia- 0141 771 9600**
  - **Heating Repairs - Saltire- 0330 202 0444**
  - **All Other Trades- City Building- 0800 595 595**
- By accessing the Associations website: [www.wellhouseha.org.uk](http://www.wellhouseha.org.uk)
- By speaking to a member of the Association's staff out with the office.
- By e-mail to either [info@wellhouseha.org.uk](mailto:info@wellhouseha.org.uk) [repairs@wellhouseha.org.uk](mailto:repairs@wellhouseha.org.uk) or click on the "report a repair" link on our website.

#### **On reporting a repair tenants will be advised:**

- a. The priority category given to the repair and the response time for this repair.
- b. Whether the repair is a qualifying repair under the Right to Repair legislation and, if so, the procedure and the timescales that apply and how compensation will be paid if the timescales are not observed.
- c. For all non-emergency repairs tenants will be offered an appointment slot at the time of reporting a repair. Appointments are available Monday to Friday with time slots:
  - AM - (8am to 12pm)
  - PM - (12pm to 5.00pm)

### 16.4 Out of Hours

The Association operates an emergency repair service out with office hours, which is carried out by the following contractors:

- **Plumbing Repairs- Scotia- 0141 771 9600**
- **Heating Repairs - Saltire- 0330 202 0444**
- **All Other Trades- City Building- 0800 595 595**

**Emergency Repairs are incidents which present circumstances that constitute a safety hazard or which make a property uninhabitable. 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 attend within 4 hours of the repair being reported, and work to remove danger and return main services will be attended to within**

**24 hours. Any follow up work may require to be allocated a completion category timescale that reflects the extent and nature of the work required**

**Clear information on the emergency out of hour's telephone numbers will be published in the Association's regular newsletters to tenants and available on the Association's website.**

## **17. Pre & Post Inspections**

### **17.1 Pre Inspections**

In specific cases the Association will pre-inspect repair work; the Association target for pre-inspection is 10% of all reported repairs. Such cases of pre-inspection will include circumstances where:

- a. The repair cannot be diagnosed from the information provided by the tenant
- b. The repair is recurring regularly and may have been misdiagnosed
- c. The repair may have been caused as result of damage by the tenant, for which the tenant may be charged.
- d. There are structural problems with the property.

Where a repair is to be pre-inspected, the tenant will be advised in advance and an access time arranged.

### **17.2 Post Inspections**

The Association complete post inspections on a sample of completed repairs, which is an essential part of performance monitoring within maintenance. Homemaster automatically generates 10% post inspections of all completed maintenance jobs. We post inspect 100% of all planned and major works contracts.

#### **Post inspection targets are as follows:**

Minimum of 20% post inspection of all new contractors on reactive maintenance for initial 3 month period.

- a. 100% of all work with an invoice value over £1500.
- b. Minimum of 10% post inspection on all reactive repairs (Automatically generated)
- c. Minimum of 5% post inspection on gas maintenance using an independent assessor.
- d. 100% of repairs under customer complaint procedure.
- e. 100% of all void property repairs.
- f. 100% of disabled adaptation repairs.
- g. 100% of planned and major repairs.

#### **The aim of post inspections is:**

- To ensure the provision of an efficient and effective maintenance service.
- To provide Association tenants and other service users with a high level of customer satisfaction within maintenance services.
- To ensure value for money within maintenance services.
- To ensure contractors are performing to the required standards.

## **18. Gas Safety**

In accordance with the Gas Safety Policy, Wellhouse Housing Association complies with its obligations under the Gas Safety Regulations by ensuring the annual inspection and service of all gas appliances in our properties including the production of a Landlords' Gas Safety Certificate for all appliances.

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. Full details are contained within the Gas Safety Policy and Procedures.

## **19. Asbestos Management**

Wellhouse Housing Association operates an Asbestos Management Policy in order to ensure compliance with the Control of Asbestos Regulations 2012. The Asbestos Management Policy includes the Asbestos Register which details the results of surveys we have carried out and details of where asbestos has been removed or made safe. We instruct surveys to be undertaken in all properties where the presence of asbestos is suspected.

## **20. Rechargeable Repairs**

Wellhouse Housing Association as a landlord is responsible for ensuring its properties are kept in a well-maintained condition. Where repairs are necessary the Association will carry these out in line with its stated Maintenance Policy and Procedures.

However, in cases where the repair is a result of neglect or misuse by the tenant or a member of the tenant's household then the responsibility for these repairs must lie with the tenant. The Association's Rechargeable Repairs Procedure seeks to identify and clarify the conditions under which the Housing Association will pursue recovery of these costs.

These will be dealt with in accordance with the Rechargeable Repairs Procedure.

## **21. Alteration to Property – Tenants Improvements**

Tenants considering making alterations to their property must first get the Association's written permission prior to carrying out any alterations to the property. The Association will not refuse permission unreasonably. The Association may grant permission with conditions including conditions regarding the standard of the work.

The Association operates a scheme for reimbursement of costs against specific statutory improvements and will pay compensation at the end of a tenancy provided the Association has received written permission to carry out the improvements and permission was obtained.

The amount of compensation paid will depend on the length of time between the installation of the improvement and the end of tenancy.

Compensation will be restricted to a maximum of £3,000.

Permission to carry out an alteration to property will not be unreasonably withheld.

Full details are contained within the Tenancy Agreement – Tenant Improvements Application Form.

## **22. Medical Adaptations**

Wellhouse Housing 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.

Grant funding for adaptations is allocated by Glasgow City Council on an annual basis. Where there are insufficient funds to meet the demand of our tenant's requirements, Wellhouse Housing Association will explore all other available options to secure additional grant funding.

Wellhouse Housing Association will action requests for adaptations as they are received and make funding requests retrospectively. In the event of a change of funding circumstance, e.g., a cap on funding by Glasgow City Council, the Management Committee will be asked to re-evaluate this policy.

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.
- 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.
- Where appropriate the Association will discuss alternative housing options open to the tenant.

## **23. Right to Repair**

All tenants of public sector and Registered Social Landlords have a statutory "Right to Repair" as determined by the Housing (Scotland) Act 2001. Wellhouse Housing Association delivers its statutory responsibilities on "Right to Repair" by including the statutory requirements within the repairs and maintenance policy as an integral part of the repair service.

The Scheme covers certain repairs up to the value of £350. These repairs are known as qualifying repairs and they include:

<b>Right to Repair: Qualifying Repairs</b>	
Qualifying Repairs	Timescale
Unsafe power of lighting sockets or electrical fittings	1 day
Loss of electric power	1 day
Part loss of electric power	3 days
Blocked flue to an open fire or boiler	1 day
External windows, doors or locks which are not secure	1 day
Loss or part loss of space or water heating if no alternative heating is available	1 day
Toilets which do not flush (if there is no other toilet in the house)	1 day
A blocked sink, bath or basin	1 day
Loss of water supply	1 day
Part loss of water supply	3 days
Significant leaking or flooding from a water of heating pipe, tank or cistern	1 day
Unsafe access to a path or step	1 day
Unsafe timber flooring or stair treads	3 days
Loose or detached banisters or handrails	3 days
A broken mechanical extractor fan in a kitchen or bathroom, which has no external window or door	7 days

**23.1** Wellhouse Housing Association will give tenants details of the Right to Repair scheme in the Right to Repair leaflet and the quarterly newsletter. This will include details of qualifying repairs, the statutory timescales within which the repairs should be carried out and contact details for the alternative contractor. Tenants will also be advised at the point of reporting a repair whether it is a qualifying repair under the Right to Repair scheme.

**23.2** Where the main contractor fails to carry out the repair within the time limit set, the tenant can instruct the landlord's second contractor to carry out the repair. The landlord will pay £15 compensation to the tenant for the inconvenience. The second contractor has the same length of time to carry out repairs as the main contractor. If they do not carry out the repair within the time limit set then the tenant will be entitled to another £3 compensation for each working day until the repair has been completed. The maximum amount payable for any one repair will be £100.

**23.3** Where the following circumstances apply compensation will not be paid:

- Where reasonable access was not given to carry out the repair at the time agreed with the tenant.
- Where the repair was made safe whilst awaiting specialist components.
- Where the Association's contractor is unable to complete the repair due to circumstances out with the Association's control i.e., due to exceptional weather conditions, power failure, fire or flood. The Association will advise the tenant of any temporary arrangement made and the extended qualifying repair timescales.
- Where the Association has carried out a temporary repair within the agreed response time to prevent the immediate threat to the tenants health, safety or security. The Association will advise the tenant of any temporary arrangements made and the extended qualifying repair timescale.
- Repairs within the "defects liability period" and which are the building contractor's responsibilities, i.e. the first year of a new building.

## **24. Void Management**

In accordance with the Scottish Social Housing Charter and the requirements of the Scottish Housing Regulator, the aims of the Void Management Policy is to ensure an effective and efficient re-letting process is in place.

### **24.1 Void Classification**

Properties void at any one time can be broken into the following categories:

- Available for let – this means that the void property has had any re-let maintenance work completed and is available for occupation.
- Under repair – although the tenant has vacated the property, the re-let maintenance work is still in progress.
- Major Repair- This means the that the void property has a repair which requires a substantial amount of works to be completed such as- building warrant works, structural works, major rot works, asbestos removal etc.

### **24.2 Targets**

To retain the annual rental income lost during the year through voids to the target set by the Management Team contained in the Operational Plan. This does not include voids held for major repairs.

### **24.3 Turnaround Targets**

All voids work, which includes minimal repairs and standard safety checks up to letting by Housing Management, shall be completed within the target timescales, set by the Management Team contained in the Operational Plan supported by the Void Policy.

The Association operates a voids procedure, which further details the timescales and target turnaround times for the various categories of work.

Target cost limits have been set in order to assist monitoring and budgeting of void expenditure.

### **24.4 Funding**

Expenditure on voids will be funded from the void budget unless recoverable under the Rechargeable Repairs Procedure.

### **24.5 Procedures**

To achieve this overall target, comprehensive procedures, including timescales are contained within the Void Management Procedure Document.

### **24.6 Monitoring of Performance**

Details of voids will be presented to the Management Committee on a quarterly basis; this information will include turnaround timescales and void expenditure. The Assets & Maintenance Manager will monitor the effectiveness of the Policy on an ongoing basis.

In accordance with the Engagement Strategy Policy, Wellhouse Housing Association aims to deliver the highest quality of housing services and customer care to residents by providing a sensitive and efficient management and maintenance service to our tenants and owners.



## 25. Tenant Engagement and Satisfaction

To do this successfully, Wellhouse Housing Association is committed to engaging effectively with people who use, or want to use our services, so that

- All of our services are informed by feedback and
- Improvement is driven by tenant/resident expectations

Wellhouse Housing Association aims to achieve a high level of tenant satisfaction within the maintenance and repairs service, which it provides. The Association is committed to offering a range of opportunities to tenants/residents to make it easier for them be informed of and to provide feedback on our services and their level of satisfaction including:

- **Tenant Satisfaction Surveys** – Every quarter Wellhouse Housing Association will commission an external organisation to carry out a formal satisfaction survey;
- **New Tenant Surveys** – All new tenants are asked to participate in a New Tenant Survey to provide feedback on their level of satisfaction with their home;
- **New Development and Major Works Surveys** – At the completion of new build developments and major works projects, affected tenants and residents are asked to provide feedback on their level of satisfaction with their new home/improvements to their existing home;
- **Customer Opinion Panel** –The panel is made up of our service users to consult on a variety of issues and services;
- **Complaints** – Anyone can complain if they feel we did not deliver our service to their satisfaction. We aim to handle complaints and comments in accordance with the expectations of the Scottish Public Services Ombudsman (SPSO), and full details of the complaints process are contained within our complaints procedure. The complaints procedure can be accessed on our website;
- **On-Line** – Wellhouse Housing Association publish information about our performance and tenant/resident feedback on our website. The website also provides the facility for tenants to provide feedback on services by using the [info@wellhouseha.org.uk](mailto:info@wellhouseha.org.uk) email.
- **Social Media** – Wellhouse Housing Association has established a social media presence to facilitate communication between service users and the Association;
- **Newsletters** – Wellhouse Housing Association publish quarterly newsletters for all tenants and residents to provide articles on what's happening in Wellhouse and inform of changes to the operating environment.
- **Face to Face Contact** – Tenants and residents can visit our office for pre-arranged interviews and can also call into the office to speak to staff;

- **Leaflets** – Wellhouse Housing Association publish leaflets on individual services. These leaflets are available from our office;
- **Tenant's choice** – Whenever possible we will involve tenants in choices relevant to their property when planned maintenance or improvements take place, e.g., bathroom wall boards, kitchen units and worktops, close painting colours, common close floor coverings;
- **AGM** – Wellhouse Housing Association hold an annual general meeting that is open to all members;
- **Management Committee Membership** – Tenants and residents are encouraged to consider standing for election to the Management Committee;

The Association will use the feedback from tenants to ensure continuous improvement in both the contractors' and the Association's performance within the repairs and maintenance service. The information will also be used to ensure continuous improvement in the Association's Maintenance Policies and Procedures to maintain a high level of service.

The Association's Management Committee will be informed of performance standards achieved on a quarterly basis.

## **26. Risk Management - Maintenance**

With a high proportion of the Association's income spent on maintenance, the Association will review its Risk Management in maintenance in line with the Risk Management Policy.

Below are keys factors, which will be considered throughout maintenance services procurement and service delivery to reduce the risk of tenant dissatisfaction within the maintenance service:

- a. Establish and implement a comprehensive reactive maintenance policy and procedures, including the awarding of maintenance contracts to approved contractors;
- b. Ensure that the annual cyclical and planned maintenance programmes, as required by property inspections, are completed by due dates;
- c. Establish a quality specification for major improvements, from which the brief for each project is drawn. The specifications will be reviewed as required.
- d. Ensure the appointment of competent consultants and contractors from the approved lists through adherence to the Association's Procurement Policy;
- e. Ensure the responsibilities of consultants and supervising contractors are clearly defined and all have the necessary insurances before confirmation of appointment;
- f. Ensure that all tender documents are comprehensive, detailed, unambiguous, and clearly define the contractors' responsibilities;

- g. Implement the results of the Stock condition Survey, undertake a rolling programme over 3 years of property inspections 30% per year, and ensure any revised costing is updated in the association's 30 Year Maintenance Plan Projections;
- h. Ensure effective supervision of each project through regular reports and meetings, including progress and cost reports as appropriate;
- i. Identify repairs for which the Association is not responsible and report to the Finance and Housing Management Sections to reclaim the cost from the tenant/owner;
- j. Monitor tenant satisfaction through periodic surveys, telephone surveys and face to face visits;
- k. Minimise the risk of liquidation or early contract termination through establishing the viability of contractors invited to tender and retaining a proportion of each authorised payment to the contractor until the defects liability period is completed;
- l. Where appropriate establish, as part of the contract arrangements, effective defects period procedures and ensure these are adhered to.
- m. Where appropriate establish, as part of the contract arrangements, and in association with the Housing and external Development Manager, effective hand-over procedures to minimise the time required for letting and potential loss of rental income.

## **27. Sustainability and Action Plan**

The Association's Sustainability Policy encourages development and improvement of our housing stock to increase efficiency and reduce energy consumption.

Reviewing the maintenance policy and procedures in light of environmental consequences is an important step in providing a sustainable approach to managing housing stock.

Maintenance/Renewal life cycles adopted for dwellings and their components tend to reflect mortgage terms (30 years is the most commonly quoted figure) rather than the actual lifespan of maintained construction.

Components often outlast their predicted lifespan and are needlessly replaced on manufacturers' recommendations or on the basis of established maintenance schedules rather than through rigorous inspections of individual items.

The Association, through stock condition surveys and regular updates to its life cycle data, will ensure that significant embodied energy can be saved through accurate and evidence-based maintenance schedules, which are demand led rather than predicted and provided for.

When establishing future maintenance/planned maintenance contracts we must consider the following within the specification:

- a) Climate change: check if drainage is strong enough to withstand increasing storm damage and rain.

- b) Local sourcing: source local contractors and materials and encourage local employment.
- c) Waste minimisation: ensure all contractors provide waste minimisation plans.
- d) Water conservation: ensure all new kitchens and bathroom fittings are water conservation products.
- e) Environmental products: build up database of environmental products.

## **28. Insurance**

The Association holds comprehensive buildings insurance for all properties in its ownership; this does not cover the tenants' contents.

Tenants are offered the Thistle Tenant Risks contents insurance scheme.

## **29. Maintenance Contracts and Procurement**

All contracts are procured in line with the conditions set out in the Procurement Policy. We comply with all Procurement rules by making sure the procurement process is transparent, fair, non-discriminatory, offers mutual recognition to suppliers from all member states and the assessment proportional to the value of the contract.

The Association maintains an approved list of consultants and contractors for maintenance work and has effective and accountable procedures for including and removing firms from this list.

### **29.1 Selecting our Contractors**

We will recruit 3 contractors per main trade to our Approved List of Contractors this will be approved by our Management Committee annually. Each contractor will be required to assure the Association that:

- they have necessary insurances (annual check)
- their hourly rates are competitive and that they charge reasonable rates for materials.
- they are members of appropriate trade bodies.
- they have appropriate trading body certification.
- they have an adequate labour force.
- they have an appropriate equal opportunity policy.
- they can supply good references.
- they disclose relationships with staff or committee. (annual certification)
- they follow the Association's Code of Conduct.

**29.2** It is the policy of the Association to have in place an approved list of contractors which is reviewed on an annual basis to ensure high performance, efficiency and value for money. It is good practice for management committee to note and approve the list annually.

### **30. Owners Occupiers**

In accordance with Wellhouse Housing Associations Factoring Statement of Service, the Association will regularly liaise with owner-occupiers who, under their deed of conditions, are obliged to contribute to the cost of shared repairs and maintenance.

The Association will inform all owners, in writing, of any anticipated costs, in excess of £600 per Close or household, in advance of any contract work being authorised except in the case of emergency repairs where notice will be retrospective.

Owner-occupiers will also be notified in writing of the completion of any common repairs relevant to their property under the value of £600.

The Association sets out procedures for commissioning consultants and contractors for maintenance work that ensures quality and value for money.

The Association reviews procurement arrangements on a regular basis to ensure continuing high standards and value for money.

### **31. Monitoring and Performance**

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 key performance indicators (KPIs).

#### **31.1 Regulatory Performance Indicators**

- Number and percentage of repairs completed within the Association's target timescales.
- Average time taken to complete emergency repairs.
- Average time taken to complete non-emergency repairs.
- Satisfaction with repairs and maintenance services
- Percentage of repairs completed right first time.
- Number of appointments made and adhered to
- Number of properties with gas appliances that have a current gas safety certificate
- Total stock failing the Scottish Housing Quality Standard (as at 31 March)
- Number of medical adaptations completed and average length of time taken to complete applications for adaptations

### **31.2 Local Indicators**

- Repair pre and post inspections carried out.
- Void repair timescales
- Locally agreed timescales for Emergency, Urgent and Routine Repairs

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

### **32. Policy Review**

The Association's Maintenance Policy will be reviewed and amended as necessary due to changes in Legislation or Regulations or every three years.

This policy will be subject to an Equality Impact Assessment at the next review

**MAINTENANCE POLICY SUPPORTING PROCEDURES**

- Gas Safety Policy
- Asbestos Management Policy
- Rechargeable Repairs Procedures
- Medical Adaptations Procedures (in progress)
- Complaints Procedure
- Void Management Policy
- Alteration to Property – Tenant Improvement Application Form
- Emergency Procedures
- Minimum Standards in House Condition Procedures
- Repairs & Maintenance Procedures
- Scottish Secure Tenancy Agreement

**SCOTTISH SOCIAL HOUSING CHARTER  
PERFORMANCE INDICATORS**

The Association assesses the quality of reactive repairs and planned maintenance services and reports against the following range of indicators specified in the Scottish Social Housing Charter.

- Indicator 7:** Percentage of stock meeting the Scottish Housing Quality Standard;
- Indicator 8:** Percentage of properties at or above the appropriate NHER or SAP rating specified in element 35 of the SHQS;
- Indicator 9:** Percentage of tenants satisfied with the standard of their home when moving in;
- Indicator 10:** Percentage of tenants satisfied with the quality of their home;
- Indicator 11:** Average length of time taken to complete emergency repairs;
- Indicator 12:** Average length of time taken to complete non-emergency repairs;
- Indicator 13:** Percentage of reactive repairs carried out in the last year complete right first time;
- Indicator 14:** Percentage of repairs appointments kept;
- Indicator 15:** Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date;
- Indicator 16:** Percentage of tenants who have had repairs or maintenance carried out in the last 12 months satisfied with the repairs and maintenance service;
- Indicator 22:** Percentage of approved applications for medical adaptations completed during the reporting year;
- Indicator 23:** The average time taken to complete adaptations;

**Contextual Indicators**

**Indicator C13:** Average number of reactive repairs completed per occupied property;

**Indicators C24-C31:** Scottish Quality Housing Standard