

## Repairs and Maintenance Policy

### 1. Policy Statement

- 1.1 The purpose of the Repairs and Maintenance Policy is to provide clear guidance to staff, tenants and others to ensure that the Policy's aims and objectives are achieved.
- 1.2 Repairs and Maintenance is consistently cited by tenants as the most important service that we deliver. The speed, efficiency, effectiveness and courteousness with which repairs are carried out is a key feature of the Association's performance as a landlord and on which assessment is made by the Scottish Housing Regulator.
- 1.3 Consequently the Repairs and Maintenance Policy is an important document within the Association's management structure and paramount to the Association's operational service delivery in this respect.

### 2. Performance and Value for Money

- 2.1 In line with our regulatory obligations, we will monitor our performance throughout the year against the regulatory standards in the Scottish Social Housing Charter and at the end of every financial year provide the Scottish Housing Regulator with key performance information via the Annual Return on the Charter.
- 2.2 In addition to the key performance information we are obliged to provide the Scottish Housing Regulator, via the Annual Return on the Charter, we will also measure progress, performance and achievement by way of two very important strategic documents:
  - Business Plan / Internal Management Plan; and
  - Operational Performance Report: Key Performance Indicators.
- 2.3 We will also report our performance to our tenants and other service users via our website, newsletters and the Annual Report.
- 2.4 The Association aims to manage all its strategic and operational aspects so that tenants, owners and other customers receive services that provide continuous improvement and value for money; value for money in respect of the rent and other charges they pay.

### 3. Legislation

The Association will ensure that all current legal requirements are met. This includes the following:

- Housing (Scotland) Act 2010
- The Scottish Social Housing Charter (2017)
- The Scottish Secure (Right to Repair) Regulations 2002
- Scottish Housing Quality Standard. (SHQS)
- Energy Efficiency Standard for Social Housing (ESSH)
- The Gas Safety (Installation and Use) Regulations 1998
- Construction Design Management Regulations 2015
- The Energy Performance and Buildings (Scotland) Regulations 2008
- Property Factors (Scotland) Act 2011

### 4. Policy Aims and Objectives

The aims and objectives of the policy are articulated below.

- Ensure that homes are safe and in a good state of repair.

- Attend to and carry out repairs within published timescales.
- Ensure homes can be re-let quickly by carrying out repairs promptly and to a high standard. In some instances we may seek to carry out certain future 'void' repairs in properties before termination of the tenancy.
- Provide a service which is as convenient to our customers as possible, by operating an appointments system to arrange repair visits for times agreed with our customers.
- Keep customers informed during the progress of their repair.
- Reduce the need to carry out follow on repairs by striving to complete repairs right first time.
- Reduce the necessity for repeat visits to carry out repairs through good diagnosis and communication with tradesmen.
- Provide an effective and efficient emergency out of hours service that is accessible and responsive to our customers.
- Achieve high levels of customer satisfaction with the repairs service.
- Have easy, accessible means for our customers to report repairs and obtain information.
- Take account of future planned maintenance programmes and upgrades when arranging repairs.
- Maximise the useful life of our properties and components.
- Provide sufficient and appropriately trained staff and adequate administrative resources to implement the policy, efficiently and effectively.
- Involve our customers in reviewing our repairs service.
- Have clear, concise, comprehensive and accessible procedures, which allow staff to fully implement the policy effectively.
- Use information from the repairs service to inform our future maintenance plans and Asset Management Strategy.
- Carry out repairs to common parts effectively as an integral part of our factoring responsibilities, in a way which ensures a high level of recovery of costs from private owners.
- Recharge the cost of repairs to residents (plus occupants or visitors) if caused by their negligence, wilful damage or vandalism, where the person responsible can be identified, and where we consider it commercially feasible to do so.

## 5. Repairs Categories

With the exception of some specialised trades where appointments are provided in collaboration with customers directly, the Association operates an appointments system for all other "routine" and "urgent" repairs. Categories of repairs and timescales are:

Category	Timescales
Emergency Repairs	2 hours to attend and 7 Hours to make safe and / or complete from time of receipt
Appointments	At a time which suits the customer, normally 2 hour slot and within 5 working days
Urgent Repairs	Within 3 days
Routine Repairs	Within 15 or 30 days
Right to Repair	1, 3 and 7 days
Void Repairs	Contractors average time to carry out repairs

## 5.1 Right to Repair

5.1.1 The Association will adhere to the requirements of the Right to Repair scheme defined in the Housing (Scotland) Act 2002. The Association 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.

5.1.2 The Association acknowledges the particular requirement to advise tenants in writing annually of the provisions of the scheme and shall use its website and newsletters as the principal means of achieving this. Notwithstanding this, the Association shall make information about the scheme freely accessible and available to all tenants; and advise on an individual basis, whenever the provisions of the scheme apply.

## 5.2 Emergency Repairs

The guidance on the Annual Return on the Charter defines an emergency repair as follows: *'Repairs necessary to prevent serious damage to the building, danger to health, risk to safety or risk of serious loss or damage to the occupier's property.'*

Examples include:

- burst or leaking pipes where water is uncontrollable and causing a lot of damage
- No water supply
- Gas leaks
- No electricity or unsafe electrical fittings
- Broken locks or broken ground floor windows
- Blocked Drains

## 6. **Responsibilities**

6.1 The Board and the Chief Executive have responsibility for ensuring that there are appropriate resources available to ensure effective and efficient implementation of the policy.

- The Board has responsibility for ensuring that this policy complies with regulatory and legislative requirements and meets the Association's Business Plan strategic and operational objectives.
- The Chief Executive has responsibility for ensuring that this policy is applied to ensure compliance with regulatory and legislative requirements and meets the Association's Business Plan strategic and operational objectives.
- The Maintenance Manager has responsibility for ensuring that appropriate technical support and advice is provided to the Chief Executive and the Board.
- The Corporate Services Director has responsibility for ensuring that appropriate financial support and advice is provided to the Board, the Chief Executive and other relevant members of staff.

6.2 The Association's Board delegates all responsibilities for operational delivery of the repairs and maintenance service to the Association's Chief Executive.

## 7. **Progress and Performance: Monitoring and Reporting**

7.1 The Association will monitor progress and performance on repairs and report regularly on the following to the Board:

- The number of Emergency and Non-Emergency Repairs as well as the average length of time taken to complete emergency & non-emergency repairs
- Percentage of repairs carried out right first time
- Percentage of repair appointments kept
- Tenant Satisfaction with the Repairs Service
- Void turnaround performance
- Financial Variances – spend against budget

7.2 In addition, contractor performance meetings will be held throughout the year as deemed necessary to scrutinise in detail any customer complaints, outstanding jobs and overall satisfaction levels.

## **8. Internal Audit**

Due to the significance of the risks associated with Repairs and Maintenance Policy and the financial risks involved, the Association will ensure that an internal audit is carried out every three years.

## **9. Related Policies**

Other policies closely related to this policy include:

- Planned, Cyclical Maintenance and Improvement Works
- Asset Management Strategy
- Procurement Policy
- Alterations, Improvements and Compensation for Tenants' Improvements Policy
- Right to Repair Policy
- Void Management Policy
- Defects Policy
- Factoring Policy

## **10. Risk Management Statement**

The risks associated with delivering an effective and efficient repairs and maintenance service are comprehensively incorporated within Association's Risk Management Framework.

## **11. Equality and Diversity Statement**

The protected characteristics enshrined in the Equality Act 2010 are respected when ensuring compliance with the Association's obligations in respect of delivering an effective and efficient repairs and maintenance service.

## **12. Policy Monitoring and Review**

- 12.1 The Maintenance Manager will monitor the implementation and operational effectiveness of the Repairs and Maintenance Policy.
- 12.2 The Association will regularly monitor good practice advice from the Scottish Housing Regulator and adopt such advice when formulating the review of the Repairs and Maintenance Policy.
- 12.3 The Repairs and Maintenance Policy will be reviewed every three years or as and when deemed necessary.