

Abertay Housing Association	TITLE OF POLICY	NO.
	Repairs Policy	VERSION
		DATE - Aug 2018
		PAGES - 10
Written By		Dean Lyon
Department		Operations

Approval Date by Committee	August 2018
Target Date for Revision	August 2022

Notes Reviewed and Updated by Dean Lyon, Maintenance Manager

Index

1. Introduction
2. Purpose
3. Legislation
4. Policy Statement
5. Definitions
6. Responsibility
7. Measuring Monitoring and Reporting
8. Other relevant policies
9. Review

1. Introduction

Repairs 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 are a key feature of Abertay's performance as a landlord and on which assessment will be made by the Scottish Housing Regulator.

Consequently the Repairs Policy is an important document within the Association's management structure and in the Association's service delivery.

2. Purpose

The purpose of this policy (and associated procedures), is to provide clear and unambiguous statements and guidance to tenants, staff and others to ensure that the policy aims and objectives are achieved.

3. Legislation

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

- Housing (Scotland) Act 2010
- The Scottish Secure (Right to Repair) Regulations 2002
- The Gas Safety (Installation and Use) Regulations 1998

This policy also complies with good practice guidelines and with the requirements of the Scottish Housing Charter.

4. Policy Statement

The Association aims to:

- 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 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.

- Ensure that there is proper monitoring and review of the policy, service, delivery and budgetary control by Management Committee.
- 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.
- Comply with the Scottish Secure (Right to Repair) Regulations 2002.
- 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. (Note- we will not usually seek to recharge costs of damage caused by a third party and reported to the police)

With the exception of some specialised trades where appointments are provided in collaboration with customer directly, Abertay 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 days
Right to Repair	1,3,5,7 days
Void Repairs	Contractors average time to carry out repairs

* See Appendix 1

5. Definitions

Emergency repairs can be defined as:-

"Where there is Danger to life, a serious safety or security hazard or the potential for more extensive damage to property".

Examples include:-

- bursts or leaks where water is uncontainable and causing a lot of damage
- No water supply
- Gas leaks
- No electricity
- Broken locks or broken ground floor windows

- Blocked Drains

It is anticipated that the majority of all other repairs will be organised through the Appointments System.

6. Responsibilities

The responsibility for approving the policy rests with the Management Committee. The Chief Executive and Maintenance Manager are responsible for ensuring that the policy is implemented and monitored.

The Association has a responsibility for ensuring that there are appropriate resources available to enable the policy to be implemented.

7. Monitoring, Measuring and Reporting

Abertay will monitor performance on repairs and report regularly on the following to the Management Committee:

- 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 on the first visit
- Percentage of repair appointments kept
- Tenant Satisfaction with the Repairs Service
- Void turnaround performance
- Costs vs agreed budget

In addition, monthly contractor performance meetings will be held to scrutinise in detail any customer complaints, outstanding jobs and overall satisfaction levels.

8. Other Relevant Policies

Other policies and procedures closely related to this policy include:-

- Planned, Cyclical and Improvement Works
- Asset Management Strategy
- Procurement Policy
- Tenants Alterations and Improvements
- Right To Repair Policy
- Void Management
- Defects Policy
- Factoring Policy

9. Review

This policy will be reviewed no later than every 4 years.

APPENDIX 1

*** Appointments**

Appointments will be made by Abertay's Customer Service Team on behalf of the contractors' tradesmen for a specific date and time. A 2 hour "window" for appointments, e.g. if appointment is made for 11am, contractor could arrive any time up until 1pm and we would consider the appointment kept.

Definition of Appointments Kept and Rearranged Appointments

- a) An appointment will be classed as kept if the Contractors' tradesman visited within two hours of the appointment time. (When making appointments, CSA's will therefore say something like "tradesman will call between 2pm and 4pm".)
- b) If the tradesman calls before the appointment time, and the tenant is happy to have the repair done then, this will be classed as an appointment kept. (If the tenant is not in, or does not want the tradesman then, the original appointment time still stands.)
- c) If the tenant is contacted before the day of the appointment, to reschedule, and the new appointment is kept (as set out in (a) & (b) above), then the appointment will be recorded as kept.
- d) If we contact the tenant on the day of the appointment to reschedule then-
 - a. If the new appointment is to be later that same day, and that is kept, then the job will be classed as "appointment kept". (that it was rescheduled will be recorded as in (c) above.)
 - b. If the new appointment will be on another day, the job will be recorded as "appointment missed".

Emergency Repairs

- a) Target time to Attend will be 2 hours from first request.
- b) Target time to make safe or fix will be 7 hours from first request. (There may be further non emergency work following on from this emergency as a separate repair.)

Interpretation of Terms

1. Tenants are responsible for garden boundary fences and the fences between neighbouring gardens, unless they constitute a hazard in which case Abertay will carry out necessary work and may then recharge tenants or owners, who have failed to maintain these in a safe condition. All other fences, including estate boundary fences, garden fences adjoining common open ground or public roads or footpaths are the responsibility of Abertay.
2. Internal Doors fitted by Abertay are Abertay's responsibility. However, if the tenant has installed their own doors, Abertay may insist on their removal if the tenancy is terminated, or recharge the exiting tenant for replacement with Abertay standard doors. New glazed internal doors, installed by tenants must be to the required standard for safety glass. Staff must advise tenants that if they replace/reglaze, it must be with safety glass. If not, Abertay will replace with safety glass at the end of tenancy and recharge the tenant if appropriate.
3. Floor tiles, wet floor (vinyl) system or other floor covering forming part of the floor construction and provided by Abertay are the responsibility of Abertay. Decorative tiles, vinyl flooring, etc., provided by the tenant are the responsibility of the tenant.

4. Private access paths in gardens of cottages to the front door from the main gate and from the back door to the drying area are Abertay's responsibility. Any other path is the tenant's responsibility, apart from access paths at the gable of houses, which are Abertay's responsibility.
5. A gas fire installed by a tenant must be maintained by Abertay, (in so far as permission has been granted). If a tenant installs a removable electric fire the tenant will be responsible for its maintenance.
6. Abertay will be responsible for all furnishings, utensils and white goods where furnished accommodation is let directly to the tenant.
7. Where tenanted properties have been provided with double glazed windows, Abertay will maintain the glazing on a like for like basis.
8. Outbuildings provided by Abertay are Abertay's responsibility, eg bin or pram stores.

APPENDIX 2 – Division of Responsibility For Repairs

Whilst the majority of repairs are Abertay's responsibility, there are some that are the tenant's responsibility.

ITEM	ABERTAY	TENANT	EXCEPTIONS
Replacing glass in windows	X		Unless the breakage was caused by you, your family or a visitor
Replacing lost keys and cost of re-entry if tenant locked out		X	
Maintaining heating appliances	X		
Maintaining sanitary ware	X		
Maintaining chimney stacks/pots/cowls	X		
Decoration and repair of common areas including closes	X		
All internal decoration		X	
Replacing light bulbs		X	
Clearing blocked waste	X		Unless it is caused by carelessness
Communal TV systems		X	Except Dryburgh Garden Multi's and supported accommodation at Arthurstone Terrace
Fences – other than those bounding public footpaths*		X	* See notes
Fire (electric or gas)	X		
* provided by Abertay			
Ropes for clothes poles		X	
Sheds		X	
Shower cabinets		X	Unless cabinet provided by Abertay
Stair lighting	X		
Toilet seats		X	
TV aerials		X	Unless it is a communal system installed by Abertay
TV aerial communal sockets		X	Unless damaged during planned maintenance works
Waste plugs/chains to basin/bath/sink		X	

Notes:

- Tenants are responsible for garden boundary fences and the fences between neighbouring gardens unless they constitute a hazard in which case Abertay will carry out necessary work. All other fences including estate

boundary fences, garden fences adjoining common ground or public roads or footpaths are the responsibility of Abertay.

- A gas fire installed by a tenant must be maintained by Abertay. If a tenant installs a removeable electric fire the tenant will be responsible for its maintenance.

