

Draft Policy on :	Reactive Repairs & Maintenance Policy
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Compliant with Scottish Social Housing Charter:	Charter Outcome-2 Communication; Charter Outcome- 3 Participation; Charter Outcome- 5 Repairs, Maintenance and Improvements; and Charter Outcome-13 Value for Money;
Compliant with Tenant Participation Strategy:	Consultation Ongoing
Compliant with Equality & Diversity :	Yes
Compliant with Business Plan	Yes

Date Approved Following Consultation:	September 2016
Date for Review :	September 2019

Responsible Officer:	Director of Customer Services,
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Updated Sept 18 – to Include Complex Repairs

REPAIRS AND MAINTENANCE POLICY

1. INTRODUCTION

Barrhead Housing Association is committed to providing a high quality, cost effective and efficient maintenance and repairs service whilst ensuring that our stock is well maintained.

This policy sets the Association's objectives of maintaining our properties to the highest standard and delivering excellent service. It also highlights the central role that this policy plays in delivering key strategic aims through our Business Plan and Asset Management Strategy.

2. THE PURPOSE OF THE POLICY

This policy outlines the roles and responsibilities of Barrhead HA in carrying out a customer focussed, efficient repairs service, whilst achieving a quality, value for money repairs service to all residents. The policy shall also:

- Demonstrate how we will meet our legislative duties;
- Show how we will operate in meeting Scottish Social Housing Charter Standards and Outcomes;
- Highlight the responsibilities of tenants and owners;
- Establish the Association's response timescales;
- Provide detail on how repairs will be administered;
- Outline how the policy links into the associations Asset and Estate Management Strategies and Business Plan; and
- Demonstrate how this policy complies with the Associations Equalities and Diversity Policy and offers a consistent service to all its customers.

3. POLICY AIMS

The specific objectives of the Repairs and Maintenance Policy are to achieve the following:

- Provide an Appointment based service for all Non-Emergency internal house repairs
- Deliver a high quality, efficient, effective, prompt and cost effective repairs service
- Have efficient and effective systems and procedures that allow tenants to make simple and convenient requests for repairs and which minimise disruption to both the tenant and the association
- Take account of differing customer service requirements
- Involve tenants and service users in reviewing our service wherever possible
- Maintain effective contact with customers keeping them informed of progress with their repairs request.
- To define each classification of reactive repairs types that the Association offers and provide associated guidance on timescales for completion
- Ensure that there is proper monitoring and review of the Policy, service delivery and budgetary control by the Governing Board.
- To achieve value for money whilst ensuring compliance with the Association's Financial Regulations.
- Ensure that the required service is provided within the available budget.
- To minimise void repair periods, maximising rental income;

- Take account of future planned maintenance programmes when deciding on a repair or replacement for defective components.
- Maximise the useful life of the properties and their components.
- Adopt legally correct practice at all times

3.1 Other Relevant Barrhead Policies

A number of other policies require be considering in relation to this policy and sets out in greater detail our position in respect of:

- Asset Management Strategy
- Rechargeable Repair & Insurance Policy
- Right to Repair Policy
- Factoring Policy
- Medical Adaptations
- Asbestos Management Policy
- Gas Maintenance Policy
- Alterations & Compensation
- Void Policy
- Risk Management

4. LEGISLATION AND REGULATION

The Reactive Repairs & Maintenance Policy is critical in ensuring an efficient and effective delivery of the Association's customer services. It has been developed to take account of legislative, regulatory and good practice requirements in relation to repairs and maintenance services. The Policy will assist in the development and delivery of a robust Asset Management Strategy, and ultimately our Business Plan Objectives.

Legislation

The Policy will comply with a wide range of legislative requirements including:

- 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 legislative requirements include the need to comply with the range of health and safety duties imposed upon landlords. Various contractual terms are imposed via relevant tenancy, occupancy and management agreements. The Association will ensure it complies with all its legal obligations and contractual requirements.

Housing Regulator: Scottish Social Housing Charter

The Scottish Housing Regulator and the Social Housing Charter came into effect in April 2012. The Regulator's statutory objective is to safeguard and promote the interests of current and future tenants. The Scottish Social Housing Charter sets the standards and

outcomes that all social landlords should aim to achieve in delivering our services. The relevant Charter Standards/Outcomes for maintenance/repairs services are:

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 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.

5. PROCEDURAL GUIDANCE

This policy is supported by comprehensive repairs and maintenance procedures that detail the processes involved in the effective delivery of our services. The Association will also ensure that all staff and Governing Board Members receive appropriate training and support to meet the requirements of this policy and the related procedures.

6. AREAS OF RESPONSIBILITY

The Key areas of responsibility in relation to the implementation of the Association's Repairs and Maintenance Policy are detailed below.

- ***The Governing Board*** - has overall responsibility for ensuring that this policy complies with regulatory and legislative requirements. In addition that it meets the Association's Business Plan, and Asset Management Strategy objectives. The Board also has responsibility for setting the Association's annual budget including reactive repairs and void repairs monitoring this spending through our performance management framework. The Association's Governing Board delegates all responsibilities for operational delivery of the repairs and maintenance services to the Association's Customer Services staff team.
- ***Chief Executive*** – has strategic responsibility for ensuring that this policy is applied to ensure compliance with regulatory and legislative requirements, and meets the Association's Business Plan and Asset Management Strategy objectives.
- ***Director of Asset Management*** – has responsibility for ensuring that appropriate technical support and advice is provided to the Governing Board, Management Team and other members of staff to assist in delivering this policy. The • ***Director of Corporate***

Services – has responsibility for ensuring that appropriate financial support and advice is provided to the Governing Board, Management Team and other relevant members of staff.

- **Director of Customer Services**–The Director of Customer Services will assume responsibility for operational delivery of the policy ensuring the effective delivery of the Single Term Contract establishing suitable cost controls through budgetary control, high levels of contractor performance and customer satisfaction. The Director will oversee the management, supervision and training of the staff responsible. The Director will be responsible for developing the Repairs and Maintenance Policy, responsible for reporting performance information to the Governing Board and Senior Management Team on repairs issues, including actions taken to achieve performance in line with service targets.

The above roles and responsibilities will be reviewed every 12 months in conjunction with an effective working relationship with the single term contractor, effective training and development of the staff team, and effective cost controls, performance and customer service delivery.

The roles and responsibilities of the individual team members involved are detailed in the Repairs and Maintenance Procedures.

7. REACTIVE REPAIRS SERVICE AND CUSTOMER SERVICE STANDARDS

The Customer Services Team is responsible for delivering the reactive repairs' service to customers through our repair's contractor, with technical support from the Property Services Section.

The Association is committed to making 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 one of the offices, according to their individual preference.

Where the contractor fails to meet an appointment the contractor will in line with our Repairs Contract be penalised £25 for each failure, with the sum being paid to the tenant as compensation provided the tenant does not have outstanding rent arrears, rechargeable repairs or court expenses in line with our Debt Recovery Policy.

The Association shall ensure that good quality materials are used by repairs contractors and also that high standards of work are achieved by contractors ensuring high levels of customer satisfaction. A robust inspection and monitoring system shall be in place for this purpose, further details are included in our detailed Repair's Procedures.

8. FINANCIAL CONTROL AND PERFORMANCE MANAGEMENT

We are committed to providing a high quality service that delivers value for money for our customers and stakeholders. To ensure that we are getting value for money we will review our reactive maintenance and void repairs contracts every three years or earlier if statute and good practice dictates. This will ensure cost effective procurement of the services which will be done in conjunction with robust financial control and reporting.

8.1 Financial Control

The Repairs and Maintenance service will comply with the Association's Financial Regulation Policy with clear controls on level of expenditure staff can instruct and subsequently authorise.

8.2 Performance Management

We will effectively monitor performance and spending on reactive repairs. The Senior Management Team will review performance and spending at regular meetings and as part of the performance framework the Governing Board will review cost control and performance every three months in line with reporting on the quarterly Management Accounts and compliance with the requirements of the Charter.

The Management Team will analyse reports including:

- Monitoring estimated spend against actual spend;
- The number of emergency repairs;
- The number/cost of out of hours' emergency call-outs, against target;
- Number/cost of non-emergency repairs, against target;
- The number and type of Schedule of Rates Codes issued e.g. by trade;
- The percentage of jobs where there are variations to the Schedule of Rates Codes or to the cost;
- Number of repairs issued and response times to complete them;
- Percentage of first time fixes against target;
- Percentage of appointments met, and cause of any failures, against target;
- The number of outstanding jobs;
- Percentage of gas safety certificates in last 12 months;
- The average cost of a repair;
- The average cost of a repair per unit
- Void spend against target;
- Void analysis and performance against target; and
- Percentage of tenants satisfied with repairs and maintenance service/complaints monitoring.

8.3 Contractor Management

We have developed a Contract Management and Monitoring Framework that will set out clear objectives for our repairs' contractors during the duration of any repairs' contract including:

- The frequency and agenda of operational meetings with the contractors,
- Review of performance and charter indicators;
- Number of failed appointments- with financial penalty (where appropriate) imposed on the contractor;
- Number of failed repairs under the Right to Repair Criteria;
- Number of emergency repairs out with response target timescale-including where a financial penalty has been imposed.

8.4 Repairs Variations

To ensure robust financial control the Association will analyse the level of variations to works orders by staff and by contractor including by trade. Variations will be agreed by both Staff and Contractor prior to payment being approved. t. Where work is in progress and a

variation is required the contractor will be expected to notify the Association immediately, and the Association will respond within 2 working days to the requests.

9. COMPLETION TIMES

The Association shall categorise reported faults according to the level and nature of response required using the Annual Return on the Charter Criteria of Emergency and Non-emergency Repairs. The Association shall endeavour to apply a consistent approach to categorisation and ensure the staff team are appropriately trained to achieve this.

a) Emergency Repairs – Attendance within 2 Hours, Make Safe Within 4 Hours

Incidents which present circumstances that constitute a safety hazard or which make a property uninhabitable shall be categorised 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.

Our Contractors will be instructed to attend within 2 hours and make safe 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 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.

b) Non-emergency Repairs

All internal non-emergency house repairs will be by an appointment based system. Repairs by Appointment are those internal non-emergency repairs which would normally fall into the category of urgent or routine repair but where an appointment of a specific date and time slot to suit the convenience of the Tenant is offered.

Non-emergency Urgent – 2 working days

Urgent Repairs: (Non-Emergency) are those where there is a partial loss of a service to the tenant that seriously affects the comfort or convenience of the tenant or where not carrying out the repair will result in further damage to the property.

Right to Repair items with a three or seven day completion time shall also be placed in this category.

They will be completed within 2 working days. The Contractor will attend within the date and time slot agreed with the tenant. Most appointments will be within an AM/PM time slot.

Non-emergency Routine – 7 working days

Routine Repairs (Non-Emergency): are those that do not seriously interfere with the comfort and convenience of the tenant and cause further problems to the property.

They will be completed within 7 working days (including 2 days for pre-inspection) The Contractor will attend within the date and time slot agreed with the tenant with the tenant. Most appointments will be within an am or pm time slot.

The Association shall periodically review the completion timescales specified in relation to these categories to ensure it is operating in line with Scottish Social Housing Charter Outcomes, peer organisations, regulatory guidance and relevant good practice.

The Association shall apply the same process of categorisation of defect repairs required in newly built properties. It shall aim to maintain effective working relationships with contractors to ensure as far as possible that works are carried out within the relevant timescales.

10. RIGHT TO REPAIR

The Association shall adhere to the requirements of the Right to Repair scheme defined in the Housing (Scotland) Act 2001. This provides a statutory scheme recognising the circumstances where tenants should be compensated when qualifying repairs are not completed within a set period identified within the schedule. It allows tenants to use another contractor if the originally designated contractor fails to respond within the set period relating to the repair. Our Right to Repair Policy sets our approach in more detail.

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11. RECHARGEABLE REPAIRS

In the main, the Association shall carry out repair work for which it is responsible in accordance with tenancy or lease agreements. In line with our Rechargeable Repairs and Insurance Policy charges shall be levied where a repair becomes necessary as a result of the wilful, negligent or accidental actions of the tenant's household rather than through fair wear and tear. When deciding to recharge a tenant we will take account of the following:

- Health and disability of the tenant
- Ability to pay
- History of previous rechargeable repairs and debt recovery issues
- Death and there is no known estate
- We will not pursue rechargeable repair debts where tenants are also in arrears of rent exceeding £500;

Repairs Arising from Legally forced entry by the Police

Where the Police have caused damage to Barrhead property by forcing access through the front door to a tenant's home, we will advise the tenant to carry out necessary remedial work themselves (they will then be responsible for the security of that flat entrance door).

In exceptional circumstances we may instruct a necessary repair but the full cost will be recharged to the tenant, and full payment must be made **before** the work is instructed.

A copy of the repair responsibilities of the Association and that of Tenants is attached to this policy as an Appendix. Further information on the process for charging is provided in the Association's Rechargeable Repairs and Insurance Policy.

12. VOID PROPERTIES

The Association aims to let void properties as quickly as possible in order to minimise loss of income, to an agreed lettable standard

Our Void Policy sets our targets for completion of void works.

13. TENANT CONSULTATION

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 methods such as satisfaction surveys and focus groups 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.

More generally the Association will aim to consult with tenants on key aspects of the Repairs and Maintenance Service and any significant changes to this policy, including service delivery and operational practices. We will also work in partnership with our Tenant Scrutiny Panel and Registered Tenant Organisations in reviewing the policy and associated procedures.

14. REPAIRS TO NON-TENANTED PROPERTIES AND COMMON REPAIRS

This policy will apply in full to all properties and tenancies except those where:

- The occupants do not have a Scottish Secure Tenancy or the property is leased to an agency (where different obligations of landlord and tenant apply).
- Properties owned or jointly owned with other residential owners as Barrhead do not carry out repairs to such properties to manage the tenancies.

The Association's subsidiary Levern Property Services (LPS) currently factors approximately 255 owner occupied properties in line with The Property Factors (Scotland) Act 2011. We will carry out "common area" repairs which include:

- Repairs to tenement roofs;
- Close windows;
- Close electrics;
- Door entries; and
- Building fabric.

Repairs for which the owner's "share" of the repair costs does not exceed £250 will be carried out without consultation. Repair costs exceeding this level will be discussed with each owner prior to work being instructed except in the event of an emergency repair being required.

15 COMPLEX REPAIRS

- Jobs over £1000 and requiring quotes
- Jobs requiring scaffolding or a cherry picker
- Major water ingress/leaks which require to be dried out prior to further works being undertaken (i.e. plasterwork)

- New doors/windows which are not covered under the planned budget
- Dampness/Rot Works that require further investigation/specialist works

16. EQUAL & DIVERSITY

Scottish Social Housing Charter - SSHC 1: 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.

We aim to encourage an environment of equality amongst our customers, employees, governing board members and other individuals. Our policy on equality and diversity sets out the principles that Barrhead will apply to all its work in governance, employment and service provision. We will ensure that all our processes comply with our policy and that those suppliers of goods, services and works have Equal Opportunity policies.

Our information will be clear, simple and consistent, and personal information gathered for the purposes of monitoring equal opportunities will be handled in accordance with the principles set out within the Data Protection Policy. Individual monitoring forms will be used for statistical purposes only and destroyed on completion of analysing.

We will seek to ensure that there are no barriers as a result of gender or marital status, race, colour, disability, age, sexual orientation, language or social origin, or other personal attributes, including beliefs, or opinions, such as religious beliefs or political opinions.

17. COMPLAINTS PROCEDURE

We regard a complaint as any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by our repairs maintenance service. All complaints will be recorded and dealt with under Complaints Policy and Procedures, which meet the requirements of the Scottish Public Services Ombudsman.

18. POLICY REVIEW

Reflecting current organisational changes, the Association will review the Reactive Repairs and Maintenance Policy within 12 months. Following the completion of organisational changes the policy will be reviewed every three years or following significant legislative or regulatory change.

Date next review is due – Sept 2016.

Appendix 1

Barrhead 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
- Send confirmation of all repairs – including time scale for completion and contractors contact numbers

•We will carry out:

Emergency repairs, respond within 2 hours and make safe within 4 hours

Non-Emergency Repairs – 7 Working Days

Non-Emergency Urgent repairs 2 working days

Non-Emergency Routine repairs in 7 working days

Void 1 Repairs-Minor Works in 2 working days

Void 2 Standard Works-3 Working Days

Void 3 Major Works- 6 Working Days

- Ensure a convenient appointment is made 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 you to of the extent and cost of repairs that are your responsibility after you have left your property at the end of your tenancy
- Advise you of the minimum letting standards for your new property and seek feedback on your satisfaction with the condition of your new home
- Ensure there is a valid EPC (Energy Performance Certificate), gas safety check and other relevant information in your home
- Inspect a sample of completed repairs and re-let properties to check for quality

You must

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

Appendix 2

Looking After Your Home

Landlord Responsibilities

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 tenatable condition. This includes:

- The maintenance of all installations provided for space 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

Tenants Responsibilities

You are responsible for:

- Keeping the interior of the house in good and clean condition and good decorative order
- Keeping of common areas such as communal stairs, drying areas, bin sheds in clean condition
- Keeping your own garden(s) and driveway well maintained and tidy

- Reporting repairs to the Association including those caused by accidental damage or vandalism
- Allowing the Association employees and/or approved contactors access at all reasonable time to inspect the house, carry out repairs or safety inspections
- Repairing any items damaged through neglect or carelessness on your part, a member of your household or your visitors e.g. blocked toilet
- Ensuring reasonable precautions are taken to protect your home from fire, flood or frost
- Carrying out minor routine repairs such as sink plugs or chains, light bulbs, smoke alarm batteries, internal door handles etc. and any costs incurred through forcing entry due to lost keys