

## Housing Maintenance Policy

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## **1. Introduction**

### **1.1. Statement of Objectives**

The Housing Maintenance Policy aims to ensure that the Association provides an effective housing maintenance service that complies with its landlord obligations. Our objectives include:

- delivering a clear, comprehensive and equitable housing maintenance service.
- ensuring that all properties are safe, secure and meet relevant standards.
- maintaining our stock in accordance with the relevant and applicable legal requirements placed on us and our responsibilities set out in our tenancy agreement.
- providing an efficient, effective and value for money housing maintenance service aimed at prolonging the useful life of our properties and delivering customer satisfaction through high standards of service.
- collecting and using business intelligence on the condition of our stock and demonstrate that we are using this to make informed financial decisions to maintain and improve our stock.
- regularly reviewing our arrangements for the procurement of repairs and maintenance works; and
- taking positive steps to inform and listen to tenants about continuous improvements to our housing maintenance service.

### **1.2. Compliance with Regulatory Standards**

In terms of the Scottish Social Housing Charter, the Scottish Housing Regulator has identified a number of key indicators relevant to housing maintenance by which it will measure landlord performance, including the following:

- Meet the Scottish Housing Quality Standard (SHQS)
- Meet the Energy Efficiency Standard for Social Housing (EESH) by December 2020.
- When they are allocated, are always clean, tidy and in a good state of repair.
- 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.
- Tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.

### **1.3. Expected Outcomes**

Key outcomes of operating an effective Housing Maintenance Policy include:

- Ensuring that properties are well maintained, safe, secure and in line with the SHQS and EESH.
- Maximising the percentage of reactive repairs carried out that were completed right first time and minimising repeat repairs.
- Reducing the number of repairs per property through robust specification in both component replacement contracts and new supply projects.
- Optimising customer satisfaction with service delivery; and
- Delivering value for money.

### **1.4. Informing and Involving Stakeholders**

We will promote our Housing Maintenance Policy through our website. Where we plan to make significant changes to the policy, we will consult tenants through our Customer Panel or short life working groups in line with our Customer Engagement Strategy.

## 1.5. Corporate Fit Legislation and best practice

We will comply with all relevant legislation and associated regulations, including:

- The Health and Safety at Work Act 1974.
- The Housing (Scotland) Act 1987, 2001, 2010 and 2014
- Managing Health and Safety in Construction (Design and Management) Regulations 2015.
- Data Protection Act 2018
- General Data Protection Regulation (EU) 2016/679 (the "GDPR"); and
- The Scottish Social Housing Charter.

Common law, statute and the contractual obligations within our tenancy agreement set out our responsibilities as landlord and those of our tenants. These are summarised in our 'Guide to Repairs' (see [Appendix 1](#)).

We expect our tenants to conduct their tenancies in a reasonable manner and not damage or allow any member of their household or visitor to their home to damage the property, either internally or externally. If a tenant has damaged their property or failed to take care of it, we may charge for the costs of repair - this is covered in our Rechargeable Repairs Policy.

Our Housing Maintenance Policy is consistent with our:

- Corporate Strategy
- Business Plan
- Alterations and Improvements Policy
- Gas Servicing Policy
- Electrical Servicing Policy
- Rechargeable Repairs Policy
- Energy Performance Certificate Policy
- Asbestos Management Policy
- Medical Adaptations Policy
- Estate Management Policy
- Asset Management Strategy
- Health and Safety Policy
- Risk Management Strategy
- Procurement Strategy
- Financial Regulations; and
- Delegated Authority Policy

### Equalities

Our Housing Maintenance Policy complies with the Association's Equality Policy to ensure equality of treatment for all tenants without discrimination or prejudice. At all times the Association will therefore consider all tenants, regardless of sex, faith or religion, race, ethnic origin, sexual orientation, mental or physical health, disability or marital status.

### Confidentiality

The Association recognises that confidentiality is important to tenants and will treat their tenancy information in the strictest confidence under the Data Protection Act 2018 and in line with the Association's Openness and Confidentiality Statement.

## **Business Plan and Risk Management**

Our Business Plan reflects that housing maintenance is a key landlord responsibility. We seek to mitigate against business risk through managing our housing maintenance service in an efficient, effective and economic manner.

### **Lead Officer**

The Investment Director has responsibility for overseeing the implementation of the Housing Maintenance Policy and the Asset Manager is responsible for key aspects of the day to day service delivery with delegation of specific tasks to appropriate staff.

We clearly define budgetary responsibilities and delegation of authority for housing maintenance functions within our Financial Regulations, Delegated Authority Policy and Procurement Strategy.

The Housing Maintenance Manager will carry out a monthly desktop review of repairs ordered as follows:

- address any anomalies and take appropriate action, including updating procedures if necessary; and
- note and review any significant fluctuations in the nature or volume of repairs ordered and take appropriate action.

In order to monitor the effectiveness of this policy, Key Performance Indicators (see [Appendix 2](#)) will be used to measure the effectiveness of our repairs service and customer satisfaction. We will routinely review and analyse the outcomes and make recommendations where changes are required.

The Board will receive regular updates through the Performance Report which will be based around the KPIs included in Appendix 2. Other reports may be presented to Board as required.

## **2. Key Principles**

### **2.1. Reporting and handling response repairs**

We have a number of elements within our Asset Management Strategy to ensure that our housing stock and related assets meet the needs and standards required now and in the future:

- planned programme renewals - replacing components towards the end of their life and before there is a requirement for significant response repairs.
- cyclical maintenance - complying with statutory requirements and preventing deterioration in the physical condition of the stock through routine maintenance programmes.
- response repairs - addressing necessary day to day repairs as they arise and thereby preventing deterioration of the stock condition; and
- void repairs - carrying out necessary repairs to houses as they become empty so that they meet the minimum lettable standard.

The Investment Directorate will deliver all aspects of our response service, including pre inspection of defects, repairs ordering and post inspection of completed works.

We will carry out all repairs, which are necessary to:

- maintain the property in a 'wind and watertight' condition.
- ensure that there is constant provision of services such as water, gas and electricity; and

- maintain fixtures and fittings installed by us.

We operate a repairs freephone number and run a 24-hour service for reporting emergencies, for example defects that could be a risk to health or safety or could lead to serious structural damage, such as:

- no heating or hot water.
- no electricity; or
- burst pipes.

We will issue full instructions to our contractor for all housing maintenance work.

## 2.2. Repairs by appointment

In order to provide a service that is responsive to the needs of tenants, we will provide repairs by appointment system for most urgent and routine repairs. Appointments will be available on working days, with a choice of two hour appointment slots morning or afternoon timeslots. Morning timeslots will cover 8am to 12noon and afternoon timeslots will cover 12noon to 5pm.

The repairs by appointment service may not be available for complex multitrade repairs. Where more than one trade is required to repair a defect, the contractor will co-ordinate the work required and contact the tenant direct to agree suitable access arrangements.

If due to unforeseen circumstances a contractor is unable to keep the appointment, they will contact the tenant before the specific appointment time to explain the difficulty and to make an alternative appointment or access arrangements. We will continuously monitor the appointments system and investigate broken appointments in order to refine how the service works and minimise service failures in the future.

The Housing Maintenance Manager and/ or Investment Director may determine that there are circumstances, such as severe weather, where we may require to temporarily suspend our repairs by appointment service. Where this occurs we will notify tenants, seek to minimise the period of suspension and reschedule appointments as quickly as practically possible once normal service resumes.

## 2.3. Tenant responsibilities

Certain repairs are the responsibility of tenants and these are detailed within our Guide to Repairs and Tenant's Handbook. The tenant will be advised in cases when such a defect is reported or inspected.

## 2.4. Rechargeable repairs

The cost of some repairs will be charged to the tenant. These are called 'rechargeable repairs'. This is covered within our Rechargeable Repairs Policy.

## 2.5. Prioritising repairs

Repairs requests will be prioritised based upon their urgency. We will use the following repairs categories and target timescales for responding.

Category	Type of repair	Overall timescale
Out of Hours repairs	To make safe or repair any defect/s that may deteriorate quickly into a health and safety issue	4 Hours

<b>Category</b>	<b>Type of repair</b>	<b>Overall timescale</b>
	or cause significant damage to the property if not attended to.	
Emergency repairs	To make safe or repair any defect/s that may deteriorate quickly into a health and safety issue or cause significant damage to the property if not attended to.	Attend within 4 hours and make safe
Urgent repairs	To repair any defects that significantly detract from the tenant's use of the property, and which would cause rapid deterioration if not attended to.	Attend and complete within 3 working days
Routine repairs	Any repairs which are identified as responsive repairs, and which cannot be delayed until a future cyclical maintenance programme or planned programmed renewal.	Attend and complete within 10 working days

Examples of 'Emergency Repairs' include the following:

- significant water ingress to property where the tenant is unable to stem the ingress.
- significant leaks from water or heating pipes, tanks or cisterns where the tenant is unable to stem the flow.
- burst pipes.
- no water supply.
- blocked or leaking foul drains or soil stacks.
- choked toilet, where there is only one toilet in house.
- toilet not flushing, where there is only one toilet in house.
- no heating.
- blocked flue to boiler.
- loss or partial loss of gas supply.
- full loss of lighting and / or power, where the household includes a child or vulnerable adult.
- dangerous or unsafe electrical power or lighting socket, or electrical fitting.
- no lighting or power.
- faulty cooker control unit.
- unsecured external door or windows on a lower level.
- broken windows; and
- any Health and Safety related issue.

Examples of 'Urgent Repairs' include the following:

- leaks from water or heating pipes, tanks or cisterns.
- partial loss of water supply.
- no hot water.
- blocked sink, bath or basin.
- choked toilet, where there is more than one toilet in house).
- toilet not flushing, where there is more than one toilet in house.
- partial loss of electrical supply.
- repairs to mechanical extractor fan.
- loose or detached banister or handrail.
- unsafe timber flooring or stair treads; and
- door-entry repairs.

'Routine repairs' include all other repairs that are the landlord's responsibility and that cannot

be delayed until a future cyclical maintenance programme or planned programmed renewal.

## 2.6. Service Interruption

The Housing Maintenance Manager and / or Investment Director may determine that there are circumstances, such as severe weather, where we may require to temporarily suspend our normal repairs service. Where this occurs, we will focus on tackling emergency repairs and suspend routine repairs, including repairs by appointment, and void repairs. When this happens, we will notify tenants, seek to minimise the period of suspension and reschedule repairs and appointments as quickly as practically possible once normal service resumes.

## 2.7. Pre Inspections

With the exception of emergency repairs, we will inspect a defect before instructing a repair if:

- the nature of the defect or source of the problem cannot be easily identified.
- a similar repair has recently been carried out to the same property
- the required repair is a recurring defect in other similar property types and may therefore need to be included in a cyclical maintenance project or other planned investment work.
- the defect is not a standard repairs item covered by our schedule of rates.
- we know, or reasonably suspect, that the tenant may have caused damage to the property; or the defect could potentially lead to an insurance claim.

## 2.8. Post inspections - Variations

We will inspect all completed repairs to vacant properties and a sample of all other repairs. The sample for inspection will be based upon the following:

- all completed repairs costing in excess of £750.
- where there is evidence that the contractor has performed poorly.
- A minimum of 10% of all completed reactive repairs will be post inspected
- All medical adaptations.

## 2.9. Right to Repair

### Right to repair

Tenants have a right to have small urgent repairs carried out within a given timescale. If we do not complete the work on time, tenants have a right to ask another contractor approved by us to carry out the work and may also be eligible for compensation. This is called the Right to Repair scheme. Further information is available within our Tenant's Handbook, on our website or on request at Clyde Valley Housing Association's office.

### Right to compensation

This enables tenants to claim compensation for certain improvements that have been made to their home. Tenants must receive written permission before they can make any improvements. Compensation can only be claimed after the tenancy has ended.

<b>Qualifying defects / repairs</b>	<b>Maximum timescale</b>
Blocked flue to boiler	1 day
Blocked / leaking foul drains, soil stacks, toilet pans (where there is no other toilet in the house)	1 day
Blocked sink, bath or basin	1 day
Complete loss of electric power	1 day
Loss of electric power	1 day



<b>Qualifying defects / repairs</b>	<b>Maximum timescale</b>
Partial loss of electric power	3 days
Insecure external window or door lock	1 day
Unsafe access path or step	1 day
Significant leaks or flooding from water or heating pipes, tanks or cisterns	1 day
Loss or partial loss of gas supply	1 day
Loss or partial loss of space or water heating, where no other source of heating is available	1 day
Toilet not flushing (where there is no other toilet in the house)	1 day
Unsafe power or lighting socket or electrical fitting	1 day
Complete loss of water supply	1 day
Partial loss of water supply	3 days
Loose or detached banister / handrail	3 days
Unsafe timber flooring or stair treads	3 days
Mechanical extractor fan in internal kitchen or bathroom not working	7 days

Further information on the right to repair is available within our Tenant's Handbook, on our website or on request at our office.

## **2.10. Right to compensation for improvements**

This enables tenants to claim compensation for certain improvements that have been made to their home. Tenants must receive written permission before they can make any improvements, in accordance with our Alterations and Improvements Policy. Compensation can only be claimed after the tenancy has ended.

The right to compensation applies to improvements such as:

- bath or shower.
- cavity wall insulation.
- double glazing.
- draught proofing of external doors and windows.
- insulation of pipes and loft.
- water tanks or cylinders.
- kitchen sink.
- rewiring.
- space or water heating.
- storage cupboards in bathroom or kitchen.
- radiators or valves.
- wash hand basin.
- water closet (WC); and
- work surface for food preparation.

Tenants will not be eligible for compensation if they purchase their house under the Right to Buy or if we have had to repossess their home.

Further information on the right to compensation for improvements is available within our Tenant's Handbook, on our website or on request at our office.

## **2.11. Repairs Involving Neighbouring Homeowners**

Where repairs are required to common parts that involve neighboring homeowners, we will

contact homeowners to advise them. We will encourage homeowners to participate in any common repairs works and contribute towards the costs as appropriate. However, if emergency or essential works are required we may carry out the repairs first and recharge the homeowners afterwards.

## **2.12. Repairs to Vacant Properties**

We aim to relet our vacant properties quickly and to our Minimum Lettable Standard. This is covered within our Estate Management Policy.

## Appendix 1 - Guide to Repairs Introduction

This is a guide to our housing maintenance service. It tells you about:

- repairs that we must carry out by law (part 1).
- repairs that we will carry out as part of our landlord responsibilities (part 2).
- repairs that you must carry out as part of your tenant responsibilities (part 3).
- damage to your home (part 4).
- reporting a repair (part 5); and
- Other matters (part 6).

If you have any questions, please contact our housing maintenance team at Clyde Valley Housing Association. Our staff will be pleased to help you.

### 1. Repairs that CVHA Must Carry Out by Law

This section tells you about the repairs that we must carry out by law.

We only repair things that we have supplied or fitted, or that we have agreed to maintain.

#### Inside your home we will repair:

- ceilings, floors and internal walls.
- hot and cold water systems (including boilers, immersion heaters and storage tanks).
- kitchen fittings (including drawers, shelves and work tops).
- the bathroom suite (including bath or shower, toilet and wash basin - where these have been provided by us).
- room-heating systems.
- gas supply pipes and appliances (including water pipes, radiators, thermostats, pumps, etc.).
- the electrics (including sockets, switches and hard-wired smoke detectors); and
- Ventilation systems.

#### Outside of your home we will repair:

- the structure of the house -for example, walls, the roof, chimneys, windows (including glass), front and back doors, gutters and down pipes.
- door locks and fittings.
- drains.
- stair lighting; and
- Rubbish chutes and bin stores.

### 2. Repairs CVHA/Customer Division of Responsibilities

Each year we decide how much money we can afford to spend on other repairs. This means that our policy on these items may change.

We only repair items that we have supplied or fitted, or that we have agreed to maintain.

The table below outlines the current division of responsibilities. This is not a full list, but it shows some of the things that customers are responsible for. This means that they must arrange to pay for this type of repair themselves.

Description	CVHA Responsibilities	Tenant Responsibilities	Comments
Ant infestation	✓		
Boiler	✓		
Balconies	✓		
Banisters (internal)	✓		
Barges, fascias, soffit boards, etc.	✓		
Bath panels	✓		
Bathroom suites	✓		Unless installed by tenant
Baths	✓		
Bin shelters	✓		
Brickwork, blockwork	✓		
Car Ports	✓		Unless installed by tenant
Ceilings	✓		
Chimney stack / pots / cowls	✓		
Cisterns	✓		
Clothes poles	✓		
Clothes pulley		✓	
Coal bunkers		✓	
Communal areas to flats	✓		
Communal TV systems	✓		
Damp proof course	✓		
Decoration – internal		✓	
Door bell	✓		
Door entry system	✓		
Door name plates		✓	
Doors internal	✓		
Driveways	✓		Unless installed by tenant
Drying areas	✓		
Electric central heating system	✓		
Electrical appliances & plugs		✓	
Electrical wiring, sockets & switches	✓		
External door lock, fittings & furniture	✓		
External drainage	✓		
Fences & gates - boundary	✓		
Fences & gates - divisional	✓		
Finishing timbers	✓		
Fire – electric & gas		✓	
Floor tiles		✓	
Garages	✓		Unless installed by tenant

Description	CVHA Responsibilities	Tenant Responsibilities	Comments
Gas central heating, water pipes, radiators, timers, thermostats, pumps, etc.	✓		
Glass – external	✓		
Glass to internal doors / screens	✓		
Immersion heaters	✓		
Keys & keys fob replacements			
Kitchen fittings / worktops	✓		
Kitchen units & sink	✓		
Landing & stairs (communal or internal)	✓		
Lift / elevator repairs	✓		
Mirrored / built in wardrobes	✓		
Parking area (communal)	✓		
Path & steps giving access to property	✓		
Play area and equipment	✓		Only if owned by CVHA
Plugs & chains		✓	
Public utility supplies / meters		✓	
Refuse chutes	✓		
Refuse / recycling / garden Waste Wheelie bin		✓	
Retaining walls	✓		
Roof coverings	✓		
Roof lights / skylights	✓		
Ropes for clothes drying		✓	
Rotary drier & clothes lines		✓	
Roughcast	✓		
Sheds / outbuildings		✓	
Shower & enclosure	✓		Unless installed by tenant
Shower unit	✓		Unless installed by tenant
Sink unit top	✓		
Skirting	✓		
Smoke detector batteries		✓	
Smoke detectors	✓		
Solid fuel central heating system	✓		
Stair lighting (communal)	✓		
Taps	✓		
Toilet seats		✓	
TV aerial communal sockets	✓		Unless installed by tenant
Extractor fan	✓		
Vermin infestation	✓	✓	
Wash hand basin	✓		
Washer on Taps	✓		
Water Heating	✓		
Water Storage Tanks	✓		

Description	CVHA Responsibilities	Tenant Responsibilities	Comments
Water Supply	✓		
WC	✓		
White Goods		✓	
Window Frames, sills, fittings	✓		

### 3. Damage to Your Home

If you damage your home (even by accident) or do not take care of it, you will usually have to get the repair done and pay for it. If we think that it would be better for us to do the repair, we will carry it out and send you the bill.

We will repair damage caused by vandals, but you need to report it to the police first.

#### Insurance

If you do not have contents insurance, we would strongly recommend that you get some. For example, if your home was damaged by a fire or flood we would repair the building. But we would not be responsible for decorating the inside or replacing your belongings.

You might be able to claim back the cost of some of the repairs from your contents insurance. This depends upon your insurance contract. Check your policy to see if you are covered for 'accidental damage'.

### 4. Reporting a Repair

We are generally open from Monday to Friday during office hours. If you want to report a repair you can:

phone us (free on 0800 073 0703).  
 call in to Clyde Valley Housing Association's office.  
 write to us; or  
 E-mail us.

#### What we need to know

We need to know your name, address and phone number. We need to know what the repair is and how the damage has happened. Finally, we need to know how our tradesmen can get in to fix it.

#### Dealing with your repair

When you report a repair, we will decide if:

- it is our responsibility or yours.
- it is an emergency, an urgent or a routine repair; and
- One of our officers needs to see it before we can start work.

We will tell you if one of our officers needs to visit you. We will offer an appointment where possible.

#### Reporting an emergency repair

We run a 24-hour emergency service for any repairs that could be a risk to health or safety or could lead to serious structural damage to your house. Some examples of this are:

- no heating or hot water.
- no electricity; or
- Burst pipes.

Please only use the emergency service for real emergencies. If you report an emergency without good reason, you will have to pay for the repairs that you have asked for.

### **What to do**

- If you need to report an emergency repair, phone free on 0800 073 0703.
- Tell us:
  - your name, address and phone number
  - what repair is needed; and
  - Where the repair is needed.

### **Burst pipes**

You can help us by finding out where your main water stopcock is. If you are not sure, please ask us and we will come and show you.

### **Gas leaks**

If you think that you have a gas leak, phone Scottish Gas Networks immediately for free on 0800 111 999.

- Don't smoke.
- Don't use naked flames.
- Don't turn electric switches on or off.
- Do open doors and windows to get rid of the gas.

### **Power cuts**

If you have a power cut, please contact Scottish Power on 0845 27 27 999.

### **Customer feedback**

We are committed to improving our repairs service. So, we may contact you to find out what you thought of it.

### **Security**

If anyone calls at your door to do a repair, ask to see their identification before you let them in.

Do not let anyone into your home unless you are sure that they are genuine. If you are in any doubt, ring Clyde Valley Housing Association's office.

## Appendix 2 - Key Performance Indicators

Key Performance Indicators	Target
Cumulative percentage of emergency repairs completed within 4 hour target	To be set annually
Cumulative percentage of urgent repairs completed within 3 working day target	To be set annually
Cumulative percentage of routine repairs completed within 10 working day target	To be set annually
Annual total number of emergency, urgent and routine repairs completed	To be set annually
Average length of time taken to complete emergency repairs (SSHC8)	To be set annually
Average length of time taken to complete non-emergency repairs, including pre inspection (SSHC9)	To be set annually
Percentage of repairs by appointment kept	To be set annually
Percentage of reactive repairs carried out that were completed right first time (SSHC10)	To be set annually
The number of households currently waiting for adaptations to their home. (SSHC19)	To be set annually
Total costs of adaptations completed in the year by source of funding. (SSHC20)	To be set annually
The average time to complete adaptations. (SSHC21)	To be set annually



## Policy Change History

<b>Version No:</b>	<b>Substantive Change</b>	<b>Author of Change</b>	<b>Approval</b>	<b>Date</b>	<b>Website</b>
1.0	Formatting sorted; new front cover & version history applied	A Cavinue		07/07/23	Y