

Repairs and Maintenance Policy

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Contents

1. Introduction and Scope	2
2. Policy Outcomes	2
3. Regulation and Legislation	3
4. Our Policy Statement	3
5. Roles and Responsibilities	3
6. Escalation	4
7. Monitoring and Review.....	4
8. Records	4
9. Responsive Repairs.....	5
10. Emergency Out of Hours Service.....	6
11. Void Repairs	7
12. Access	7
13. Right to Repair	7
14. Right to Compensation for Improvements	7
15. Tenant Requirements	7
16. Vulnerable Tenants.....	8
17. Qualifications and Training.....	8
18. Data Governance.....	8
Appendix 1 Regulation and Legislation	9
Appendix 2 Key Performance Indicators (KPIs).....	10
Appendix 3 Tenants' Repair Responsibilities.....	11
Policy Change History.....	12

1. Introduction and Scope

1.1 This section covers our policies and procedures relating to the following maintenance service areas:

- Responsive repairs and maintenance (including Emergency Out of Hours repairs)
- Right to Repair
- Compensation for improvements
- Void repairs

1.2 The scope of this policy covers:

Clyde Valley Group	x
Clyde Valley Housing Association	
Clyde Valley Property Services	

2. Policy Outcomes

2.1 Our policy aims to achieve the following outcomes:

Tenant Focus

- involving tenants in the continuous development of the service
- using feedback to continually improve the service
- aiming to achieve Group wide levels of tenant satisfaction

Value for Money

- offering an efficient service which meets our tenants' needs
- minimising the level of and expenditure on responsive repairs
- maximising the lettable life of our stock
- creating and using opportunities to deliver work in a planned approach in partnership with the Asset Team.

Accessible and Responsive

- ensuring that all repairs are responded to within specified timescales
- offering a variety of easy-to-use repair reporting methods, including an out of hours emergency service
- doing our best to complete repairs during the first visit

Equalities, Diversity and Inclusion

- value people and their diversity and strive to be inclusive
- respect others, regardless of personal differences and we listen to people to understand their needs and tailor our service accordingly
- strive to promote equal access to our service for all members of the community and provide fair and equal treatment, promoting human rights in line with our Equality, Diversity and Inclusion Strategy and Policy

Confidentiality

- Confidentiality is important to tenants, and we will treat their tenancy information in the strictest confidence in terms of all applicable data protection legislation and in line with CVHA's Openness and Confidentiality Statement.

3. Regulation and Legislation

- 3.1 The Director of Property & Development will ensure this policy has regard to all legislation, regulation, and best practice. The regulation and legislation applicable to this policy is attached at Appendix 1.

4. Our Policy Statement

- 4.1 Our Maintenance Policy aims to provide a tenant focused service and maintain our properties to a safe and fit standard.

- 4.2 The Group aims to provide an efficient and responsive service to our tenants, which achieves Value for Money. The Group seek to take advantage of the latest innovative technology and work in partnership with the Property Asset Team to develop effective programmes which will reduce responsive demand and increase efficiency.

- 4.3 To ensure our service is accessible a variety of methods can be used by our tenants when reporting repairs. Tenants will be provided with clear information to enable them to understand the importance of reporting a repair and how this can be done. Tenant and Landlord responsibilities for repairs are clearly set out in

- 4.4 We will use feedback from our tenants, which allows us to continually improve our Maintenance service. We also consult with our tenants on the service through a variety of methods and look to incorporate good practice where appropriate.

- 4.5 We are committed to the principles of diversity and inclusion throughout the organisation and aim to:

- Meet the needs and choice of people from all backgrounds
- Ensure that our services are relevant, responsive and sensitive to the needs of our existing and future tenants
- Ensure that all sections of the community in which we work have equal access to our services.
- Our Maintenance Policy will ensure that tenants will be treated as individuals and with fairness and respect. An Equality Assessment has been completed in relation to this policy.

5. Roles and Responsibilities

- 5.1 Clyde Valley Housing Association and Clyde Valley Property Services have a statutory responsibility to comply with all relevant statutory health and safety requirements regarding repairs and maintenance. Failure to properly discharge these responsibilities may result in:

- Prosecution by Health and Safety Executive under Health and Safety at Work Act 1974
- Prosecution under Corporate Manslaughter and Corporate Homicide Act 2007

- 5.2 The Scottish Housing Regulator (SHR) sets out the Quality Standard which Clyde Valley Housing Association must meet (see Appendix 1). Failure to properly discharge these responsibilities could lead to an SHR review.
- 5.3 As a private landlord, Clyde Valley Property Services are required to comply with the Repairing Standard. Any dispute that has been exhausted about whether a property meets the Repairing Standard can be assessed by the First-tier Tribunal.
- 5.4 The Group Boards and Audit Committee are responsible for seeking evidenced assurance that all health and safety legislation relating to repairs and maintenance is being complied with.
- 5.5 The Director of Property and Development is accountable for ensuring implementation of this policy effectively.
- 5.6 The Repairs and Maintenance Manager is responsible for adequate resourcing and having effective processes in place to implement this policy.
- 5.7 The Repairs and Maintenance Manager in conjunction with the Health and Safety Working Group shall provide advice and guidance on the appropriate methods of risk assessment, control measures arising, and management of works as appropriate to the areas of work covered by this Policy.
- 5.8 The Executive Team are responsible for ensuring that the Maintenance policy and procedures are adhered to and that all colleagues are appropriately trained.
- 5.9 Property and Customer Service colleagues are responsible for ensuring the service is delivered in accordance with this policy and procedures.

6. Escalation

- 6.1 Where any employee has concerns about significant issues in any area of compliance with Maintenance, they must escalate these concerns through their line management structure, ultimately to the Executive Team.
- 6.2 Where any employee continues to have concerns about significant issues in any area of compliance with Maintenance, they should refer to the Group Whistleblowing Policy for further guidance.

7. Monitoring and Review

- 7.1 This Maintenance policy will be reviewed every 3 years, or in line with business need.
- 7.2 Overall responsibility for this Policy lies with the Director of Property and Development and accountability lies with the Chief Executive Officer.
- 7.3 KPIs are set and monitored for this policy, attached at Appendix 2.
- 7.4 Any proposed changes or recommended amendments to this policy will be reported to the Chief Executive Officer and the Director of Finance and Corporate Services for approval.

8. Records

- 8.1 Any repairs will be recorded on the appropriate computer system. Where relevant, maintenance colleagues will work with the Asset team to ensure their records and databases are updated accordingly.

8.2 We will retain and access tenant profile information to support service delivery allowing for individual needs.

8.3 The Group keeps records relating to Gas Safety, Water Safety, Asbestos Safety, Lift Safety, Electrical Safety and Fire Safety and the detail for these are set out in each relevant policy.

9. Responsive Repairs

9.1 As a landlord, Clyde Valley Housing Association and Clyde Valley Property Services has a statutory duty to carry out repairs (and/or replace or remove) to our tenants' homes which are our responsibility. Where they are present this generally includes:

9.2 The structure and exterior of homes including the roof, walls, windows, hard surfaces, external doors and loft insulation.

- Heating systems including central heating, gas fires, fireplaces, flues, ventilation and chimneys.
- Water, including pipes, basins, sinks, toilets, baths, drains and guttering.
- Services to utilities including gas pipes, electrical wiring, and any fixed appliances provided.
- Communal areas such as hallways, stairs, lifts, communal entrances, and some specified external areas which we own.
- Garages.
- Other external areas such as paths where Clyde Valley Housing Association or Clyde Valley Property Services has responsibility.

This list is not exhaustive, and the individual Tenancy Agreement should be referred to.

9.3 Tenants have responsibilities to keep their property in a reasonable condition so that the need for repairs is minimised. The list of tenants' repair responsibilities can be found in Appendix 3.

9.4 A tenant may report a repair in a range of ways, including via the website, in writing, in person, by telephone, by email.

9.5 The tenant must ensure that they report repairs promptly.

9.6 Each task or job will have a priority allocated to it which reflects its degree of urgency. The prioritisation and timescales of the Group repairs categories are as follows:

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 or cause significant damage to the property if not attended to.	4 Hours
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

Category	Type of repair	Overall timescale
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
Complex Repairs	Any repair which involves CVG in gathering quotes where the scope of works is not included within normal reactive maintenance contracts or where investigatory works are required.	30 Days

- 9.7 The Group will aim to prioritise repairs for vulnerable tenants where the nature of their vulnerability means the repair has serious implications for their health and safety.
- 9.8 It is expected that all urgent, routine or planned repairs, including any measurement, pre-inspection and making good, is carried out within the priority timescale.
- 9.9 Regarding emergency repairs, it may only be possible to 'make safe' or do a temporary repair. If this happens outside of our current opening hours, permanent repairs may be left for normal working hours and a mutually convenient appointment or earliest availability for the scale of repair requested will be agreed.

10. Emergency Out of Hours Service

10.1 Clyde Valley Group has an Out of Hours Service, which is available for emergency repairs only. Under this service, we will attend to an emergency repair if there is an immediate danger to a tenant's health and safety or further damage will be caused to the property if the repair is delayed. If a tenant's repair is not classed as an emergency, we will arrange a mutually convenient appointment within our priorities and timescales within normal working hours.

10.2 Emergency repairs are classed as any of the following:

- Report of gas leak or emissions from gas appliance
- Report of exposed electrical cables / unsafe fitting
- Total loss of heating with no secondary source of heating
- Total loss of electrical power (not including power cuts in the area or loss due to pre-payment meter credit running out)
- Water leaks that cannot be reasonably contained
- Unsafe electrics
- No power to medical equipment (e.g. stair lifts)
- External communal doors not opening or closing
- Full sounding fire alarms or CO Detectors
- Blocked toilet (if only one toilet in the house)
- Exit door or ground floor window not secure.
- Health and Safety related issues

Note: Some of the above may differ depending on a tenant's individual circumstances, e.g. vulnerabilities.

11. Void Repairs

- 11.1 Clyde Valley Group aims to minimise the void repair time with a view to reduce the unoccupied period and increase revenue. We also aim to provide good quality homes to our tenants and have standards in place to help us achieve this.
- 11.2 Clyde Valley Housing Association has a Lettable Standard which sets out the standard that all our properties will meet when they are let to new tenants. This standard is set to ensure that the property is safe, secure, clean and in a good state of repair.

12. Access

- 12.1 In the event of access not being gained to a property at any time, a card will be left at the tenant's address notifying them we have attempted to carry out the repair. Clyde Valley Group have separate procedures in place where we cannot gain access to complete a repair.
- 12.2 No access in respect of compliance related safety checks is dealt with under the relevant policies and procedures.

13. Right to Repair

- 13.1 The Right to Repair scheme does not apply to CVPS tenancies, only Clyde Valley Housing Association secure tenancies may have the Right to Repair to ensure that urgent and minor repairs are carried out quickly if they affect their health, safety and security. This means that if 'qualifying repairs' are not completed within certain timescales; they have a right to ask that we give the work to another contractor. Clyde Valley Housing Association has procedures and process in place detailing the Right to Repair.

14. Right to Compensation for Improvements

- 14.1 Only Clyde Valley Housing Association secure tenancies may qualify for compensation when their tenancy ends for certain improvements to their home carried out either by the tenant or the previous tenant (if a succession or assignment). The improvement must have been made with Clyde Valley Housing Association consent, as required by our tenancy agreement. Clyde Valley Housing Association has procedures and processes in place for dealing with the Right to Compensation for Improvements.

15. Tenant Requirements

- 15.1 All tenants are provided with clear and simple information about our maintenance service. This information is regularly reviewed in consultation with tenants and published on our website.
- 15.2 Colleagues will work to deliver maintenance services in line with the Property objectives as set out below: Clyde Valley Group will:
 - Diagnose your repair and respond within an appropriate timescale
 - Monitor satisfaction with the maintenance service
 - Carry out safety checks required by law to keep you and your home safe
 - Ensure your home meets the Governments Housing Quality Standards
 - Invest in and replace major components in your home i.e. kitchens, bathrooms based on stock condition data

- Monitor satisfaction with planned investment works
- Consult with tenants where possible on planned improvements to their home

15.3 There is a system in place for gathering tenants' views of our service, including complaints.

16. Vulnerable Tenants

16.1 We will make every attempt to identify vulnerability at the earliest stages of the repairs process and will take an individual's circumstances into account when delivering the service.

17. Qualifications and Training

17.1 All colleagues will receive appropriate training to enable them to carry out their responsibilities as stated in this policy and a record will be kept by the People team.

17.2 We will ensure any contractors carrying out any works on the Group's behalf will be qualified to the appropriate standards. The qualifications will be recorded and checked as described above.

17.3 Training and qualifications in relation to Gas Safety, Water Safety, Solid Fuel Safety, Asbestos Safety, Lift Safety, Electrical Safety and Fire Safety is detailed in each policy.

18. Data Governance

18.1 Clyde Valley Group shall maintain an accurate database which identifies all properties for which they have a responsibility under this service area.

18.2 Written procedures and protocols are in place to control any changes made to the database which could involve adding or removing properties or changing the responsibilities.

18.3 Data assurance is currently provided through a reconciliation of the housing management and asset management systems and the Fixed Asset Register (or equivalents).

Appendix 1 Regulation and Legislation

The Scottish Housing Regulator has identified several key indicators relevant to housing maintenance by which it will measure landlord performance, including the following:

“Registered Providers shall:

- Tenants’ homes, as a minimum, when they are allocated are always clean, tidy and in a good state of repair, meet the Scottish Housing Quality Standard (SHQS), and any other building quality standard in place throughout the tenancy; and meet the relevant Energy Efficiency and Zero Emission Heat Standard.
- The Repairing Standard for CVPS (Private Landlords)
- Tenants’ homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.
- Meet all applicable statutory requirements that provide for the health and safety of the occupants in their homes.
- The Scottish Secure Tenants (Compensation for Improvements) Regulations 2002.
- The Housing (Scotland) Act 1987 (Tolerable Standard) (Extension of Criterion) Order 2019.
- The Housing (Scotland) Act 2006.
- Health and Safety at Work etc. Act 1974.
- Construction (Design and Management) Regulations 2015.
- Corporate Manslaughter and Corporate Homicide Act 2007.

Legislation relating to Gas Safety, Water Safety, Asbestos Safety, Lift Safety, Electrical Safety and Fire Safety and the legislation for these is detailed in each policy.

Appendix 2 Key Performance Indicators (KPIs)

A KPI Dashboard is populated monthly with information from the Open Housing and CRM systems. This dashboard is shared with the Property team with the required information being reported to Group Boards and the Executive team quarterly.

The main KPIs for Property Maintenance, and performance as at Quarter 2 2024/25, are set out below:

KPI	
Average length of time taken to complete emergency repairs	4 hours
Average length of time taken to complete non-emergency repairs	10 days
Average length of time taken to complete out of hours emergency repairs.	4 hours
Complex Repairs	
Percentage of reactive repairs carried out that were completed right first time	95%
Tenant Satisfaction with Repairs Service in the last 12 months	90%
Repair Appointments Made and Kept	95%

Appendix 3 Tenants' Repair Responsibilities

Tenants are responsible for repairing at their own expense the following:

- Damage to your home (even by accident)
- White goods
- Vermin infestations if caused by tenant
- Sheds or outbuildings
- Clothes ropes
- Refuse / recycling / garden waste / wheelie bin
- Utility supplies / meters
- Floor coverings
- Door name plates
- Ring doorbells
- Internal decoration
- Common entrance fobs

Policy Change History

Version No:	Substantive Change	Author of Change	Approval	Date	Website
1.0	Replaced the Housing Maintenance Policy.	Robert Pollock	Board	26/08/24	Y