

## Housing Maintenance Policy Manual

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CORPORATE FIT	
<b>Corporate Strategy</b>	✓
<b>Risk Register</b>	✓
<b>Business Plan</b>	✓
<b>Regulatory Standards</b>	✓
<b>Equalities Strategy</b>	✓
<b>Legislation</b>	✓

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## Introduction

This document brings together all policies that are used by the Investment Directorate for the Housing Maintenance function.

This document seeks to comply with a number of core corporate documents, namely: -

- Corporate Strategy to 2025
- Business Plan

In addition, it has linkages with a number of operational policies including:

- Complaints Policy
- Equality Policy
- Standing Orders and Delegations
- Risk Strategy
- Fraud, Money Laundering and Bribery Policy
- Customer Engagement Strategy

This document should be read in conjunction with the Investment Directorate – Housing Maintenance Policy Manual.

This policy document will be subject to comprehensive review every 3 years, unless further changes in legislation, regulations or good practice require an earlier review.

On request, the Association will provide translations of all our documents, policies and procedures in various languages and other formats such as computer disc, tape, large print, Braille etc, and these can be obtained by contacting the Association's offices. The Association is a member of the Happy to Translate scheme.

## Housing Maintenance Policy Policy Number M01

### 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 EESSH.
- 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 & Safety at Work Act 1974.
- The Housing (Scotland) Act 1987, 2001, 2010 & 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 & 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 Housing Maintenance 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 KPI's included in Appendix 2. Other reports may be presented to Board as required.

## **2. KEY PRINCIPLES – HOUSING MAINTENANCE POLICY**

### **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
<b>Out of Hours repairs</b>	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
<b>Emergency repairs</b>	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
<b>Urgent repairs</b>	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
<b>Routine repairs</b>	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 & 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

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.

## 2.10 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
• 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.

## **2.11 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 & 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.

## **2.12 Repairs Involving Neighbouring Homeowners**

Where repairs are required to common parts that involve neighbouring 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.

## **2.13 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**

### **Housing Maintenance Policy 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		✓	
Doorbell	✓		
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	✓		
Fire – electric & gas		✓	

Description	CVHA Responsibilities	Tenant Responsibilities	Comments
Floor tiles		✓	
Garages	✓		Unless installed by tenant
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	✓		

Description	CVHA Responsibilities	Tenant Responsibilities	Comments
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	✓		
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

### Housing Maintenance Policy

#### CLYDE VALLEY HOUSING ASSOCIATION

#### HOUSING MAINTENANCE POLICY – KEY PERFORMANCE INDICATORS

Key Performance Indicators	Target
Cumulative percentage of <u>emergency</u> repairs completed within 4 hour target	To be set annually
Cumulative percentage of <u>urgent</u> repairs completed within 3 working day target	To be set annually
Cumulative percentage of <u>routine</u> 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 <u>emergency</u> repairs (SSHC8)	To be set annually
Average length of time taken to complete <u>non-emergency</u> 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

## **Alterations and Improvements Policy Policy Number M02**

### **1. Introduction**

This policy outlines the broad principles that will be used by Clyde Valley Housing Association (CVHA) in the management of alterations and improvements, taking account of statutory and regulatory requirements.

### **2. Legislative & regulatory framework**

CVHA will comply with the law and any relevant guidance from the Scottish Housing Regulator. Specifically, this policy should be read in conjunction with the Right to Compensation for Improvements provisions of the Housing (Scotland) Act 2001.

If CVHA gives landlord's consent to tenants for alterations or improvements to their home, this is done without prejudice. Tenants will require to comply with any statutory or regulatory requirements in relation to planning consents and building warrants – further advice can be provided by the relevant local authority. In addition, tenants will require to ensure that any works are carried out by a competent contractor, who complies with all relevant building regulations, etc.

### **3. Statement of Objectives**

The Alterations & Improvement Policy aims to ensure that the Association appropriately records and monitors any alterations or improvements within our housing stock in accordance with legislation and good practice guidelines. The main objectives of this policy include:

- Ensuring that systems are established to enable the Association to comply with its duty in relation to alterations and improvements to dwellings.
- Establishing an effective monitoring system.
- Having systems in place, which ensure that processes are carried out efficiently, effectively and economically for both Association and customer.
- Ensuring that audit trails exist within the Association's property databases; and
- Reviewing policies, procedures and systems regularly to ensure they are up to date and reflect current best practice guidance and legislation.

## **4. General principles**

### **4.1 Permitted alterations**

If a tenant submits a request to alter or improve their home, CVHA will not refuse permission unreasonably.

Appendix 1 sets out the types of alteration that CVHA may permit along with the conditions that would require to be complied with. Appendix 2 summarises those alterations that are not permitted.

These are common alterations, but these lists are not exhaustive. Where a tenant seeks permission for an alteration or improvement that is not listed, CVHA will apply a test of reasonableness based upon the relevant circumstances of the case.

### **4.2 Granting in principle permission**

If permission is granted in principle, CVHA will tell the tenant in writing and this will include any conditions that apply and must be adhered to. The tenant may then proceed with the agreed alterations or improvements but must notify the Association that works have been completed so that these can be checked.

If a tenant is unhappy with the conditions attached to the Association's permission or needs clarification, they should contact the Association before proceeding. If the tenant remains dissatisfied, they can appeal using the complaints procedure.

### **4.3 Granting formal permission**

Where the Association has granted in principle permission, the tenant must have all associated works completed and provide written confirmation to the Association within 12 weeks of the date that in principle permission was granted.

If works have been completed to the Association's satisfaction then a letter will be sent to the tenant confirming that formal permission has been granted. However, this permission will be granted without prejudice and the tenant will require to comply fully with any statutory or regulatory requirements in relation to planning consents and building warrants.

### **4.4 Refusing or withdrawing permission**

If permission is refused, the Association will tell the tenant in writing and this will include the reason for refusal. If the tenant is unhappy with the Association's refusal to give permission, they can appeal using the complaints procedure.

If in principle permission has been granted but works have not been completed to the Association's satisfaction then written confirmation will be sent advising that any in principle permission has been withdrawn.

If a tenant fails to confirm that works have been completed within 12 weeks of the date that in principle permission was granted, the Association will withdraw this permission. The tenant will be notified in writing where this occurs and will need to reapply if they wish to take forward alterations or improvements at a future date.

The Association may withdraw permission for alterations or improvements at any time if they cause

nuisance to neighbours or affect the structural integrity of the property.

If a tenant is unhappy with the Association's refusal or withdrawal of permission, they can appeal using the complaints procedure.

#### **4.5 Rechargeable repairs**

If an occupied or void property has had unauthorised alterations or improvements carried out by the tenant, the provisions of the Rechargeable Repairs Policy may apply.

#### **4.6 Right to Compensation for Improvements**

If a property becomes void that has had authorised alterations or improvements carried out by the tenant, the Right to Compensation for Improvements provisions of the Housing (Scotland) Act 2001 may apply (see Appendix 3).

### **5. Corporate fit**

#### **5.1. Linkages to other policies**

CVHA's Alterations & Improvements Policy is consistent with a number of other key documents, including:

- Scottish Secure Tenancy Agreement.
- Housing Maintenance Policy.
- Rechargeable Repairs Policy.
- Estate Management Policy.
- Asset Management Strategy.
- Health & Safety Policy.
- Risk Management Strategy.
- Customer Care Policy.
- Complaints Policy.

#### **5.2. Equalities**

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

#### **5.3. Confidentiality**

CVHA 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 CVHA's Openness and Confidentiality Statement.

#### 5.4. Business Plan & Risk Management

CVHA's Business Plan reflects that housing maintenance and asset management are key landlord responsibilities, and effectively managing alterations and improvements is part of this. We seek to mitigate against business risk through managing our housing maintenance service and asset management functions in an efficient, effective and economic manner.

#### 5.5. Lead Officer

The Investment Director will have overall responsibility for this policy, and it will be delivered by the Housing Maintenance Manager.

<b>Function / task</b>	<b>Responsibility</b>
Alterations & Improvements Policy – review, amendment & approval	Board
Alterations & Improvements Procedures – development, monitoring & review	Investment Director and Housing Maintenance Manager responsible for developing, monitoring and reviewing operational procedures which reflect the principles set out within the Alterations & Improvements Policy.

## Appendix 1

### Alterations and Improvements Policy

#### Alterations that are permitted

Alteration	Conditions that must be complied with
Shower	Must be installed by a competent electrician. 10mm cable and copper piping must be used and a copy of the electrical installation certificate supplied.
Laminate or wooden flooring	Only permitted in houses, bungalows and ground floor flats. The Association will not be liable for any damage or requirement to uplift to allow repair/major repairs works
Shed	Must be erected on solid concrete or slabbed base. Must consist of Timber and be no larger than 2.44x1.8x1.8m (LxWxH). And must be a minimum of 3m from any existing dwelling.
Driveway	If fence line is opened, gates must be installed to match the existing perimeter fence. Planning permission must be granted in writing from local authority to drop kerb. Subbase must consist of at least 150mm compacted hard-core, 50mm compacted sand with concrete slabs to a minimum requirement of 50mm.
Fencing	Maximum height of 1.8m in rear gardens and 1m in front gardens. Written agreement from neighbour required. Must be within own boundary line.
Kitchens	Full details of manufacturer's specification and installer must be provided so that the Association can make an informed decision on the quality of kitchen, availability of spare parts, etc. The kitchen must be of a safe regular design and comply with Scottish Housing Quality Standard requirements and have a minimum of 1 cubic metre of storage space.
TV Aerial	When fixed to a bracket within the loft space.
Wall-mounted televisions	Must be adequately fixed by a competent tradesman using a TV bracket recommended by the manufacturer.
Loft insulation	Full details must be provided of installer / company carrying out the installation, with the depth being to a minimum requirement of 270mm in depth.
Cavity wall insulation	Full details must be provided of installer / company carrying out the installation.
Security / burglar alarm	Full details must be provided of installer / company carrying out the installation.
Close circuit television (CCTV)	Full details must be provided of installer / company carrying out the installation. Camera to be recording own property only and be installed in relation to CCTV data protection guidelines.
Dog kennels	Maximum size of 1m wide x 1.2m long x 1.2m high.
Satellite dish	When attached to purpose erected pole in garden.

<b>Alteration</b>	<b>Conditions that must be complied with</b>
Key safe / door entry system / temporary ramp / stair lift	Where requested by Social Work Department for households with particular needs.
Tiled floors	Houses, bungalows and ground floor flats. Except where the property is still under a defects liability period.
Tiled walls	Except where the property is still under a defects liability period.
External taps	Internal pipework must be insulated and fitted with a balofix valve to isolate the external water supply.
Slabbing	Slabbing works must have a minimum of 100mm hard core to support the slabbed area and be free from any trip hazards. The slabbed area must also be maintained by the current tenant.
Fitted wardrobes	No structural changes allowed, and room must be reinstated to original layout if tenancy ends.
Internal doors	Fire doors must be replaced with doors of equal or approved fire rating. Any glazed doors must have regulation safety glass.
Windows & external doors	Specification must be approved by the Association. Must be like for like. No structural changes to the fabric of the building or canopies over doors.

## Appendix 2

### Alterations and Improvements Policy

#### Alterations that are not permitted

- Any structural alterations to dwelling or relocation of internal partitions
- Any non-structural alterations to partition walls, doorways or archways
- Home extensions
- Laminate or wooden flooring in flats which are not ground floor
- Removal of level access or wet-floor shower rooms for bath (this may be authorised on a case by case basis – dependent on house type and age of adaptation).
- Relocation of radiators or installation of fireplaces / gas fires etc.
- Ceiling fans
- Any alterations to loft spaces
- 'Velux' windows
- Solar panels
- Satellite dish or flag poles where attached to building or fencing
- Patio doors
- Conservatories
- Decking
- Garages or carports
- Removal of grassed areas or garden ground to lay stones, unless part of agreed measure to remedy problematic land drainage
- Wood burning appliances

## **Appendix 3**

### **Alterations and Improvements Policy**

#### **Right to Compensation for Improvements**

##### **What is the right to compensation for improvements?**

Under the Housing (Scotland) Act 2001, Scottish secure tenants and short Scottish secure tenants may be able to receive compensation from their landlord for improvements which they have made to their home on or after 30 September 2002. For a tenant to qualify for this compensation:

- the landlord must have approved the improvement; and
- the tenancy must have ended.

A tenant can apply for compensation when they know that their tenancy is coming to an end. They should let their landlord know about this as early as possible.

If a tenant was a secure tenant and had carried out improvement to their home before 30 September 2002, they will continue to have rights to compensation but under the old scheme and this will need to be considered separately.

##### **Who gets compensation?**

Scottish secure tenants and short Scottish secure tenants may be able to get compensation for any approved improvements to their house or flat.

If the tenancy has ended because the tenant has died, or in other special circumstances, compensation can still be claimed. If a tenant has succeeded to the tenancy, any entitlement to compensation will need to be discussed and clarified by the landlord.

Tenants will not receive compensation if they buy their house or flat under the Right to Buy scheme. And they will not receive compensation if their home is being repossessed by the landlord or if they have been given a new tenancy for their existing home with the same landlord.

##### **Is permission needed to make improvements?**

Tenants must get written permission from their landlord before they make any improvements. If the landlord refuses permission, the tenant has the right to appeal to the Sheriff Court. But compensation can only be paid if the landlord has agreed to the improvements.

##### **What type of improvements can tenants get compensation for?**

Tenants can get compensation for certain improvements which were started on or after 30 September 2002. These include installing, replacing or fitting:

- a bath or shower.
- cavity wall insulation.
- sound insulation.
- double glazing, replacing external windows or fitting secondary glazing.

- draught-proofing external doors or windows.
- pipes, water tanks or cylinders.
- a kitchen sink.
- loft insulation.
- rewiring, providing power or lighting, or adding other electrical fixtures (including smoke detectors).
- security measures other than burglar alarms.
- space or water heating.
- storage cupboards in a bathroom or kitchen.
- thermostatic radiator valves.
- a wash-hand basin.
- a toilet.
- a work surface for preparing food; and
- mechanical ventilation in bathrooms and kitchens.

Decorating the inside of the property does not qualify for compensation.

### **How do tenants get compensation?**

Tenants must make a claim in writing to their landlord within the period starting 28 days before and ending 21 days after their tenancy comes to an end. If in doubt, tenants should ask their landlord how to claim.

The landlord needs to know:

- the tenant's name and address.
- what improvements they have made.
- how much each improvement cost; and
- The date the improvements were started and finished.

The landlord will want to inspect the improvements.

### **How much can they get?**

Tenants can receive up to £4,000 for each improvement. But they will not receive any compensation for an improvement if the amount of compensation would be less than £100.

### **How do landlords work out compensation?**

The landlord will start with the cost of the improvements and may ask the tenant to provide proof of the amount that they have spent. Tenants should keep a copy of bills in a safe place and may want to send copies to their landlord when the work has been done.

If a tenant has had financial help such as a grant to help make their improvements, the landlord will take the amount of this grant from the cost of the improvements.

The value of any improvement falls as the improvement gets older and as the tenant gets use of it. The compensation paid will take the age of the improvement into account.

The landlord may also reduce the compensation if they believe that the tenant paid too much for the improvement or if the quality is higher than it would have been if the landlord had done it.

The landlord may also increase or reduce the compensation depending upon the condition of the improvement when the tenancy ends.

The landlord can also take any money that the tenant owes from the compensation that they are entitled to (for example, for unpaid rent).

### **What can tenants claim compensation for?**

Tenants can claim compensation for:

- the cost of materials (but not appliances such as cookers or fridges); and
- Labour costs (but not a tenant's own labour).

The tenant will need to give the landlord an invoice to show how much the improvements cost. If the tenant has not got an invoice, they should tell the landlord straight away and give a rough idea of the total cost.

### **What if a tenant doesn't agree with the landlord's decision on a claim?**

Tenants can ask the landlord to reconsider their decision within 28 days of receiving it. The decision must be reviewed by an independent valuer or surveyor of the landlord's choice, or any members, committee members or board members who were not involved in making the original decision.

## **Corporate Gas Safety Policy**

### **Policy Number M04**

## **1. INTRODUCTION**

### **1.1 Statement of Objectives**

The Gas Servicing Policy aims to ensure that the Association effectively administers compliance with its landlord obligations in respect of gas servicing and thereby seeks to provide assurance to tenants in terms of gas safety.

Our objectives include:

- providing a prompt, efficient and cost effective gas servicing service.
- maintaining our stock in accordance with the relevant and applicable legal requirements placed on us and our responsibilities set out in our tenancy agreement.
- ensuring that systems are in place to enable the Association to comply with its duties in relation to gas servicing.
- procuring appropriately qualified contractors to service gas appliances within the homes of tenants in line with legislative requirements.
- ensuring that essential remedial works are instructed so that the homes of tenants are safe to occupy in terms of legislative requirements.
- operating an effective gas servicing monitoring system, including audit trails and reporting systems that ensure compliance with the gas servicing process.
- 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; and
- taking positive steps to inform and listen to tenants about continuous improvements to our gas 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 (ESSH) by March 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 Gas Servicing Policy include:

- Ensuring customers are safe in their property and not exposed to risk to life
- Ensuring that properties are well maintained, safe, secure and in line with the SHQS and EESSH.
- Optimising customer satisfaction with the gas maintenance service; and
- Delivering value for money.
- Ensuring that Carbon monoxide detectors are fitted to every household with a gas appliance

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

We will promote our Gas Servicing Policy through our newsletter, website and tenancy handbook. Where we plan to make significant changes to the policy, we will consult tenants 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 & Safety at Work Act 1974
- Management of health and safety at work regulations 1999 as amended
- The Housing (Scotland) Act 1987, 2001 & 2010
- Public Health (Scotland) Act 1987
- Environmental Protection Act 1990
- Gas Safety (Installation and Use) Regulations 1998
- Gas safety management regulations 1996
- Data Protection Act 2018

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 Gas Servicing Policy is consistent with our:

- Corporate Strategy
- Business Plan
- Housing Maintenance Policy
- Rechargeable Repairs Policy
- Energy Performance Certificates Policy
- Asbestos Management Policy
- Medical Adaptations Policy
- Estate Management Policy Guide
- Asset Management Strategy
- Health and Safety Policy

- Risk Management Strategy
- Procurement Strategy
- Financial Regulations
- Delegated Authority Policy

## **Equalities**

Our Gas Servicing Policy complies with CVHA’s Equality Policy to ensure equality of treatment for all tenants without discrimination or prejudice. At all times CVHA 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**

CVHA 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 CVHA’s Openness and Confidentiality Statement.

## **Business Plan and risk management**

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

## **Responsibilities**

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

The Board will receive regular updates on Gas Servicing Policy through the Performance Targets.

<b>Function / task</b>	<b>Responsibility</b>
Gas Servicing Policy – review, amendment & approval	Board
Gas Servicing Procedures – development, monitoring & review	Investment Director and Housing Maintenance Manager to develop operational procedures that reflect the principles set out within the Gas Servicing Policy.

## **2. KEY PRINCIPLES – GAS SERVICING POLICY**

### **2.1 Context**

Legislation and regulations prescribe CVHA’s landlord responsibilities in terms of gas servicing and gas safety. CVHA’s policy is therefore to ensure that relevant legislation and regulations are fully complied with in order that CVHA fully discharges its landlord responsibilities in terms of gas safety.

CVHA’s property database will be routinely updated to ensure that all properties that require gas servicing are clearly identified and through its Gas Servicing Procedures, the Housing

Maintenance Manager will ensure that competent contractors are instructed to service gas installations within the timescales prescribed.

## **2.2 Funding**

CVHA will allocate sufficient resources from within its cyclical maintenance budget to enable gas servicing in all identified properties.

## **Electrical Servicing Policy**

### **Policy Number M05**

## **1. INTRODUCTION**

### **1.1 Statement of Objectives**

The Electrical Inspections Policy aims to ensure that the Association effectively administers compliance with its landlord obligations in respect of electrical inspections and thereby seeks to provide assurance to tenant in terms of electrical safety.

Our objectives include:

- maintaining our stock in accordance with the relevant and applicable legal requirements placed on us and our responsibilities set out in our tenancy agreement and ensuring that systems are in place to enable the Association to comply with its duties in relation to electrical inspections.
- ensuring that essential remedial works are instructed so that the homes of tenants are safe to occupy in terms of legislative requirements.
- providing a prompt, efficient and cost effective electrical inspections service aimed at prolonging the useful life of our properties and delivering customer satisfaction through high standards of service.
- operating an effective electrical inspections monitoring system and ensuring that audit trails and reporting systems are in place.
- 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 electrical inspections; 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 March 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 Gas Servicing Policy include:

- Ensuring customers are safe in their property and not exposed to risk to life
- Ensuring that properties are well maintained, safe, secure and in line with the SHQS and EESSH.
- Optimising customer satisfaction with the gas maintenance service; and
- Delivering value for money.

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

We will promote our Electrical Inspections Policy through our newsletter, website and tenancy handbook. Where we plan to make significant changes to the policy, we will consult tenants 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 & Safety at Work Act 1974
- The Housing (Scotland) Act 1987, 2001 & 2010
- 17<sup>th</sup> Edition Wiring Regulations 2008 amended 2011
- Data Protection Act 2018.
- General Data Protection Regulation (EU) 2016/679 (the “**GDPR**”).
- The Scottish Social Housing Charter

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 Electrical Inspections Policy is consistent with our:

- Corporate Strategy.
- Business Plan.
- Housing Maintenance Policy.
- Rechargeable Repairs Policy.
- Alterations and Improvements Policy.
- Energy Performance Certificates 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 Electrical Inspections 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 electrical inspections are a key landlord responsibility. We seek to mitigate against business risk through managing electrical inspections in an efficient, effective and economic manner.

## The Board

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

Function / task	Responsibility
Electrical Inspections Policy – review, amendment & approval	Board
Electrical Inspections Procedures – development, monitoring & review	Investment Director and Housing Maintenance Manager to develop operational procedures that reflect the principles set out within the Electrical Inspections Policy.

## 2. KEY PRINCIPLES – ELECTRICAL INSPECTIONS POLICY

### 2.1 Context

Legislation and regulations prescribe the Association’s landlord responsibilities in terms of electrical inspections and electrical safety. The Association’s policy is therefore to ensure that relevant legislation and regulations are fully complied with in order that the Association fully discharges its landlord responsibilities in terms of electrical safety.

The Association’s property database will be routinely updated to ensure that all properties that require electrical inspections are clearly identified and through its Electrical Inspections Procedures, the Housing Maintenance Manager will ensure that competent contractors are instructed to carry out electrical inspections within the timescales prescribed.

## **2.2 Funding**

The Association will allocate sufficient resources from within its cyclical maintenance budget to enable electrical inspections in all identified properties.

## **Rechargeable Repairs Policy Number M08**

### **1. INTRODUCTION**

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

The Rechargeable Repairs Policy aims to ensure that the Association appropriately identifies, records, monitors and recovers costs associated with Rechargeable Repairs.

Our objectives include:

- providing a prompt, efficient and cost effective responsive rechargeable repairs service.
- ensuring that systems are in place to enable the Association to comply with its duties in relation to with its duties in relation to rechargeable repairs.
- having systems and procedures in place, which ensure the rechargeable repairs process is carried out efficiently, effectively and economically for both Association and tenant.
- operating an effective monitoring system, including audit trails and reporting systems that ensure compliance with the rechargeable repairs process; and
- responding promptly to missed payments, establishing early contact if arrears persist and endeavouring to pursue full recovery of rechargeable repairs debt.

#### **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 March 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 Gas Servicing Policy include:

- Ensuring customers are safe in their property and not exposed to risk to life

- Ensuring that properties are well maintained, safe, secure and in line with the SHQS and EESSH.
- Optimising customer satisfaction with the gas maintenance service; and
- Delivering value for money.

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

We will promote our Rechargeable Repairs Policy through our newsletter, website and tenancy handbook. Where we plan to make significant changes to the policy, we will consult tenants 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 & Safety at Work Act 1974
- The Housing (Scotland) Act 1987, 2001 & 2010
- Public Health (Scotland) Act 1987
- Environmental protection Act 1990
- Gas Safety (Installation and Use) Regulations 1998
- Data Protection Act 2018.
- General Data Protection Regulation (EU) 2016/679 (the “**GDPR**”).
- The Scottish Social Housing Charter

Our Rechargeable Repairs Policy is consistent with our:

- Corporate Strategy
- Business Plan
- Housing Maintenance Policy
- Gas Servicing Policy
- Estate Management Policy
- Asset Management Strategy
- Health and Safety Policy
- Risk Management Strategy
- Procurement Strategy
- Financial Regulations
- Delegated Authority Policy

##### **Equalities**

Our Rechargeable Repairs Policy complies with CVHA’s Equality Policy to ensure equality of treatment for all tenants without discrimination or prejudice. At all times CVHA 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

CVHA 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 CVHA's Openness and Confidentiality Statement.

## Business Plan and risk management

Our Business Plan assumes that rechargeable repairs will be pursued and recovered where appropriate. We therefore seek to mitigate against business risk through maximising our recovery of rechargeable repairs and managing rechargeable repairs in an efficient, effective and economic manner.

### Lead Officer

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

Function / task	Responsibility
Rechargeable Repairs Policy – review, amendment & approval	Board
Rechargeable Repairs Procedures – development, monitoring & review	Investment Director and Housing Maintenance Manager to develop operational procedures that reflect the principles set out within the Rechargeable Repairs Policy.

## 2. KEY PRINCIPLES – RECHARGEABLE REPAIRS POLICY

### 2.1 What are rechargeable repairs?

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.

CVHA's conditions of tenancy set out the repairs responsibilities of both landlord and tenant. Repairs that are the tenant's responsibility are outlined in the Association's Housing Maintenance Policy Guide, our Tenant's Handbook and on our website.

'Rechargeable repairs' occur where there is a need to carry out a repair and it is reasonable for CVHA to conclude that the repair was the tenant's responsibility and necessary as a direct or indirect result of their actions. Examples of circumstances where CVHA will recharge tenants for the full costs associated with a repair, include where repairs are required because of:

- vandalism, negligence, destructive actions by the tenant or visitor to the property or where no action by the Association could result in serious damage to the property and / or neighbouring homes.
- wilful damage (where this is due to vandalism, it must have been reported to the Police).

- forced entry is required owing to lost keys.
- the emergency call-out system being misused; and
- no access to specifically arranged jobs, such as emergencies.

In these circumstances, the Association may undertake a repair but recharge the relevant tenant for the costs incurred. Where a tenant reports such a repair, the Association will:

- advise of the tenant's responsibilities under the terms of the Tenancy Agreement with respect to payment of recoverable charges.
- seek to obtain the tenant's agreement prior to any work being instructed, unless in an emergency situation; and
- seek to recover sums due in line with the Association's debt recovery processes.

## **2.2 Emergency works**

When an emergency rechargeable repair is reported, the tenant, or the person reporting the repair on the tenant's behalf, will be advised that the repair will be recharged in terms of the conditions of tenancy. The Association will only complete works of an emergency or Health & Safety nature, where failure to act could result in personal risk and / or damage to the property and / or neighbouring homes.

The approximate cost of the rechargeable repair will be notified to the tenant. The tenant will be given the opportunity to rectify the fault using their own contractor if they wish, prior to CVHA raising an order. However, if the tenant wishes CVHA to undertake the repair, as soon as the invoice is received by CVHA from the contractor, an account will be sent out.

Where an emergency call out is made for a non-emergency repair the tenant will be recharged the cost of the call-out as well as a service charge.

## **2.3 Non-emergency works**

When a non-emergency rechargeable repair is reported, the tenant, or the person reporting the repair on the tenant's behalf, will be advised that the repair will be recharged in terms of the conditions of tenancy. The Association will only complete works of a non-emergency nature where there are Health & Safety or other reasonable considerations, where failure to act could result in damage to the property and / or neighbouring homes.

The approximate cost of the rechargeable repair will be notified to the tenant, based upon Association's contract rates or in negotiation with the contractor prior to raising an order. The tenant will be given the opportunity to rectify the fault using their own contractor if they wish, prior to CVHA raising an order. However, if the tenant wishes CVHA to undertake the repair, as soon as the invoice is received by CVHA from the contractor, an account will be sent out.

## **2.4 Routine repairs**

Where a routine repair is carried out and it is reasonable to conclude that the repair was the tenant's responsibility and necessary as a direct or indirect result of their actions, the tenant will be recharged the full cost of the repair (e.g., as a result of vandalism, police forcing entry with a lawful warrant, damage or neglect to the component or property).

If a tenant wishes CVHA to complete a routine repair that is rechargeable they will be required to sign a mandate for the works to be carried out and to confirm that they will pay for the works along with the associated service charge. They will also require paying a deposit of at least 25% of estimated costs in advance of works being instructed.

## **2.5 Invoicing rechargeable repairs**

On completion of the repair and receipt of invoice from the contractor, CVHA's Operations team will pass details to the Finance team within 14 days. In turn the Finance team will issue an invoice to the tenant within 14 days.

The tenant will be required to settle the account or make arrangements to pay the account within 28 days of it being issued. If no response is received within this timescale then a final reminder will be sent giving a further 7 days to settle the account or make arrangements to pay it.

CVHA will seek payment of the full amount but if this is not possible, for example where there is evidence of financial hardship, the Housing Officer will agree a reasonable repayment arrangement with the tenant.

## **2.6 Debt recovery**

The Association will take all reasonable steps to recover the costs associated with rechargeable repairs in line with CVHA's established debt recovery processes. This may include small claims action or legal action if appropriate.

Tenants with outstanding debt in relation to rechargeable repairs, not making any reasonable attempt to pay, may only receive a statutory repairs service until a payback arrangement has been agreed and maintained for at least three months.

Housing Officers will be responsible for agreeing and monitoring repayment arrangements that are reasonable in the view of CVHA. If a tenant is already making arranged payments for rent arrears, the Housing Officer will agree a reasonable repayment plan so that an appropriate amount is put towards recovery of the rechargeable repair debt.

Tenants in debt to the Association in relation to rechargeable repairs may not be considered for a transfer to another CVHA property until the debt has been paid in full.

Where a rechargeable repairs debt relates to a former tenancy, this sum will be pursued by the Housing Operations team in line with CVHA's established debt recovery processes.

## **Energy Performance Certificate Policy Policy Number M09**

### **1. INTRODUCTION**

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

The Energy Performance Certificate Policy aims to ensure that the Association effectively administers compliance with its landlord obligations in respect of the management of Energy Performance Certificates (EPCs).

#### **Our objectives include:**

- providing a prompt, efficient and cost effective EPC service.
- maintaining our stock in accordance with the relevant and applicable legal requirements placed on us and our responsibilities set out in our tenancy agreement.
- ensuring that systems are in place to enable the Association to comply with its duties in relation to EPCs.
- using appropriately qualified and accredited operatives to carry out EPC surveys and produce EPCs in line with legislative requirements.
- operating an effective EPC monitoring system, including audit trails and reporting systems that ensure compliance with the EPC process; and
- 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.

#### **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 March 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 Energy Performance Certificate Policy include:

- ensuring that properties are well maintained, safe, secure and in line with the SHQS.
- optimising customer satisfaction with the energy performance of their homes; and
- delivering value for money.

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

We will promote our Energy Performance Certificate Policy through our newsletter, website and tenancy handbook. Where we plan to make significant changes to the policy, we will consult tenants 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 & Safety at Work Act 1974
- The Housing (Scotland) Act 1987, 2001 & 2010
- Environmental Protection Act 1990
- Data Protection Act 2018
- The General Data Protection Regulation (EU) 2016/679 (the “**GDPR**”).
- Energy Performance of Buildings (Scotland) Regulations 2008
- The Scottish Social Housing Charter

Our Energy Performance Certificate Policy is consistent with our:

- Corporate Strategy
- Business Plan
- Housing Maintenance Policy
- Estate Management Policy
- Health and Safety Policy
- Risk Management Strategy
- Procurement Strategy
- Financial Regulations
- Delegated Authority Policy

#### **Equalities**

Our Energy Performance Certificate Policy complies with CVHA’s Equality Policy to ensure equality of treatment for all tenants without discrimination or prejudice. At all times CVHA 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

CVHA 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 CVHA's Openness and Confidentiality Statement.

## Business Plan and risk management

Our Business Plan reflects that EPCs are a key landlord responsibility. We seek to mitigate against business risk through managing EPCs in an efficient, effective and economic manner.

## Lead Officer

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

Function / task	Responsibility
Energy Performance Certificate Policy – review, amendment & approval	Board
Energy Performance Certificate Procedures – development, monitoring & review	Investment Director and Housing Maintenance Manager to develop operational procedures that reflect the principles set out within the Energy Performance Certificate Policy.

## 2. KEY PRINCIPLES – ENERGY PERFORMANCE CERTIFICATE POLICY

### 2.1 Context

Legislation and regulations prescribe CVHA's landlord responsibilities in terms of EPCs. CVHA's policy is therefore to ensure that relevant legislation and regulations are fully complied with in order that CVHA fully discharges its landlord responsibilities in terms of EPCs.

CVHA's property database will be routinely updated to ensure that all properties that require EPCs are clearly identified and through its EPC Procedures, the Housing Maintenance Manager will ensure that competent operatives are instructed to carry out EPC surveys and produce EPCs within the timescales prescribed.

### 2.2 Funding

CVHA will allocate sufficient resources from within its maintenance budget to produce EPCs for every tenancy where a tenancy agreement has been entered into from 4 January 2009 – it therefore applies to new build, void properties, etc.

## **Asbestos Management Policy**

### **Policy Number M10**

#### **1. Statement of Objectives**

- 1.1 It is the policy of the Organisation to ensure that, as far as is reasonably practicable, no persons are exposed to risks to their health due to exposure to any asbestos containing materials that may be present in any of the properties it owns or occupies.
- 1.2 The Asbestos Management Policy aims to ensure that the Association effectively administers compliance with its landlord obligations whenever Asbestos Containing Materials (ACMs) are found in premises owned or occupied by the Association. The policy objectives are:
- taking all reasonably practicable steps to prevent our tenants, staff, contractors and others from breathing in asbestos fibres and to raise awareness of the risks involved in disturbing asbestos containing materials.
  - maintaining our housing stock in accordance with the relevant and applicable legal requirements placed on us and responsibilities set out in our tenancy agreement.
  - ensuring that systems are in place to enable compliance with our landlord duties in relation to asbestos management.
  - taking steps to locate any asbestos containing material in our housing stock and premises and assess its condition.
  - procuring appropriately qualified contractors to test, assess and remove asbestos containing materials where necessary within the homes of tenants in line with legislative requirements.
  - maintaining a detailed and up to date asbestos management register, including records of the location and condition of asbestos containing materials and assessed risk, to enable safe working practices for all staff and contractors.
  - providing information and advice on the location, type and condition of all asbestos material to all contractors or others who may be in a position to disturb it – we will provide all contractors, whether main or sub-contractors, with information from our asbestos management register at tender stage and works orders stage of affected individual properties prior to entry; and
  - collecting and using business intelligence on the condition of our stock and presence of asbestos to make informed financial decisions to maintain and

improve our stock.

## **2. Compliance with Regulatory Standards**

2.1 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 (EESHS) by March 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.

## **3. Expected Outcomes**

3.1 Key outcomes of operating an effective Asbestos Management Policy include:

- ensuring that properties are well maintained, safe, secure and in line with the SHQS.
- providing assurance in relation to the safe management of asbestos containing materials; and
- delivering value for money.

## **4. Informing and Involving Stakeholders**

4.1 We will promote our Asbestos Management Policy through our newsletter, website and tenancy handbook. Where we plan to make significant changes to the policy, we will consult tenants in line with our Customer Engagement Strategy.

## **5. Corporate Fit**

### **5.1 Legislation and best practice**

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

- The Health & Safety at Work Act 1974
- The Housing (Scotland) Act 1987, 2001 & 2010
- Construction (Design and Management) Regulations 2015
- Control of Asbestos Regulations 2012
- L143 (Second Edition) Managing and Working with Asbestos: Control of Asbestos Regulations 2012
- INDG 223 a short guide to Managing Asbestos in premises.
- HSG264 Asbestos: A survey Guide
- HSG227 Comprehensive Guide to Managing Asbestos in Premises

- Introduction to asbestos essentials – Comprehensive Guidance on Working with Asbestos in the Building Maintenance and Allied Trades HSG213

5.1.2 Our Asbestos Management Policy is consistent with our:

- Corporate Strategy
- Business Plan
- Housing Maintenance Policy Guide
- Estate Management Policy Guide
- Asset Management Strategy
- Health and Safety Policy
- Risk Management Strategy
- Procurement Strategy
- Delegated Authority Policy

5.1.3 Other related documents include:

### **Equalities**

Our Asbestos Management Policy complies with CVHA's Equality Policy to ensure equality of treatment for all tenants without discrimination or prejudice. At all times CVHA 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**

CVHA 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 CVHA's Openness and Confidentiality Statement.

### **Business Plan and risk management**

Our Business Plan reflects that asbestos management is a key landlord responsibility. We seek to mitigate against business risk through managing asbestos containing materials in an efficient, effective and economic manner.

### **Responsibilities**

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

Function / task	Responsibility
Asbestos Management Policy – review, amendment & approval	Board
Asbestos Management Procedures – development, monitoring & review	Investment Director and Housing Maintenance Manager to develop operational procedures that reflect the principles set out within the Asbestos Management Policy.
<p>Ensuring regular and routine inspections of ACMs identified in the Asbestos Survey Information are undertaken, Informing and/or seeking advice of any amendments considered necessary to the asbestos register survey information.</p> <p>Isolating the area adjacent to any ACMs or suspected ACMs if they are disturbed or damaged and follow the emergency procedure.</p>	Housing Maintenance Manager / Asset Manager
<p>It is an employee’s responsibility to:</p> <ul style="list-style-type: none"> <li>• Report any defects to suspect materials to their superior.</li> <li>• Ensure Method statements and risk assessments are sought from contractors prior to carrying out associated works in the local vicinity of ACM’s</li> <li>• Make full and proper use of any control measures provided.</li> <li>• Keep work areas clean and immediately report any damage that occurs to suspect materials.</li> </ul>	Technical Inspectors
<p>Consulting and management services to all asbestos removal projects. Advice regarding Safe Systems of Work. Live updating of the asbestos register and monitoring identified ACMs on an annual basis.</p> <p>It is the licensed contractor’s responsibility to:</p> <ul style="list-style-type: none"> <li>• Carry out all works in full accordance with all current and relevant legislation and Approved Codes of Practice</li> <li>• Provide statutory notifications to the relevant enforcing authority</li> <li>• Provide detailed method statements and risk assessments</li> <li>• Dispose of any waste in accordance with the Hazardous Waste Regulations 2005 and provide consignment documentation /waste carriers license</li> <li>• Ensure all staff are fully trained and have the appropriate medical records</li> <li>• Provide adequate insurance cover.</li> </ul>	Asbestos Consultant - Environtec Ltd

## **6. KEY PRINCIPLES – ASBESTOS MANAGEMENT POLICY**

### **6.1 Context**

- 6.1.1 Legislation and regulations prescribe CVHA's landlord responsibilities in terms of asbestos management. CVHA's policy is therefore to ensure that relevant legislation and regulations are fully complied with in order that CVHA fully discharges its landlord responsibilities in terms of asbestos management.
- 6.1.2 CVHA's property database will be routinely updated to ensure that all properties that properties where asbestos is present are clearly identified and through its Asbestos Management Procedures, the Housing Maintenance Manager will ensure that competent contractors are instructed.
- 6.1.3 Where asbestos is referred to throughout this document it also refers to asbestos containing materials (ACMs). Compliance with the Control of Asbestos Regulations includes the duty to manage any asbestos containing materials in such a manner as to prevent the exposure of employees and customers to asbestos, or where this is not practicable, to reduce exposure to the lowest possible level. This includes:
- surveying and assessing those buildings deemed as presenting a risk of containing asbestos.
  - disseminating of information; and
  - Implementing methods for the prevention or reduction of exposure to asbestos fibres during such work.

### **6.2 Funding**

- 6.2.1 CVHA will allocate sufficient resources from within its housing maintenance budget to manage asbestos.

### **6.3 Management of Asbestos**

- 6.3.1 The 'duty holder' as defined in Control of Asbestos Regulations 2012, is responsible for the management of the process and in terms of CVHA this will be the Housing Maintenance Manager.

The duty holder will:

1. be the first point of contact for all matters relating to ACMs.
2. provide an internal source of information on all items relating to ACMs.
3. manage and co-ordinate asbestos surveys.
4. manage and maintain the Asbestos Register, including:
5. co-ordinating the input of new survey data; and
6. co-ordinating the updating of existing records to include all remediation works carried out.
7. ensure initial surveys are carried out within timescales.
8. co-ordinate the procedures for informing persons at risk as identified in this document.
9. liaise with internal and external contacts, surveyors, suppliers and contractors to provide a comprehensive Asbestos Register, capable of providing all information required by us to comply with this policy; and

10. Be the point of focus within the Association for all matters relating to ACMs and the Asbestos Register.

## Organisation Chart: CVHA Management of Asbestos



### 7. Information, Instruction and Training

7.1 Asbestos is a mineral that is resistant to heat, fire and corrosive chemicals. There are three main types:

- Crocidolite (blue).
- Amosite (brown); and
- Chrysotile (white).

7.2 Asbestos is composed of small fibres, which can only be detected by using a microscope under laboratory conditions. Asbestos fibres are hazardous, and principally cause harm to the lining of the lungs when inhaled. As asbestos ages, weathers or is worked upon, it becomes more 'friable', and fibres may be released more easily. Typical locations of where asbestos can be found are detailed below:

- sprayed asbestos and asbestos loose packing – generally used as fire breaks in ceiling voids.
- moulded or preformed sprayed coatings and lagging – generally used in thermal insulation of pipes and boilers.
- sprayed asbestos mixed with hydrated asbestos cement – generally used as fire protection in ducts, firebreaks, panels, partitions, soffit boards, ceiling panels and around structural steel work.
- insulating boards used for fire protection, thermal insulation, partitioning and ducts.
- some ceiling tiles; and
- millboard, paper and paper products used for insulation of electrical equipment (asbestos paper has been used as a fireproof facing on wood fibre board).

7.3 Regulation 9 of the Control of Asbestos Regulations 2012 requires that: "...Every

*employer shall ensure that adequate information, instruction and training is given to those of his employees...who are or are liable to be exposed to asbestos, or who supervise such employees...and those who carry out work in connection with the employer's duties."*

- 7.4 To enable compliance with this Regulation, CVHA will retain all asbestos information relating to our properties within an Asbestos Database and will take all reasonable steps to keep the records up to date.
- 7.5 CVHA has utilised existing records of asbestos-containing materials in our property portfolio and incorporated these within our in-house Asbestos Register. If the planned work directly involves work on any identified or suspected ACMs, a Plan of Work will be produced in accordance with the requirements of the CAWR.
- 7.6 CVHA will undertake to source a preferred supplier of asbestos management training and to provide this training to all employees who require it. There will be regular reviews and refresher training as required. –
- 7.7 All work to be carried out on licensable asbestos material will involve the use of an HSE-licensed contractor. Where permitted under the Control of Asbestos Regulations 2012 CVHA contractors may carry out the works on non-licensable asbestos materials such as asbestos cement, floor tiles or roofing felt. All such contractors will be fully trained in asbestos awareness and in the use of Personal Protective Equipment (PPE) and Respiratory Protective Equipment (RPE) as appropriate.

## **8. Assessment of Property Portfolio**

- 8.1 The first step of our assessment process is an initial assessment of the property stock, taking into account such factors as building age, type and use, together with an assessment of any existing records that may be pertinent.
- 8.2 CVHA has undertaken an initial assessment of their portfolio. This has enabled us to prioritise, as necessary, more detailed surveys of those properties deemed to be likely to contain asbestos.
- 8.3 CVHA has also undertaken surveys of existing house types to prioritise as necessary, more detailed surveys of those properties deemed to be likely to contain asbestos. Any such assessments will be completed on an 'as necessary' basis, upon acquisition of any further properties.

## **9. Assessment of ACMs**

- 9.1 CVHA has carried out comprehensive surveys of ACMs within our buildings. These surveys have enabled us to be aware of the exact location, extent and condition of ACMs within our properties.
- 9.2 Regulations 4(3) to 4(5) of the Control of Asbestos Regulations 2012 set out the requirements for assessment of the properties under the control of CVHA. These require that: *"The duty holder shall ensure that a suitable and sufficient assessment is carried out as to whether asbestos is or is liable to be present in the premises."*
- 9.3 CVHA's specialist asbestos management consultants have carried out Management Surveys, in line with HSG 264 Asbestos Survey Guide. CVHA ensures that all external

consultants and contractors working on such activities are suitably experienced and UKAS accredited (ISO/IEC 17020 / 17025). All asbestos surveyors used by CVHA will be trained, as a minimum, to BOHS P402 Certificate (or equivalent) standard – they must be able to demonstrate the necessary experience and ongoing training records necessary to show proper competence in carrying out asbestos surveys.

- 9.4 CVHA will also ensure that Refurbishment or Demolition Surveys are carried out prior to any demolition work or major refurbishment. CVHA defines ‘major refurbishment’ as such work covered by the Construction (Design and Management) Regulations 2015.
- 9.5 In all cases, surveys of premises for the purposes of identification and assessment of ACMs will be carried out in full accordance with HSG 264 Asbestos Survey Guide. Such surveys will include numerical assessment of the condition of any identified ACMs. This Material Assessment Score (MAS) will depend upon the material in question, its condition, any surface treatment and the type of asbestos it contains.
- 9.6 The findings of all surveys will be used for management purposes, and included within the electronic Asbestos register, to highlight any identified ACMs to contractors working within the area or dwelling.

## **10. Assessment of Risk**

- 10.1 The Control of Asbestos Regulations 2012 sets out the requirement to undertake an assessment of the risk of exposure of persons to asbestos fibres. The assessment of risk will utilise the results of the MAS for the identified ACMs.
- 10.2 CVHA will determine the priority for management of ACMs by assessing the likelihood of those materials being disturbed. This priority assessment will take into account such factors as maintenance activities, likelihood of disturbance, human exposure potential and occupant activity.

## **11. Asbestos Management Plan**

- 11.1 Following the requirement to comply with Control of Asbestos Regulations 2012, CVHA has undertaken to implement a suitable plan for the management of all Asbestos Containing Materials (ACMs) within our properties. As each identified ACM in these properties is likely to have unique characteristics in terms of type of material, occupancy of area and so forth, it is not feasible to set out the management plan for each material in this document. However, CVHA’s approach regarding the planned management of ACMs is set out below.

## **12. The Plan**

- 12.1 The scope of the Management Plan covers all CVHA premises (with the exception of those that have been deemed as presenting no foreseeable risk of containing asbestos, i.e., those where construction commenced after 1999). The Plan will ensure that all necessary measures for controlling the risk of exposure are implemented.
- 12.2 These measures will include, but are not limited to:
- monitoring of the condition of identified and suspected ACMs.
  - ensuring information is disseminated as required.

- reviewing the Management Plan, both on a regular planned basis, with additional reviews if there is reason to believe it is no longer valid.
- ensuring that measures specified in the Plan are implemented according to the Plan and recorded in the Plan.

12.3 The Asbestos Management Plan will be reviewed periodically or more frequently where there has been a change in legislation, or if arrangements within the plan are no longer considered to be adequate, in order to assess:

- Effectiveness of the management plan
- Overall progress made against the Action Plans
- Suitability and maintenance of communication, instruction, training of personnel, employees and contractors
- Suitability and success of monitoring mechanisms
- Any updates as a result of legislation changes or incidents
- Records of the review will be kept.

### **13. Management of ACMs in CVHA Properties**

13.1 CVHA has undertaken to identify as far as reasonably possible all locations of ACMs within our property portfolio. However, there may be areas within the structure of the buildings not accessible under the constraints of the management surveys undertaken.

13.2. Refurbishment surveys will be completed prior to any works commencing where the proposed works are likely to disturb the fabric of any buildings that are in a risk category – Pre 2000 build)

13.3 CVHA has an asset management database within our internal computer system, which incorporates an Asbestos Register. This identifies the location of ACMs and extracted information is provided to contractors in the event of routine and planned maintenance, so that the contractor will undertake a thorough assessment of the area prior to commencing any work.

### **14. MISCELLANEOUS**

#### **14.1 Glossary**

CDM	Construction (Design and Management) Regulations 2015
HSE	Health & Safety Executive
HSWA	Health & Safety at Work Act 1974
MAS	Material Assessment Score
MHSWA	Management of Health & Safety at Work Regulations 1999
PPE	Personal Protective Equipment
RPE	Respiratory Protective Equipment

## **Medical Adaptations Policy Policy Number M11**

### **1. INTRODUCTION**

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

The Medical Adaptations Policy aims to ensure that the Association effectively administers referrals from Social Work for medical adaptations that will enable disabled tenants to sustain their tenancy. Our objectives include:

- providing a prompt, efficient and cost effective medical adaptations service.
- supporting the independence and dignity of tenants by undertaking adaptations to their existing properties so that they can sustain their tenancies.
- ensuring that the Association carries out adaptations that are appropriate to the tenant's needs and therefore, utilised to their full potential.
- acknowledging that in some instances construction type and financial constraints may prohibit the successful adaptation of a property and in such circumstances providing appropriate housing options advice.
- ensuring that the Association makes best use of its housing stock and resources available by allocating vacant adapted houses to tenants with similar medical needs.
- procuring appropriately qualified contractors to install medical adaptations within the homes of tenants.
- ensuring that systems and procedures are in place to so that the Association complies with its duties in relation to medical adaptations and does so efficiently, effectively and economically.
- operating an effective monitoring system, including audit trails and reporting systems that ensure compliance with the medical adaptations process.
- maximising grant funding available from the Scottish Government; and
- taking positive steps to inform and listen to tenants about continuous improvements to our medical adaptations 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 medical adaptations by which it will measure landlord performance, including the following:

- Tenancy sustainment – tenants get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the landlord and by other organisations.
- Value for money – 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 Medical Adaptations Policy include:

- ensuring that tenancies are sustained.
- optimising customer satisfaction with the medical adaptations service; and
- delivering value for money.

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

We will promote our Medical Adaptations Policy through our newsletter, website and tenancy handbook. Where we plan to make significant changes to the policy, we will consult tenants 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 Housing (Scotland) Act 1987, 2001 & 2010
- Data Protection Act 2018
- General Data Protection Regulation (EU) 2016/679 (the “**GDPR**”).
- The Scottish Social Housing Charter

Our Medical Adaptations Policy is consistent with our:

- Corporate Strategy
- Business Plan
- Tenancy Sustainment Policy
- Housing Allocation Policies
- Housing Maintenance Policy
- Asset Management Strategy
- Health and Safety Policy
- Risk Management Strategy
- Procurement Strategy
- Financial Regulations
- Delegated Authority Policy

#### **Equalities**

Our Medical Adaptations Policy complies with CVHA’s Equality Policy to ensure equality of treatment for all tenants without discrimination or prejudice. At all times CVHA 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

CVHA 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 CVHA's Openness and Confidentiality Statement.

## Business Plan and risk management

Our Business Plan reflects that medical adaptations are necessary to support the needs of tenants with particular needs who are living within a CVHA tenancy. We seek to promote tenancy sustainment and mitigate against business risk through managing medical adaptations in an efficient, effective and economic manner.

## Lead Officer

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

The Board, via the Operations Committee, will receive regular updates on the implementation of the Medical Adaptations Policy so that they can have assurance that it is operating effectively in practice. The Audit & Risk Committee may also seek assurance in this regard.

Function / task	Responsibility
Medical Adaptations Policy – review, amendment & approval	Board
Medical Adaptations Procedures – development, monitoring & review	Investment Director and Housing Maintenance Manager to develop operational procedures that reflect the principles set out within the Medical Adaptations Policy.

## 2. KEY PRINCIPLES – MEDICAL ADAPTATIONS POLICY

### 2.1 Context

Through the Common Housing Registers (CHR), in the first instance CVHA will explore housing options for a tenant to transfer to a home more suited to their needs before considering adapting their current home. Similarly, where CVHA has a vacant adapted property it will use the CHR to seek to match a household whose needs match the property.

CVHA recognises that in many instances, such as where a tenant's household is expected to have long-term needs and where there are established support networks, there may be a clear rationale for investing in adapting an existing property. The assessment and prioritisation of such cases will generally be carried out by occupational therapists. A property will only be adapted where other housing options have been ruled out, where there is budget available, where it is technically possible to adapt the property economically and where adapting the property makes best use of the housing stock in terms of meeting current and future housing needs. CVHA will maintain details of adapted properties within its property database and ensure that such information is accessible to Housing Maintenance, Housing Operations and Asset Management staff.

## 2.2 Division of responsibilities

CVHA is responsible for permanent adaptations to tenanted properties, which include:

- level access showers.
- provision of ground floor WC / bathing facilities.
- installation of lever taps.
- provision of permanent access ramps.
- handrails (internal and external).
- alterations to window or door widths; and
- non-slip flooring.

The above list is not exhaustive and other referrals may be considered on a case by case basis. For example, minor works under the value of £150 may be instructed by the Housing Maintenance Manager and paid for via CVHA's response repairs budget where it is considered reasonable to do so and where funding permits.

Generally, CVHA will not approve or fund property extensions or major structural works and will do this only in exceptional circumstances where all other options have been discounted and where the Asset Manager considers it reasonable within the context of the Asset Management Strategy. Where funding is secured from alternative sources for such works, CVHA will not withhold its consent unreasonably.

Social Work is responsible for the provision of items classed as temporary, including:

- specialist bathing equipment.
- raised toilet seats.
- stair/bath lifts; and
- removable ramps.

## 2.3 Assessments for adaptations

Assessments are carried out and prioritised by the occupational therapist, or medical officer in cases of central heating requests.

CVHA will maintain a list of applicants graded in priority order based upon the referrals received from the occupational therapist. Due to limited funding, it may only be possible to progress referrals above a minimum points level of 18. Where referrals fall below this minimum, they will be retained for reference and may be funded only if additional resources become available. However, should a tenant's condition change whilst on the medical adaptations waiting list, their points may be reviewed, and an updated referral submitted by the occupational therapist or medical officer.

## 2.4 Funding

CVHA receives Stage 3 Housing Association Grant (HAG) funding to assist with the provision of aids and adaptations to tenants who have been identified as requiring assistance in the form of permanent medical adaptations to allow them to remain in their home.

Expenditure on medical aids and adaptations varies from year to year, based upon the needs of individual tenants and the availability of HAG. However, for investment planning purposes,

given the ageing population and other community care needs, it is envisaged that CVHA could potentially spend significant sums on disabled and adaptations through Stage 3 HAG funding.

CVHA will request funding through an annual submission to the Scottish Government. The assessment of funds required will be based upon current requirements and historic expenditure levels.

Medical adaptations will only be instructed where there is clear confirmation of funding / budget availability. The budget profile will be set to allow the management of spend as far as reasonably possible throughout the financial year, so that emerging urgent referrals can be considered. Where less resources are available than necessary, CVHA will consult with occupational therapists to consider alternative housing options, reduced specification or other priority cases that can be assisted within the funds available.

CVHA may choose to allocate resources for permanent medical adaptations to tenanted houses from its own response repairs budget or planned programmed renewals budget, where there is sufficient budget provision and a clear business case for such expenditure.

For new build developments CVHA will incorporate 'Housing for Varying Needs' (HFVN) standards. CVHA will also seek to engage with local authority partners early in the development process and, through the CHR, identify households with particular needs. Where reasonable, CVHA will endeavour to address any specific requirements at the initial design stage to ensure that those property types being constructed meet the requirement of the household and future generations. Any unidentified minor internal or external adaptations will be dealt with during the construction stage (with funding via Stage 2 HAG).

## **2.5 Value Added Tax**

CVHA will claim VAT exemption where applicable. In such circumstances, tenants will be required to sign a VAT exemption certificate supplied by CVHA and this will be forwarded to the relevant contractor carrying out the adaptation works.

## **Legionella Management Policy**

### **Policy Number M12**

#### **Introduction**

This policy details the approach to be taken by Clyde Valley Housing Association (CVHA) to manage the control of Legionella within the Association's housing stock and commercial premises.

The Legionella Management Policy has been set by the Board of CVHA and will be operated by officers of CVHA.

#### **Statement of Objectives**

The Legionella Management Policy aims to ensure that the Association effectively administers compliance with its landlord obligations in respect of legionella management and thereby seeks to provide assurance to the Association's Board. The main objectives of this policy include:

- Ensuring that systems are in place to enable the Association to comply with its duties in relation to Health and Safety at Work Act 1974, Management of Health and Safety at Work Regulations 1999, Control of Substances Hazardous to Health Regulations 2002, and Approved Code of Practice L8 Legionnaires' Disease: The Control of Legionella Bacteria in Water Systems.
- Operate an effective legionella management system.
- Ensuring that an audit trails exist within the legionella management process.
- Reviewing policies, procedures and systems regularly to ensure they are up to date and reflect current best practice guidance and legislation.
- Identify all water plant and systems which present a potential risk of exposure to legionella bacteria.
- Monitor compliance with the written scheme and review risks and the performance of the risk control measures, revising risk assessments and written control schemes as required.
- Employ only competent, adequately qualified and trained personnel and service providers.

#### **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 (ESSH) by March 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.

## **Expected Outcomes**

Key outcomes of operating an effective Legionella Management Policy include:

- That all employees, customers, visitors are not exposed to any risk arising from legionella when visiting or occupying any buildings under our management

## **Corporate Fit**

### Legislation and Guidance

CVHA will comply with all relevant legislation, regulations and approved codes of practice in relation to legionella management. This will include:

- The Health & Safety at Work Act 1974.
- British standards 8580:2010- water quality: risk assessment for legionella
- Management of Health and Safety at Work Regulations 1999.
- Control of Substances Hazardous to Health Regulations 2002.
- INDG 458 legionnaires disease- a brief guide to duty holders
- Approved Code of Practice L8, Legionnaires' Disease, The Control of Legionella Bacteria in Water Systems 2013.
- HSG274 Legionnaires' Disease (Parts 1-3, where relevant)
- The Housing (Scotland) Act 2014.
- Public Health (Scotland) Act 2008.
- Environmental Protection Act 1990.
- Data Protection Act 2018.
- The General Data Protection Regulation (EU) 2016/679 (the "GDPR"); and
- Performance Standards for Registered Social Landlords.

CVHA's Legionella Management Policy is consistent with our Housing Maintenance Policy Guide, Asset Management Strategy, Health & Safety Policy and Risk Management Strategy.

## **Equalities**

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

## **Confidentiality**

CVHA 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 CVHA's Openness and Confidentiality Statement.

## Business Plan and Risk Management

CVHA's Business Plan reflects that legionella management responsibility/requirements of a landlord. We seek to mitigate against business risk through managing legionella in an efficient, effective and economic manner.

### Roles and Responsibilities

The Board will monitor the implementation of this policy to ensure that it is properly operated, that there is appropriate officer involvement in the processes used in managing legionella, and that there is effective scrutiny of the Legionella Management Policy.

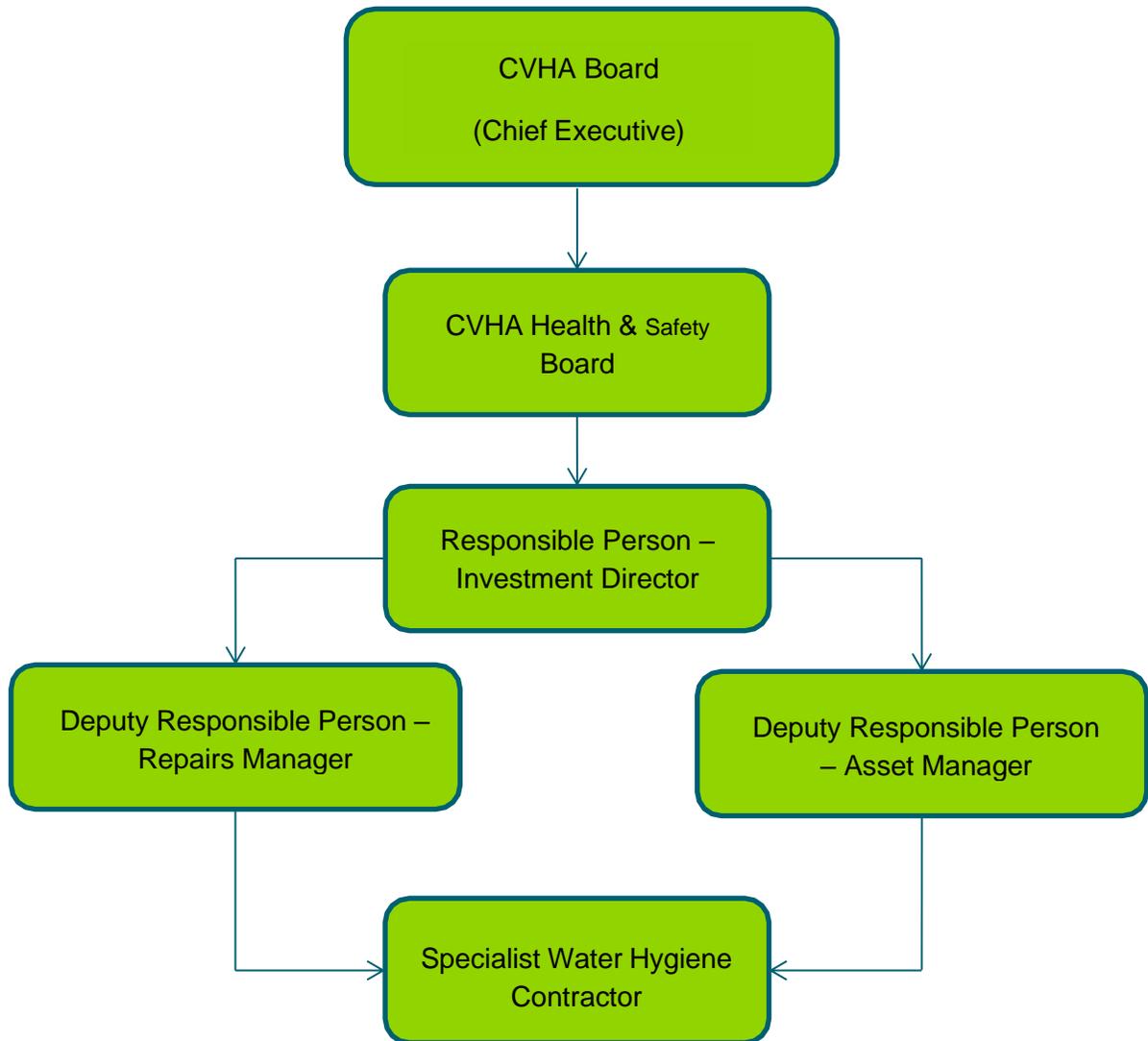
The Board will ensure that the Legionella Management Policy is meeting its intended objectives and that appropriate monitoring and reporting of activities takes place.

In implementing its Legionella Management Policy certain functions are the responsibility of the Board or nominated committee, although staff members have delegated authority to undertake many tasks.

The L8 ACoP requires that as part of our Management Policy certain roles are defined, the following persons have responsibilities under this policy:

Role	Name	Function / task	Responsibility
Duty Holder	Clyde Valley Housing Association Board	Legal duty holder for Health and Safety	Corporate responsibility to ensure that Association are implementing and complying with legal Health and Safety obligations.
Quarterly Monitoring	Health & Safety Board	Monitor Health and Safety	Monitor performance against policy
Responsible Person	Investment Director	Overall management responsibility for Legionella Management	Investment Director responsible for the operational procedures that reflect the principles set out within the Legionella Management Policy.
Deputy Responsible Persons	Repairs Manager/Asset Manager	Implementation and delivery of Legionella Management Policy	Undertake the day to day management responsibility for implementing this policy
Risk Assessments and L8 works	Legionella Contractor	Provide specialist services in relation to the management of legionella	Undertake the required Risk Assessments, mitigation and monitoring measures as required under their appointment

The lines of communication between the roles identified within section 7.4 of the ACOP are as follows:



### Legionella Bacteria and Legionnaires disease

Legionella bacteria is common in natural water course such as rivers and ponds. Since legionella are widespread in the environment, they may contaminate and grow in other water systems such as cooling towers, evaporative condensers, showers, spray apparatus and hot and cold water systems.

Legionella bacteria are usually associated with larger water systems, for example in factories, hospitals and hotels but the bacteria can also populate smaller water systems used in homes or residential accommodation. Further potential sources of legionella bacteria include spa and whirlpool baths, humidifiers, water features and fire suppression systems (sprinklers and hose reels).

Legionnaires Disease is a potentially fatal form of pneumonia caused by the inhalation of legionella bacteria. This includes the most serious legionnaires' diseases, as well as the similar but less serious conditions of Pontiac Fever and Lochgoilhead Fever. The bacteria is normally

contained within fine water droplets (aerosol) that may be caused by operating a cooling tower, shower, spray apparatus, running a tap outlet or operating a humidifier. There is no evidence that Legionnaires Disease can be contracted from person to person or by drinking water contaminated by legionella bacteria.

Legionnaires Disease has the potential to affect anybody. However, persons more susceptible are normally in the age range of 45 and above, smokers, heavy drinkers, persons suffering from chronic respiratory or kidney disease and persons with impaired immune systems.

Healthy persons are not immune from catching Legionnaires Disease. A large proportion of reported cases of Legionnaires Disease within the UK each year are those returning from foreign travel. The identification of legionella bacteria within a water system is NOT an outbreak, this is ONLY the case when two or more persons have contracted the disease from the same source.

Legionellae survive low temperatures and thrive at temperatures between 20-45°C if the conditions are right, e.g., if a supply of nutrients is present such as rust, sludge, scale and other bacteria. The legionella bacteria are killed by high temperatures.

### **CVHA's Duties under the Law**

As an employer and a landlord in control of premises, we must:

- Identify and assess sources of risk.
- Prepare a scheme for preventing or controlling the risk.
- Implement and manage the scheme.
- Keep records and check what has been done is effective

### **Assessing the Risk of CVHA Assets**

Clyde Valley Housing Association shall undertake the necessary steps to assess sources of risk across our asset base. To achieve this, we shall carry out a suitable and sufficient assessment to identify and assess the risk of exposure to legionella bacteria from the water systems contained within our properties.

We shall ensure that the risk assessment identifies and evaluates:

- The particular means of preventing exposure to legionella bacteria; or
- If prevention is not reasonably practicable, the particular means of controlling the risk from exposure to legionella bacteria
- The risk to health, whether the potential harm to health from exposure is reasonably foreseeable, unless adequate protections are taken.
- The necessary measures to prevent, or adequate control, the risk from exposure to legionella bacteria.

Where required the Association shall employ the services of a competent person to undertake the risk assessments.

The risk assessments shall be regularly reviewed and updated where it is believed that the original risk assessment is no longer valid.

The risk assessment shall take into account the following factors:

- Evaluate the nature of each site.
- Consider the whole system, and not individual parts of the system.
- Presence of legionella bacteria.
- Conditions suitable for growth of the organisms, e.g., suitable water temperatures 20°C –45°C; and presence of nutrients such as sludge, scale, rust, algae or other organic matter.
- Are these means of creating and spreading breathable droplets, e.g., the aerosol generated by cooling towers, shower or spa pools.
- The presence of occupants that would be classes as vulnerable, including quantifying the numbers.
- The source of system supply water.
- Possible sources of contamination.
- Plant operating characteristics.
- Unusual, but foreseeable operating conditions.
- Use of disinfection systems.
- Review of control measures.
- Local environment.

### **Training and Competence**

An assessment shall be undertaken to assess the training requirements of the persons with responsibilities under this policy. Training should be undertaken by each relevant person to ensure that they have the requisite knowledge and competence to undertake their appointed role.

The Association shall retain a record of all training undertaken in relation to the management and control of legionella.

Refresher training should be undertaking on a periodic basis, particularly where changes to Regulation, Approved Codes of Practice or best practice occurs.

Where the Association appoints a contractor to undertake water hygiene works, this contractor shall be required to demonstrate its competence to undertake the required tasks. As a minimum requirement, contractors are required to be a registered member of the Legionella Control Association (HCA).

### **Record Keeping**

The Association understand the importance of accurate record keeping, and shall undertake the following in relation to the management of legionella within our properties:

- The Association shall maintain a record of all legionella risk assessments which have been carried out,
- The Association shall maintain a record of all mitigation/risk reduction works carried out or required on a regular basis.
- The Association shall maintain a record of all monitoring and checks that are carried out, these should be recorded within each properties logbook.
- The Association shall maintain legionella logbooks at each commercial property; these shall be regularly updated with the required information. Each logbook should be made available for both the facilities management company and water hygiene specialist contractor, and any other relevant party.

The process of record keeping shall be constant in accordance with the timescales set out within in the Legionella Management Plan. All legionella records shall be retained for a minimum period of five years.

### **Notification Requirements**

Should an employee of the Association contract legionellosis resulting from work relating to cooling towers or hot water systems which are suspected to be contaminated with legionella, the Association shall report the incident under Reporting or Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR).

### **Business Plan Impact**

CVHA will allocate sufficient resources from within its Business Plan to enable legionella inspections in all identified properties to be completed in accordance with this policy, and where required shall incorporate sufficient budget allocation to undertake any required mitigation works.

### **Monitoring & Review**

CVHA will publicise its Legionella Management Policy.

CVHA will review its methodology for managing legionella every three years or sooner if required by Statutory, Regulatory or best practice requirements

The Responsible Person and/or deputies shall provide regular reports on the Association's performance with regard to the management of legionella. These reports should detail the outcome from any new or updated risk assessment, details of any ongoing mitigation works and confirmation that the appropriate mitigation strategies are being followed.

CVHA will complete the Health & Safety Executive "Control of legionella bacteria in water stems" checklist for our commercial buildings.

## Appendix 1 - Legionella Management Plan

### Introduction

The Approved Code of Practice - Legionnaires Disease, The Control of Legionella bacteria in water systems (L8) requires that we have a written scheme setting out the approach to be taken by the Association in controlling the risk of legionella. Within this document we have set out the approach to be taken for both domestic and commercial premises.

### Precautionary Measures

The Association's primary objective is to avoid the conditions which permit legionella to proliferate and to avoid creating a spray or aerosol. It is accepted that the legionella bacteria is present in most water systems, but undertaking good housekeeping we are able to minimise the conditions in which it would be able to multiply. We shall ensure that:

- Systems are operated safely and correctly and are well maintained.
- Material are avoided that can harbour or provide nutrient for micro-organisms.
- Nutrient is prevented from entering the systems where possible.
- The building up of sediments, scale deposits and corrosion is avoided.
- Suitable water treatment programmes are implemented where it is appropriate and safe to do so.
- Stagnation of water is prevented.
- Water is stored below 20°C or above 60°C.
- Water is distributed below 20°C or above 60°C.

### Relevant Persons/Parties

The following persons/parties have day to day responsibility for the delivery of this Plan:

Name	Role	Contact
John Duncan – Investment Director	Responsible Person	01698 268855
Jim Hope – Housing Maintenance Manager	Deputy Responsible Person	01698 268855
Victoria Maitland – Asset Manager	Deputy Responsible Person	01698 268855
Water Hygiene Contractor – Domestic	ECG Facilities services Ltd	01698 828778
Water Hygiene Contractor – Commercial	IWS	01236 436686
Heating Maintenance Contractor	City Technical Services	08445 796 493
Commercial Premises FM Contractor	ECG Facility Services	0845 230 2308

## Legionella Management Plan – Domestic Premises

It is generally accepted that levels of legionella bacteria found in typical domestic mains water supplies are very low (normally below the detectable limit) and do not pose a serious risk providing they are not allowed to proliferate. The survival and growth of legionella bacteria are governed by a number of factors which include:

- Water temperature.
- Water retention period.
- Accumulation of sludge, scale, deposits and corrosion by-products.
- Use of unsuitable materials.
- Low levels of disinfectants and other biocide treatments.

Experience has shown that while it can be difficult to completely eradicate legionella bacteria from building water systems, the risks can be reduced to an acceptable and manageable level by the adoption of a suitable programme of system design and risk management and control.

When considering the CVHA domestic stock, we can broadly split the stock into two categories, these being direct main water supply, and indirect cold water storage tank supplied properties. We have conducted the following assessment to establish the level of risk associated with each category:

### Category 1 – Domestic Direct Main with a non-storage water heat (Gas Combi Boiler or Electric Instantaneous Water Heater)

Property Characteristic	Property Assessment Details	Low	Medium	High
Type of water supply?	Direct Mains Supply	✓		
Occupant Characteristics?	Varied ranging from age range and health conditions*	✓		
No. occupants?	Generally, between 1 – 8	✓		
Type of Heating & Hot Water system?	Gas Combi Boiler or Electric Instantaneous Water Heater	✓		
Water Temperature?	Boiler hot water set to greater than 45°C	✓		
Maintenance Regime?	Annual heating system service	✓		
Showers Present	Not all properties will have showers fitted, for purpose of assessment assumed that all have.	✓		
Spa Pools Present	Not present, any spa pools would be tenants responsibility	✓		

## Category 2 – Gravity Fed Water System without Recirculation

Property Characteristic	Property Assessment Details	Low	Medium	High
Type of water supply?	Indirect water supply, via cold water storage tank		✓	
Occupant Characteristics?	Varied ranging from age range and health conditions*	✓		
No. occupants?	Generally, between 1 – 8	✓		
Type of Heating & Hot Water system??	Electric Storage or Gas System Boiler with Calorifier		✓	
Water Temperature?	Boiler hot water set to greater than 45°C	✓		
Maintenance Regime?	Annual heating service	✓		
Showers Present	Not all properties will have showers fitted, for purpose of assessment assumed that all have.	✓		
Spa Pools Present	Not present, any spa pools would be tenants responsibility	✓		

*\*Due to the large size of the CVHA domestic housing stock and the wide range of occupants, we have based the following assessment on the assumption that the tenants are not classed as vulnerable. Where specific knowledge of a customer is available which would indicate that they are maybe susceptible to legionella a site specific risk assessment should be undertaken.*

Considering the above assessment in relation to Clyde Valley Housing Association's domestic stock, we can see that generally across the range of property categories that there is a relatively low risk of legionella.

There are two areas identified in the assessment that have been assessed as medium risk due to the type of water supply and source of hot water.

### Risk Control Strategy - Domestic

Having considered the classifications above, we have implemented the following risk control strategies:

#### Low Risk Housing Stock (Categories 1)

The majority of the Association's housing stock falls into this category, where properties have modern direct water supplies. To minimise the risk, we shall:

- Undertake annual maintenance of heating and hot water systems within our properties.
- When works are carried out in our properties; where it affects the water systems; specifications should include details of our requirement to ensure works remove the opportunity for stagnant water, i.e., dead legs.
- Where new works are specified within our properties, these shall be completed to comply with current water hygiene requirements.

Annually we shall communicate; by way of letter or newsletter article; with our customer advising of the risk of legionella and as measures that they can undertake to ensure the risk is minimised, this should include advise on:

- Not adjusting hot water and boiler controls from their settings.
- Customer to advise the Association as soon as they have any issues with the operation of their boiler or hot water heater.
- For customer to advise us as soon as they notice that their cold water supply is running warm after a few minutes
- For customers to advise the Association if they notice changes in their water supply, particularly debris and discolouration
- Where showers are fitted, it is the tenants responsibility to ensure that if not in regular use that the shower is ran for 2 minutes each week, and.
- Regardless of frequency of use, that the tenant cleans and disinfected the shower head regularly, at least every six months, and.
- Where other water appliance and/or outlets (i.e., taps and WCs) are not used on a regular basis, these should be periodically used to ensure water is circulating within the system.

### Medium Risk Housing Stock (Categories 2)

In addition to the measures listed for low risk housing stock, the Association shall also undertake the following items:

- The Association shall appoint a competent contractor to undertake a site specific Risk Assessment for each location classed as medium risk, these assessment should be conducted every two years, or where changes to the system occur.
- The Association shall undertake all risk reduction and preventative measures as identified within said risk assessments.
- The Association acknowledges that cold water storage systems prevent a higher risk of legionella than direct water supplies. The Association shall allow within its future expenditure programme for the replacement of cold water storage tanks with direct supplies where it is practical to do so.

### **Risk Control Strategy - Commercial Properties**

To comply with our requirements for our commercial properties; and due to the more complex water systems within these; the Association shall appoint a competent water hygiene contractor to undertake site specific risk assessment.

#### Commercial Premises

- The Association shall appoint a competent contractor to undertake a site specific Risk Assessment for each location, these assessment should be reviewed and updated regularly, or where changes to the system occur.
- The Association shall undertake all risk reduction and preventative measures as identified within said risk assessment.
- The Association shall implement a maintenance programme to ensure all appliances are services and maintenance to a good standard.
- The Association shall undertake or appoint a contractor to undertake a programme of inspections/testing and samples to monitor the waters systems within each premises.

- The Association shall maintain written records at each site documenting the risk assessment, mitigation works and monitoring. These documents should be readily for inspection.

### **Commercial Premises - Maintenance and Monitoring Programme**

The Association shall appoint competent contractors; or where suitable undertake the inspection/monitoring in house; to undertake the following items of maintenance and monitoring. In doing so we shall ensure that the conditions for legionella bacteria are minimised. The programme shall follow the guidelines issued by the HSE in HSG274 Part 2, a copy of which is included below in Table 1.

The Association recognise that a key step in preventing legionella is the proper maintenance and operation of plant and systems. In addition to the specific details in Table 1, the Association shall also appoint competent contractors to undertake regular maintenance to ensure correct operation and performance.

**Table 1 - Reproduced from HSE HSG274 Part 2 2014**

Service	Action to be taken	Frequency
Calorifiers	Inspect calorifier internally by removing the inspection hatch or using a boroscope and clean by draining the vessel. The frequency of inspection and cleaning should be subject to the findings and increased or decreased based on conditions recorded	Annually, or as indicated by the rate of fouling
	Where there is no inspection hatch, purge any debris in the base of the calorifier to a suitable drain Collect the initial flush from the base of hot water heaters to inspect clarity, quantity of debris, and temperature	Annually, but may be increased as indicated by the risk assessment or result of inspection findings
	Check calorifier flow temperatures (thermostat settings should modulate as close to 60 °C as practicable without going below 60 °C) Check calorifier return temperatures (not below 50 °C).	Monthly
Hot Water Services	For non-circulating systems: take temperatures at sentinel points (nearest outlet, furthest outlet and long branches to outlets) to confirm they are at a minimum of 50 °C within one minute (55 °C in healthcare premises)	Monthly
	For circulating systems: take temperatures at return legs of principal loops (sentinel points) to confirm they are at a minimum of 50 °C (55 °C in healthcare premises). Temperature measurements may be taken on the surface of metallic pipework	Monthly
	For circulating systems: take temperatures at return legs of subordinate loops, temperature measurements can be taken on the surface of pipes, but where this is not practicable, the temperature of water from the last outlet on each loop may be measured and this should be greater than 50 °C within one minute of running (55 °C in healthcare premises). If the temperature rise is slow, it should be confirmed that the outlet is on a long leg and not that the flow and return has failed in that local area	Quarterly (ideally on a rolling monthly rota)
	All HWS systems: take temperatures at a representative selection of other points (intermediate outlets of single pipe systems and tertiary loops in circulating systems) to confirm they are at a minimum of 50 °C (55 °C in healthcare premises) to create a temperature profile of the whole system over a defined time period	Representative selection of other sentinel outlets considered on a rotational basis to ensure the whole system is reaching satisfactory temperatures for legionella control

Service	Action to be taken	Frequency
POU water heaters (no greater than 15 litres)	Check water temperatures to confirm the heater operates at 50–60 °C (55 °C in healthcare premises) or check the installation has a high turnover	Monthly–six monthly, or as indicated by the risk assessment
Combination Water Heaters	Inspect the integral cold water header tanks as part of the cold water storage tank inspection regime, clean and disinfect as necessary. If evidence shows that the unit regularly overflows hot water into the integral cold water header tank, instigate a temperature monitoring regime to determine the frequency and take precautionary measures as determined by the findings of this monitoring regime	Annually
	Check water temperatures at an outlet to confirm the heater operates at 50–60 °C	Monthly
Cold Water Tanks	Inspect cold water storage tanks and carry out remedial work where necessary	Annually
	Check the tank water temperature remote from the ball valve and the incoming mains temperature. Record the maximum temperatures of the stored and supply water recorded by fixed maximum/minimum thermometers where fitted	Annually (Summer) or as indicated by the temperature profiling
Cold Water Services	Check temperatures at sentinel taps (typically those nearest to and furthest from the cold tank but may also include other key locations on long branches to zones or floor levels). These outlets should be below 20 °C within two minutes of running the cold tap. To identify any local heat gain, which might not be apparent after one minute, observe the thermometer reading during flushing	Monthly
	Take temperatures at a representative selection of other points to confirm they are below 20 °C to create a temperature profile of the whole system over a defined time period. Peak temperatures or any temperatures that are slow to fall should be an indicator of a localised problem	Representative selection of other sentinel outlets considered on a rotational basis to ensure the whole system is reaching satisfactory temperatures for legionella control
	Check thermal insulation to ensure it is intact and consider weather proofing where components are exposed to the outdoor environment	Annually

Service	Action to be taken	Frequency
Showers and Spray Taps	Dismantle, clean and descale removable parts, heads, inserts and hoses where fitted	Quarterly or as indicated by the rate of fouling or other risk factors, e.g., areas with high risk patients
POU Filters	Record the service start date and lifespan or end date and replace filters as recommended by the manufacturer (0.2 µm membrane POU filters should be used primarily as a temporary control measure while a permanent safe engineering solution is developed, although long-term use of such filters may be needed in some healthcare situations)	According to manufacturer's guidelines
Base Exchange Softeners	Visually check the salt levels and top up salt, if required. Undertake a hardness check to confirm operation of the softener	Weekly, but depends on the size of the vessel and the rate of salt consumption
	Service and disinfect	Annually, or according to manufacturer's guidelines
Multiple Use Filters	Backwash and regenerate as specified by the manufacturer	According to manufacturer's guidelines
Infrequently used outlets	Consideration should be given to removing infrequently used showers, taps and any associated equipment that uses water. If removed, any redundant supply pipework should be cut back as far as possible to a common supply (e.g., to the recirculating pipework or the pipework supplying a more frequently used upstream fitting) but preferably by removing the feeding 'T'. Infrequently used equipment within a water system (i.e., not used for a period equal to or greater than seven days) should be included on the flushing regime. Flush the outlets until the temperature at the outlet stabilises and is comparable to supply water and purge to drain. Regularly use the outlets to minimise the risk from microbial growth in the peripheral parts of the water system, sustain and log this procedure once started. For high risk populations, e.g., healthcare and care homes, more frequent flushing may be required as indicated by the risk assessment.	Weekly, or as indicated by the risk assessment

Service	Action to be taken	Frequency
TMVs	<p>Risk assess whether the TMV fitting is required, and if not, remove</p> <p>Where needed, inspect, clean, descale and disinfect any strainers or filters associated with TMVs</p> <p>To maintain protection against scald risk, TMVs require regular routine maintenance carried out by competent persons in accordance with the manufacturer's instructions. There is further information in paragraphs 2.152– 2.168</p>	Annually or on a frequency defined by the risk assessment, taking account of any manufacturer's recommendations
Expansion Vessels	Where practical, flush through and purge to drain. Bladders should be changed according to the manufacturer's guidelines or as indicated by the risk assessment	Monthly–six monthly, as indicated by the risk assessment

## **Record Keeping**

For our commercial premises the Association shall maintain site specific records of the management of legionella; these records shall be held on site. Each site record shall include the following information:

- Policy and Legionella Management Plan;
- Live Risk Assessment.
- Copy of historic Risk Assessments,
- Schematic of system.
- Details and schedule of maintenance visits;
- Details and schedule of monitoring and sampling;
- Details of responsible person and parties;
- Results of monitoring, samples and testing.

All records should be kept for a minimum of 5 years.

## **Water Systems Design**

Where the Association has commissioned the design or construction of water systems, whether in domestic or commercial properties, these works should be completed to minimise the colonisation and growth of legionella bacteria within the water system. The systems must be designed and installed in accordance with:

- Construction Design and Management Regulation 2015
- Scottish Water Byelaws 2004.
- Scottish Building Regulations
- BS EN 806 (Parts 1-5) Specifications for Installations inside buildings conveying water for human consumption.
- BS 8558 Guide to the design, installation, testing and maintenance of services supplying water for domestic use within buildings and their curtilages.
- CIBSE Guide G Public Health and Plumbing Engineering

## **Commissioning**

In terms of the management of legionella, the period of time from installation and filling through to commissioning is potentially the most hazardous period for the development of legionella bacteria. Prior to commissioning a risk assessment should be undertaken to identify the potential for stagnation in the system which could lead to the development of microbiological growth.

As a minimum all new water systems should be flushed out and disinfected. The commissioning process should be adjusted according to the type of system and the length of time between commissioning and occupation.

## **Long Term Void Properties**

Where a property is taken out of occupation for prolonged period of times, it should be managed to prevent microbiological growth. In general, we should aim to leave systems filled with water. By leaving the systems filled with water we remove the risk of pockets of water left in drained down system from developing biofilm and help to prevent failures in the systems associated with drying out.

When the property is to be re-occupied, these water systems should be re-commissioned as if they were new; including flushing, cleaned and disinfection; before being returned to use.

## **Shared Premises**

Where the situation arises that the Association owns or is operating within shared premises, it must be established where the responsibilities lies in terms of the Control of Legionella.

The Association should within the terms of any lease/tenancy or contract, identify clearly who the duty holder shall be and the extent of that responsibility.

## **Action to be taken if there is an outbreak of Legionellosis**

In Scotland under the Public Health (Notification of Infectious Diseases) Regulation 2010 human diagnostic laboratories must notify Health Protection Scotland of microbiologically confirmed cases of Legionnaires' disease.

An outbreak is defined as two or more cases where the onset of illness is closely linked in time and where there is epidemiological evidence of a common source of infection, with or without microbiological evidence.

Where an outbreak is identified the Local Authority shall implement their infectious diseases incident plan to investigate the outbreak, the Local Authority shall appoint the Proper Officer whose primary purpose is to protect public health.

Where an outbreak has occurred from suspected infringements of the regulations, then the enforcing authority shall investigate and take appropriate enforcing action. Enforcing authority shall be HSE or Local Authority Environmental Health Officers.

If an outbreak was identified that involved CVHA properties, the Association would liaise with and assist the Local Authority investigation. Where a water system in the ownership of CVHA was implicated within the outbreak investigation, immediate emergency treatment works of that system would be instructed.

## **Monitoring and Review**

There should be constant monitoring of compliance against the Legionella Management Plan to ensure that all mitigation measures are being implemented. The Plan should also be updated to account for new risk, and/or updated mitigation measures.

The Legionella Management Plan should be reviewed in its entirety in line with the review of the Legionella Management Policy, or where Legislative, Regulatory or Best Practice changes/updates occur.

**Fire Safety Policy**  
**Policy Number M13**

**1. INTRODUCTION**

**1.1 Statement of Objectives**

The Fire Safety Policy aims to ensure that the Association effectively administers compliance with its landlord obligations in relation to fire safety and fire risk assessments in the common areas of flatted domestic premises.

**Our objectives include:**

- taking all reasonably practicable steps to ensure fire safety within common areas of flatted domestic premises.
- maintaining our housing stock in accordance with the relevant and applicable legal requirements placed on us.
- ensuring that systems are in place to enable compliance with our landlord duties in relation to fire safety and fire risk assessments in the common areas of flatted domestic premises.
- procuring appropriately qualified contractors to carry out fire risk assessments in line with legislative / regulatory requirements.
- maintaining a detailed and up to date register of common areas of flatted domestic premises that require to have fire risk assessments carried out; and
- Collecting and using business intelligence on the fire safety of our stock to make informed financial decisions on maintaining our stock.

**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 and estate management by which it will measure landlord performance, including the following:

- Quality of housing – tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) by April 2015 and continue to meet it thereafter, and when they are allocated, are always clean, tidy and in a good state of repair.
- Repairs, maintenance and improvements – tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.
- Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes – tenants and others live in well-maintained neighbourhoods where they feel safe.
- Value for money – 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 Fire Safety Policy include:

- ensuring that properties are well maintained, safe, secure and in line with the SHQS.
- providing assurance in relation to fire safety and fire risk assessments in the common areas of flatted domestic premises; and
- Delivering value for money.

### 1.4 Informing and Involving Stakeholders

We will promote our Fire Safety Policy through our newsletter, website and tenancy handbook. Where we plan to make significant changes to the policy, we will consult tenants in line with our Customer Engagement Strategy.

### 1.5 Corporate Fit

#### 1.5.1 Legislation and best practice

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

- The Health & Safety at Work Act 1974.
- The Housing (Scotland) Act 1987, 2001, 2006 & 2010.
- Data Protection Act 2018.
- The General Data Protection Regulation (EU) 2016/679 (the “GDPR”).
- Fire (Scotland) Act 2005.
- Fire Safety (Scotland) Regulations 2006.
- Construction (Design and Management) Regulations 2007.
- Control of Asbestos Regulations 2012.
- Building Regulations; and
- The Scottish Social Housing Charter.

There is no general landlord obligation on us under the Fire (Scotland) Act 2012 or associated Fire Safety (Scotland) Regulations 2006, in relation to any properties classed as domestic premises, and this includes any common stair, passage, garden, yard, garage, outhouse, etc. However, by exception there are circumstances, which are summarised below, where a fire risk assessment requires to be carried out by a Scottish landlord.

Landlords must carry out fire risk assessment for premises defined as Houses in Multiple Occupation (HMOs) under the terms of the Housing (Scotland) Act 2012 and in accordance with HMO licensing requirements.

Landlords must also carry out fire risk assessment for those properties where in terms of the relevant Building Regulations we have provided any facilities, such as equipment and devices for the use by or protection of fire fighters including emergency lighting, smoke detectors and smoke actuators. Regulations 23 and 24 of the Fire Safety (Scotland) Regulations 2012 set out the duty to ensure that any equipment, facilities and devices for the use by or protection of fire fighters must be maintained. If we are the owner of the common areas of the premises, or have control of the common areas, then it is our duty to ensure that Regulation 23 is complied with.

Our Fire Safety Policy is consistent with our:

- Corporate Strategy.
- Business Plan.
- Housing Maintenance Policy Guide.
- Estate Management Policy Guide.
- Asset Management Strategy.
- Health and Safety Policy.
- Risk Management Strategy.
- Financial Regulations; and
- Delegated Authority Policy.

## 1.5.2 The Board

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

The Board will receive regular updates on the implementation of the Fire Safety Policy so that they can have assurance that it is operating effectively in practice. The Audit & Risk Committee may also seek assurance in this regard.

## **2. KEY PRINCIPLES – FIRE SAFETY POLICY**

### **2.1 Context**

2.1.1 Fire is a potential risk for any property and the assessed level of risk and mitigation measures are considered within our risk register. It is obviously important that we comply with any statutory or regulatory requirements in relation to fire safety, including common areas of flatted domestic accommodation, and provide assurance that we have robust processes in place.

2.1.2 CVHA's property database will be routinely updated to ensure that all properties where fire risk assessments are required are clearly identified and managed through our Fire Safety Procedures. The Housing Maintenance Manager will ensure that competent contractors are instructed to carry out fire risk assessments in the common areas of flatted domestic premises and maintain the database.

### **2.2 Funding**

2.2.1 CVHA will allocate sufficient resources from within its housing maintenance budget to manage fire safety and fire risk assessments in the common areas of flatted domestic premises.

### **2.3 Common areas**

2.3.1 If we are the owner of common areas of the domestic premises, or have control of the common areas, then it is our regulatory duty to ensure that we maintain facilities such as equipment and devices for the use by or protection of fire fighters – this includes emergency lighting, smoke detectors, smoke actuators and dry risers.

2.3.2 This requirement only applies to a limited number of our new build flats where such facilities are part of the design in accordance with Building Regulations. These blocks require to be assessed and regular checks carried out. However, there is no requirement to install retrospectively, maintain or carry out fire risk assessments for

older housing stock. The Development Manager will pass this information to the Housing Maintenance Manager through the schedule detailed in the Investment Manual, Appendix 7.

- 2.3.3 In broad terms landlords are responsible for matters within their control and must maintain such systems of apparatus to ensure that they are fully operational and in good working order. Landlords therefore need to provide assurance that their maintenance regime is reasonable and proportionate. Based upon professional advice, set out below is a summary of how we will carry out fire risk assessments in relation to emergency lighting, smoke detectors and smoke actuators.

## **2.4 Emergency lighting**

- 2.4.1 Annual testing will be carried out to make sure that the batteries are run down for 3 hours and then will accept a recharge. We will also check that all lamps, which are deemed to be emergency lighting lamps, are functional. Also, on a six month basis we will activate the emergency lighting and carry out a lamp check.

## **2.5 Smoke detectors**

- 2.5.1 These will be checked every 6 months to make sure that the system functions properly and is in good working order.

## **2.6 Smoke actuators**

- 2.6.1 These will be checked every 6 months to make sure that the battery back-ups are holding their charge and that the system functions properly.

## **2.7 Dry risers**

- 2.7.1 These will be checked every 6 months to make sure that the system functions properly and is in good working order.

## **3. Monitor & Review**

- 3.1 We will review the Fire Safety Policy every three years or sooner if required by statutory, regulatory or best practice requirements.