

Repairs and Maintenance Policy

Classification: Management

Status: Approved

Policy Lead:	Director of Property Assets
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REFERENCE PAGE

Document Title:	Repairs and Maintenance Policy
Aim:	Clearly define levels and standards of service for the repair and maintenance service.
Objective:	<p>Clearly define the responsibilities of customers and ourselves in relation to reactive maintenance and be open and accountable for all actions and decisions.</p> <p>Provide customers with clear information on all aspects of the maintenance service through customers information leaflets, handbooks, annual reports and regular newsletters and our website.</p> <p>Ensure that customer services and property services staff are well trained and supported to deliver a high-quality service and meet customers' needs.</p>
Strategy Reference:	Strategic Objective No 5 – The Eildon Group will ensure the delivery of high-quality homes and property asset management services
cope of Policy:	This Policy will apply to all buildings in our ownership and to all individuals employed and/or engaged by us. (Except properties which are covered by a full insuring and repair lease) It covers all aspects of the reactive, cyclical and planned maintenance service delivered by us and our partners, contractors or other agencies at times
Responsible Officer:	Property Manager
Dates of Adoption / Review:	October 2019 unless required earlier due to changes in the law, regulation, best practice or requirements of the Association
Approval Source:	Executive Team
Legal and Regulatory References:	<ul style="list-style-type: none"> • The Housing (Scotland) Act 2001 and subsequent amendments • The Scottish Secure Tenancy Agreement • Scottish Housing Quality Standard • Energy Efficiency Standard for Social Housing • The Scottish Social Housing Charter • Right to Repair Housing (Scotland) Act 2001 • Right to Compensation for Improvements Housing (Scotland) Act 2001
Procedural References	Repairs Procedure Manual
Consultation Completed:	<p>Staff Update Policy to be reviewed in consultation with all stakeholders 2019.</p> <p>Tenant Consultation: Customer Panel. Customer Survey 2019</p>

<p>Risk Implications:</p>	<p>Level 1 - Control and Information Paper - This paper contributes to the overall control of the strategic risk on governance and is linked to the strategic objective(s) SO1 – Governance and SO 5 - Property Assets.</p>
<p>Equalities Assessment:</p>	<p>All Eildon policies and key documents are developed with the clear objective of ensuring that they do not discriminate against any disadvantaged or vulnerable people and that they do not have negative impacts for equality groups. However, we will always welcome comments on the impact of a policy on particular groups of people in respect of their age, disability, gender reassignment, race, religion, sex or sexual orientation, being pregnant or on maternity leave and children’s rights and wellbeing.</p>
<p>Accessibility:</p>	<p>Policy available on paper, through our website and available on request in audio brail and translated versions</p>

CONTENTS

1.0	INTRODUCTION	1
2.0	SCOPE OF THE POLICY	1
3.0	PRINCIPLES.....	2
4.0	POLICY OBJECTIVES	3
5.0	APPROACH AND METHOD	4
6.0	INTERACTION WITH OTHER POLICIES	5
7.0	RIGHT TO REPAIR	6
8.0	COMPENSATION FOR IMPROVEMENTS	7
9.0	CUSTOMER RESPONSIBILITIES.....	7
10.0	EQUALITY AND DIVERSITY	7
11.0	COMPLAINTS.....	8
12.0	PERFORMANCE MONITORING AND REPORTING	8
13.0	POLICY EVALUATION AND REVIEW	9
14.0	POLICY AVAILABILITY	9
	APPENDIX 1 - REPAIR CATEGORIES AND TIMESCALES.....	10
	APPENDIX 2 – RIGHT TO REPAIR.....	12
	APPENDIX 3 - RIGHT TO COMPENSATION FOR IMPROVEMENTS	14

1.0 INTRODUCTION

1.1 Our strategic objective No 5 as set out in the Corporate Plan states that we will ensure the delivery of high-quality homes and property asset management services.

1.2 This links our business objective with the outcomes set out by the Scottish Housing Regulator in the Scottish Social Housing Charter (SSHC) where landlords are required to manage their businesses so that:

- *tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) ...and when they are allocated, are always clean, tidy and in a good state of repair. (SSHC Outcome 4: Quality of housing).*

and

- *tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done. (SSHC Outcome 5: Repairs, maintenance and improvements).*

1.3 Our Repairs and Maintenance Policy has been developed to contribute to this by providing a clear framework to achieve a high quality, effective and efficient repairs and maintenance service which delivers value for money for all our customers.

2.0 SCOPE OF THE POLICY

2.1 This Policy will apply to all buildings in our ownership and to all individuals employed and/or engaged by us. It covers all aspects of the reactive, cyclical and planned maintenance service delivered by us and our partners, contractors or other agencies at times.

3.0 PRINCIPLES

3.1 In order to meet our strategic objectives this policy is underpinned by the following principles:

- Take account of customers' views and priorities on key aspects of service delivery through a variety of consultation measures designed to appeal to as many customers as possible.
- Clearly define levels and standards of service for the repair and maintenance service.
- Be aware of and responsive to changing needs, standards, statutory and regulatory requirements and recognised good practice, such as:-
 - The Housing (Scotland) Act 2001 and subsequent amendments
 - The Scottish Secure Tenancy Agreement/ Short Scottish Secure Tenancy Agreement
 - Scottish Housing Quality Standard
 - Energy Efficiency Standard for Social Housing
 - The Scottish Social Housing Charter
 - Right to Repair Housing (Scotland) Act 2001
 - Right to Compensation for Improvements Housing (Scotland) Act 2001
- Provide a structured approach to reactive repairs which promotes right first time repairs and which is focused on preventative measures complemented by the cyclical and planned maintenance services.
- Maintain our stock to a high standard which achieves and where possible exceeds regulatory standards.
- Provide properties which are attractive to current and future customers and are a long-term asset for us.
- Promote accessibility and inclusion by taking account of adaptability when delivering our maintenance service and programmes.
- Minimise property void periods in order to minimise rental loss and maintain the high occupancy levels indicative of attractive areas in which people want to live.
- Comply with our Financial Standing Orders, Procurement directives to ensure open, transparent and sustainable procurement and to obtain best value for customers in relation to maintenance services.
- Continually monitor and review the performance of all who work for or on our behalf to ensure that these standards are met and high levels of tenant satisfaction are achieved.

4.0 POLICY OBJECTIVES

4.1 This policy is designed to meet the following objectives:

- Clearly define the responsibilities of customers and ourselves in relation to reactive maintenance and be open and accountable for all actions and decisions.
- Provide customers with clear information on all aspects of the maintenance service through customers information leaflets, handbooks, annual reports and regular newsletters and our website.
- Ensure that our staff are well trained and supported to deliver a high-quality service and meet customers' needs.

5.0 APPROACH AND METHOD

5.1 Repair Classification and Categories

5.1.1 There are 3 main classifications of maintenance: Reactive Maintenance, Planned Maintenance and Component Replacement.

5.1.2 **Reactive Maintenance** is defined as those repairs or defects which are carried out on a responsive basis as the need arises e.g. the loss or partial loss of heating, power or lighting, blocked toilets, sinks or dripping taps or doors and windows not opening or closing properly.

5.1.3 Reactive Maintenance is split into 2 main categories: Emergencies and Non-Emergencies which are summarised here but outlined in more detail in [Appendix 1 Repair Categories and Timescales](#).

5.1.4 **Emergency Repairs** are repairs which are defined as defects or faults which put the health, safety or security of a tenant or third party at immediate risk or cause harm to the structure of the property. An out of office hours service is provided for emergency repairs by an external provider who has access to maintenance and senior staff should further advice be required.

5.1.5 Our target for emergency repairs is to attend within 2 hours of being reported to us and, where possible, to complete the required work in that same timescale. Where it is not possible to complete the repair, our target is to make the situation safe within 2 hours, completing the repair as soon as practicable thereafter.

5.1.6 **Non-Emergency Repairs** are repairs which are not considered to cause an immediate risk to health, safety or security; or those repairs that residents can reasonably live with for a period of time without risk to their health, safety or security; or where requirement for repair does not cause any harm to the structure of the property.

Our target for non-emergency repairs is to complete the works within 10 working days. Some non-emergency repairs may be prioritised for earlier completion for example where there is a Right to Repair.

5.1.7 We will, through our contractors, offer morning (including Saturdays), afternoon or evening (Tuesdays and Thursdays) appointments for repairs inside a customer's home within our target of 10 working days. Individual customer appointment preferences will be respected and be accorded more importance than achievement of the target time for completion.

5.1.8 **Planned Maintenance** come in two main categories

- **Cyclical** which is undertaken on an arranged cycle such as external decoration, gutter cleaning and electrical testing.
- **Non-Cyclical** which for items that are in need of repair that are neither reactive or cyclical in nature. It includes items such as scheme improvements, shared repairs and modernisation that does not involve the capitalisation of components

5.1.9 **Component Replacement** is defined as major works carried out when the building components have reached the end of their expected lifespan. This includes kitchen and bathroom replacements, window replacements and boiler replacements. These works are determined by the age and condition of the component; are normally planned a year in advance; and are carried out on a development-wide basis.

5.1.10 It may be necessary from time to time to replace components out of time where the component has failed and is beyond economical repair. Our decision-making in these circumstances will take into account:

- The cost of repairing the component
- How long that repair is expected to last
- The cost of replacing the component
- The timescale for replacement of the component under the planned programme.

6.0 INTERACTION WITH OTHER POLICIES

6.1 This Repair and Maintenance Policy is intended to be consistent with and complement other policies and strategies: in particular, the Asset Management Strategy, Gas Safety Policy, CDM Policy, Factoring and Property Management Policy, Void Management Policy and Customer Engagement Strategy.

6.2 The Repair and Maintenance Policy must also operate in conjunction with our Financial Regulations and Standing Orders, Procurement Policy, Complaints and Compliments Policy, Payments to Tenants (Compensation), Estate Management, Adaptations and Equality and Diversity Policy.

7.0 RIGHT TO REPAIR

- 7.1** The Right to Repair (RTR) is a statutory right established by the Housing (Scotland) Act 2001 in which Scottish Secure Tenants and Short Scottish Secure Tenants have the right to have certain small repairs up to the value of £350 carried out within a certain timescale. Further information is set out in Appendix Two – Right to Repair
- 7.2** The scheme covers certain repairs which are called ‘qualifying repairs’ and these include unsafe power, lighting sockets or electrical fittings, loss or part loss of electric power or loss or part loss of gas supply. We will advise customers when reporting a repair if it is a qualifying repair and of their rights under the Right to Repair Scheme. We will also advise customers of the name and address of a second contractor that they can contact should we fail to complete the repair in the timescales.
- 7.3** If we fail to complete the qualifying repair on time then customers will be entitled to appoint the second contractor to carry out the repair and they will receive compensation to a maximum of £100 for one repair in line with legislation.
- 7.4** The full list of qualifying repairs is included in [Appendix 2 Right to Repair](#) along with the timescales in which each repair should be complete. Appendix 1 also details tenant’s rights under the scheme as well as the level of compensation should we fail to complete the repair.
- 7.5** Where a customer reports a recurring failure at the first instance the repair should be inspected or re-inspected by a maintenance officer who will determine the appropriate action. Should there be subsequent failure the matter should be escalated to the Property Manager and or the Director of Property Assets. It will be our priority to ensure that the customers inconvenience is limited by identifying the most appropriate, for the customer, means by which the required repair to be completed. Any issues arising with contractors or suppliers will be dealt with as a secondary consideration to be dealt with once the customers’ requirements are met.

8.0 COMPENSATION FOR IMPROVEMENTS

8.1 Under the Housing (Scotland) Act 2001, Scottish Secure Tenants and Short Scottish Secure Tenants may be able to receive compensation at the end of their tenancy from their landlord for improvements which they have made to their home with written landlord approval on or after 30 September 2002.

8.2 There are certain improvements such as a replacement bath, shower or double glazing that would qualify for compensation under the legislation. The type of improvements that qualify are detailed in [Appendix 3 Right to Compensation for Improvements](#) together with the level of compensation that will be paid as set out in the legislation.

9.0 CUSTOMER RESPONSIBILITIES

9.1 Customers must meet their obligations as described in the Tenancy Agreement, including:

- Prompt reporting of any damage to the house or related common parts.
- Providing access to the landlord to carry out repairs and maintenance works and inspections as required.
- Taking reasonable care of the house and the surrounding external and common areas.
- We charge customers the cost of any repairs we carry out, to the house or related common parts that are made necessary by acts of damage – as a result of accidental or malicious actions or neglect - by the customer, a member of their household or visitor to their house. The cost of any rechargeable repairs works will be based on the Association's Schedule of Rates. We may decide not to carry out repair works where the customer already has outstanding debts with the Association.
- Vandalism by other people may be excluded provided the customer has reported the damage to the Police and to the Association as soon as the damage is discovered. Exemption will only be considered where there is a valid Incident Number from the Police.

9.2 The customer is responsible for insuring the contents of the property or the personal possessions of the household against loss by fire, flood, theft, accident, vandalism or other household risk.

10.0 EQUALITY AND DIVERSITY

10.1 This policy has been reviewed and complies with our vision of providing socially inclusive services underpinned by our core values of equality and diversity. Services and procedures which are developed from this policy will be subject to similar assessment.

11.0 COMPLAINTS

- 11.1 All complaints or appeals will be dealt with through the complaint procedure in line with our policy. We are committed to a clear and transparent approach to complaints about an aspect of our service
- 11.2 Our approach to complaints is essential to ensure that service delivery meets the quality standards which we set. For example, complaints can assist in identifying organisational practices that are ineffective providing a basis to take remedial action to improve.
- 11.3 Our Complaints Policy sets out clear procedures for our customers or a 3rd party as to how to make a complaint. If the complainant remains unhappy with how we deal with their complaint, then they can ask the Scottish Public Services Ombudsman (SPSO) to review the complaint.

12.0 PERFORMANCE MONITORING AND REPORTING

- 12.1 The activities covered under the Repairs and Maintenance Policy will be subject to performance monitoring on a continuing basis. We will report on key performance areas to our Leadership Group, our Board and our customers. If significant issues of concern arise, these will be dealt with by the relevant Director who will report such matters to the Executive Team and/or the Board. Any matter which demonstrates a serious failure of internal controls should also be reported immediately to the Chief Executive.
- 12.2 Periodic audits of policy compliance may be conducted by the Internal Auditor with results being reported to the Audit and Risk Sub-Committee.
- 12.3 Key areas for monitoring to be considered in line with this policy will be
- Risk management.
 - Provision of training and / or information to staff.
 - Compliance with policy and procedure.
 - Effectiveness of communications about maintenance with contractors, customers and within our organisation.
 - Progress towards strategic targets.
 - Compliance with regulations e.g. Gas, Health & Safety.
 - Budgetary and expenditure control.
 - Contract administration and contractor performance.
 - Customer satisfaction with Property Maintenance.

13.0 POLICY EVALUATION AND REVIEW

13.1 We undertake to review this policy regularly with regard to:

- Applicable legislation, rules and guidance.
- Changes in the organisation.
- Continued best practice.

13.2 The review will be led by our Property Manager.

14.0 POLICY AVAILABILITY

14.1 This policy is available to the public on our website. Copies are also available on request and free of charge. A summary of this policy can be made in a number of other languages and other forms if required.

Effective Date	Review Date	Reviewed By	Approved By
September 2018	October 2019	Director of Property Assets	Executive Team

APPENDIX 1 - REPAIR CATEGORIES AND TIMESCALES

Outlined below are the repair categories and timescales for our repairs service.

1.0 Emergency Repairs

Emergency Repairs are defined as defects or faults which put the health, safety or security of a customers or third party at immediate risk or cause harm to the structure of the property. Repairs considered to be an emergency are outlined below and are intended to be indicative.

- No electricity.
- Exposed electrical wires.
- No water, where this is not the responsibility of Scottish Water.
- Cistern not flushing and no other toilet is available.
- Broken window, where the glass is broken all the way through, or glass is unsafe.
- Unable to close or lock an external door or ground floor window.
- Flooding.
- Loose roof tiles where there is a danger of tiles falling from the roof, providing that it is safe for the contractor to access the roof.
- No heating where there is considered to be a vulnerability of the tenant or occupant, such as children under the age of 5, or where the tenant is unable to cope with the conditions due to age, ill-health or disability.

An out of office hours service is provided for emergency repairs by an external provider who has access to maintenance and senior staff should further advice be required.

Our target for Emergency repairs will be to attend to the repair within 2 hours of receiving the request and where possible complete the required repair within that same timescale.

Non- Emergency Repairs

Non-emergency repairs are those repairs which are not considered to cause an immediate risk to health, safety or security; or those repairs that you can reasonably live with for a period of time without risk to your health, safety or security; or which do not cause any harm to the structure of the property.

Repairs considered to be non- emergency are outlined below and are intended to be indicative.

- Internal pass door not closing
- Window handles needing adjustment where security is not affected.
- Fencing repairs or replacement where no danger is being caused – if required, any dangerous sections would be removed as an emergency.
- Loose flooring.
- Kitchen unit doors or drawer repairs.
- Overflow from cistern running.
- Treatment of mould.
- Replacement clothes poles/rotary driers.

We will, through our contractors, offer morning (including Saturdays), afternoon or evening (Tuesdays and Thursdays) appointments for repairs inside a tenant's home. Individual tenant appointment preferences will be respected and be accorded more importance than achievement of the target time for completion. Our target for completion of non-emergency repairs is, normally, within 10 working days.

APPENDIX 2 – RIGHT TO REPAIR

1 WHAT IS THE RIGHT TO REPAIR?

From 30 September 2002, under the Housing (Scotland) Act 2001, Scottish Secure tenants and Short Scottish Secure Tenants have the right to have small urgent repairs carried out by their landlord within a given timescale. This is called the Right to Repair scheme.

The Right to Repair scheme applies to all tenants of local authorities, housing associations (including tenants who are members of fully mutual co-operative housing associations).

2 WHAT REPAIRS COME UNDER THE RIGHT TO REPAIR SCHEME?

The scheme covers certain repairs up to the value of £350. These repairs are known as 'qualifying' repairs. Table 1 below outlines the qualifying repairs and the maximum time the repair must be done in as set out by the legislation.

Table 1 – Qualifying Repairs and Timescales

Qualifying Repairs	Maximum time period
Blocked flue to open fire or boiler	1 day
Blocked sink, bath or drain	1 day
Loss of electric power	1 day
Partial loss of electric power	3 days
Insecure external window, door or 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 water heating where no alternative heating is available	1 day
Toilet not flushing where there is no other toilet in house	1 day
Unsafe power or lighting socket or electrical fitting	1 day
Loss of water supply	1 day
Partial loss of water supply	3 days
Loose or detached banister or handrail	3 days
Unsafe timber flooring or stair treads	3 days
Mechanical extractor fan in internal kitchen or bathroom not working	7 days

3 WHAT HAPPENS WHEN I REPORT A REPAIR?

When you report a repair, we will let you know whether it is our responsibility and whether it is a qualifying repair under the Right to Repair scheme. We may need to inspect your home to find out whether the repair is a qualifying repair or not. If the repair does qualify under the scheme, we will:

- tell you the maximum time allowed to carry out the repair;
- tell you the last day of that period;
- explain your rights under the Right to Repair scheme;
- give you the name, address and phone number of their usual contractor and at least one other contractor from a list; and
- make arrangements with you to get into your home to carry out the repair.

4 WHAT HAPPENS IF THE WORK IS NOT DONE IN TIME?

If our usual contractor does not start or complete the qualifying repair within the time limit set, you can tell another contractor from our list to carry out the repair. You cannot use a contractor who is not on our list. You will then be entitled to £15 compensation for the inconvenience. The 2nd contractor has the same length of time to carry out the repair as our usual contractor and they will invoice Eildon directly for the cost of the repair. If they do not carry out the repair within the time limit set, you will be entitled to another £3 compensation for each working day until the repair has been completed to a maximum of £100. If we are not able to provide you with a 2nd contractor, then our usual contractor will carry out the works and you will be entitled to £15 compensation.

5 Exemptions

There are occasions when, although the repair may be designated as a 'qualifying repair', nevertheless the right to repair does not apply. In these cases, we may need to extend the time to complete the repair. Exemptions apply in the following circumstances:

- When the repair falls within a contractual defects liability period or guarantee period and requires to be carried out by the main contractor or supplier.
- If the repair is anticipated to cost in excess of £350 e.g. where a new boiler is required.
- Severe weather prevents us from attending to the repair.

APPENDIX 3 - RIGHT TO COMPENSATION FOR IMPROVEMENTS

1 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 you to qualify for this compensation:

- You must have had prior written approval for the improvement;
- your tenancy must have ended, and
- you must make a claim in writing within the period starting 28 days before and ending 21 days after your tenancy comes to an end.

2 WHAT KIND OF IMPROVEMENTS CAN I GET COMPENSATION FOR?

You can only get compensation for certain improvements which were started on or after 30 September 2002 and if they have a remaining notional life at the end of your tenancy. These include installing, replacing or fitting the items outlined in Table 1 below:

Table 1: Qualifying Improvements

Improvement	Notional Life
Bath or shower	12 years
Cavity wall insulation	20 years
Sound insulation	20 years
Double glazing or other external window replacement or secondary glazing	20 years
Draught-proofing of external doors and windows	8 years
Insulation of pipes, water tank or cylinder	10 years
Installation of mechanical ventilation in bathrooms and kitchens	7 years
Kitchen sink	10 years
Loft insulation	20 years
Re-wiring and the provision of power and lighting or other electrical fixtures including smoke detectors	20 years
Security measures other than burglar alarm systems	15 years
Space or water heating	12 years
Storage cupboards in bathroom or kitchen	10 years
Thermostatic radiator valves	7 years
Wash hand basin	12 years
WC	12 years
Work surfaces for food preparation	10 years

You can claim compensation for:

- the cost of materials (but not appliances such as cookers or fridges); and
- labour costs (but not your own labour).

You cannot claim for decorating the inside of your home.

3 HOW WE WILL CALCULATE THE AMOUNT OF COMPENSATION

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

We will need to know the following:

- your name and address;
- what improvements you made;
- how much each improvement cost; and
- the dates the improvements were started and finished.

We will start with the cost of the improvements and we will ask you to provide proof of the amount you have spent.

If you had financial help such as a grant to help make your improvements, we will take the amount of this grant from the cost of your improvements.

The value of any improvement you have made falls as the improvement gets older and as you get use out of it. The compensation you get will take the age of your improvement into account. This is calculated using the formula below which is set up in the legislation

FORMULA FOR CALCULATING COMPENSATION

The amount of compensation payable is based on a combination of:

- the initial cost of the improvement C
- the notional life of the component N
- the age of the component at end of tenancy Y

$$\text{Compensation} = C \times (1 - (Y \div N))$$

For example, if a qualifying improvement with a notional life of 12 years was carried out 4 years ago at a cost of £480, the compensation would be:

$$£480 \times (1 - (4 \div 12))$$

- £480 x (1 - 1/3)
- £480 x 2/3
- Compensation = **£320.00**

We may also reduce your compensation if we believe you paid too much for the improvement or the specification is much higher than it would have been if we had carried out the improvement.

We may also increase or reduce your compensation depending on the condition of the improvement when your tenancy ends.

We will also take any money you owe from the compensation you are entitled to (for example, for unpaid rent).

When carrying out the work please retain the invoices as you will usually need to give us an invoice to show how much your improvements cost.