

TOPIC:	Maintenance Policy		
DATE:	March 2015	Version: 6	Code: TS 12

THE PURPOSE

To set out the guidelines and determine the criteria by which the provision of Shettleston Housing Association's comprehensive repair and maintenance service will be delivered.

1. INTRODUCTION

Shettleston Housing Association operates in accordance with;

- Statutory requirements,
- The standards set down in the Scottish Social Housing Charter,
- The requirements of the Scottish Housing Regulator,

in the formulation and implementation of all its policies. SHA seeks to fulfil its Corporate Aims through the development and implementation of its policies and all SHA's policies operate to achieve its Strategic Objectives as set out in its Internal Management Plan.

2. EQUALITIES AND DIVERSITY

SHA is committed to providing equality of opportunity to all persons or groups within its area of operations in every aspect of its activities.

In operating this policy SHA will endeavor to ensure, equality of opportunity for all, at all times, and in all circumstances. The potential impact of this policy either positive or negative on any protected characteristics were considered when developing this policy by using an Equality Impact Assessment form which can be referenced along with this policy. In line with this commitment to equality, this policy, and any summary or information leaflet, can be made available, free of charge, in a variety of formats including; large print, translation into another language or audio tape.

3. ACCESS TO POLICY INFORMATION

SHA will ensure that its policies are made fully available to all tenants, applicants, members, persons or groups within its areas. Every effort will be made by SHA to support access and promote awareness of its policies by posting these on its website, developing summaries, guidance and information leaflets as appropriate.

4. TENANT INVOLVEMENT AND CONSULTATION

SHA is committed to meet the requirements of the Housing (Scotland) Act 2010 in all of its policies and to meet the requirements of the Scottish Social Housing Charter. SHA will involve tenants in the development of its policies and seek feedback in appropriate circumstances. It will ensure that any material change to services affecting tenants in this and other policies will be the subject of consultation.

5. POLICY MONITORING

SHA is committed to ensure that adequate monitoring of the implementation of its policies is undertaken. This will be achieved through regular review by the Management Committee, customer/tenant feedback surveys and regular consultation with tenant/resident groups.

6. RISK MANAGEMENT AND ASSESSMENT

SHA has a detailed Risk Management Policy in place and it will assess the risks to the Association in the implementation of each of its policies as part of its risk management strategy.

7. PROCEDURES

SHA will develop a detailed set of procedures identifying actions, roles and responsibilities in the implementation its policies. These procedures will be subject to regular review and audit.

8. TRAINING

SHA will ensure that its staff are properly trained in terms of their knowledge and understanding of statutory requirements and the requirements of the Scottish Social Housing Charter pertaining to its policies. It will ensure that appropriate staff are kept up to date with all procedures pertaining to the implementation of policies. The Management Committee will have access to training to ensure that it can maintain appropriate control and overview of the policy and procedures.

9. PURPOSE OF THIS POLICY

The purpose of this policy is to set out the guidelines and determine the criteria by which the provision of a comprehensive repair and maintenance service will be undertaken.

The Policy document covers the following tasks, which are backed up by procedure documents:

- Information on the repairs service
- Repair responsibilities
- Repairs categories
- Repair priorities and response times
- Reporting and processing repair requests
- Out of hours repairs
- Pre and post inspections
- Gas safety
- Management of asbestos
- Rechargeable repairs
- Alteration to property – tenant improvements
- Medical adaptations
- Void Management

- Tenant engagement and satisfaction
- Risk management maintenance
- Sustainability and action plans
- Insurance
- Maintenance contracts and procurement
- Owner Occupiers
- Performance monitoring and reporting
- Policy review

10. POLICY OUTLINE

- 10.1** Shettleston Housing Association operates to meet its statutory obligations and the standards as set down within the Scottish Social Housing Charter and the requirements of The Scottish Housing Regulator, in the implementation of all its policies. SHA continuously seeks to meet its own Corporate Aims through the development and implementation of its policies. All SHA's policies are operated to achieve its Strategic Objectives set out in its most recent Internal Management Plan.
- 10.2** The Policy will enable the Association to carry out its statutory responsibilities and meet our legal obligations as a Social Landlord. The primary aim of the Maintenance Policy is to set out the guidelines by which the Association will operate in order to preserve and maintain the condition of its housing stock and by ensuring effective and efficient repair and maintenance programmes are prepared and delivered on an annual basis, which also meets the standards set out in the Scottish Social Housing Charter and the Scottish Housing Quality Standard.
- 10.3** In producing this policy, the Association has consulted with local residents, Operations sub-committee and the Association's staff, which has ensured that a broad consensus has been achieved about the quality, reporting and monitoring of the repairs service. This policy seeks to clarify the responsibilities of both the tenant and the landlord, whilst acknowledging relevant legislation and good practice.
- 10.4** The policy ensures that the Association's properties are wind and watertight and meet the standards contained within the Scottish Housing Quality Standards and enables the Association to sustain, and maintain our stock. The Association also has a duty to inspect the house and identify work necessary to comply with these statutory responsibilities and to inform the tenant of such work.
- 10.5** The Association must ensure that any required work is carried out within a reasonable time from the tenant notifying the Association, or of the Association otherwise becoming aware that it is required, and make good any damage caused by the carrying out of the work.
- 10.6** The Association recognises the importance to tenants of a high quality repairs and maintenance service and will seek to ensure that repairs are carried out to the specified programme/ standards and are within locally agreed timescales.

11. LEGAL AND REGULATORY REQUIREMENTS

This policy aims to be consistent with all relevant legal and regulatory requirements, including those set out below:

11.1 Legal Requirements

- The Housing (Scotland) Act 2001 & 2010
- Data Protection Act 1998
- Human Rights Act 1998
- Gas Safety (Installation and Use) Regulations 1998
- Construction, Design and Management (CDM) Regulations 2007
- Scottish Secure Tenants (Compensation for Improvements) Regulations 2002
- Control of Asbestos Regulations 2012
- Factoring (Scotland) Act 2011
- Building (Safety, Health and Welfare) Regulations

11.2 Regulatory Framework

We will comply with the Scottish Social Housing Charter requirements relating to the provision of a reactive and planned maintenance service as noted below:

Outcome 2. Communication: Tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.

Outcome 3. Participation: Tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with.

Outcome 4. 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.

Outcome 5. 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 the work is done.

Outcome 13. Value for money: Tenants, owners and other customers receive continually improving value for the rent and other charges they pay.

11.3 Related Policies/Documents

- Scottish Secure Tenancy & Short Scottish Secure Tenancy
- Void Management Policy

- Internal Management Plan
- Rechargeable Repairs Policy
- Engagement Strategy Policy
- Complaints Procedure
- Risk Management Policy
- Procurement and Consultants Policy
- SHA Factoring Terms and Conditions
- Gas Safety Procedure
- Medical Adaptation Procedure
- Asbestos Management Plan
- Alteration to Property Procedure
- Sustainability Procedure
- Equality and Diversity Policy
- Key Performance Indicators

12. AIMS AND OBJECTIVES

12.1 Aims

One of SHA's aims is to:

“Deliver the highest quality of housing services and customer care to residents by providing a sensitive and efficient management and maintenance service to our tenants and owners.”

To do this successfully, SHA aims:

- a. To meet the statutory responsibilities for landlords as set out in the Housing (Scotland) Act 2010.
- b. To meet the standards as set down in the Scottish Social Housing Charter.
- c. To maximise the lettable life of the properties within the constraints of the financial resources available to the Association.
- d. To ensure adequate systems are in place to protect the health & safety and wellbeing of our tenants and meet all legal requirements relating to the repairs service.
- e. To keep accurate and up to date repair records for each property.

- f. To collect and process information on repairs to ensure that progress can be monitored.
- g. To ensure the repairs service works in conjunction with other aspects of the housing service namely allocations and void management.

12.2 Maintenance Objectives

The objective of the repair and maintenance policy is to provide a customer focused repair service, which meets the needs of tenants and provides:

- Identification of repairs responsibilities
- Identification of repair categories
- Procedures for classifying repairs
- Procedures for service provision
- Procedures for repair authorisation
- Procedures for repairs reporting
- Clear procedures for performance and cost monitoring.

13. THE REPAIRS SERVICE

13.1 Repairs Responsibilities

Repair responsibilities may fall within four broad areas:

- a. Tenant Responsibility
- b. Landlord Responsibility
- c. Other Agencies Responsibilities
- d. Mutual Responsibility

Repair responsibilities are published on the SHA website and in the Maintenance service leaflet which is included in the tenant's information pack.

Tenant Responsibilities

The tenants' responsibilities are detailed in the Tenancy Agreement between the tenant and the Association and for factored owners responsibilities are detailed in the deeds of conditions.

The tenant is responsible for taking reasonable care of the house. This responsibility includes carrying out minor repairs and internal decoration, furnishings, appliances supplied by the tenant and the installation of those appliances, including any alteration to plumbing fixtures in order to accommodate the appliance, i.e. the plumbing in of automatic washing machine.

The tenant shall be responsible for damage to glass (unless it can be proven to be vandalism), damage to sinks or sanitary ware, the replacement of sink plugs and chains, toilet seats, light bulbs and fluorescent tubes/starters, replacing lost or broken keys/fobs, costs incurred through forcing entry through lost keys and replacing batteries for smoke detectors outwith normal service provision.

The tenant shall be responsible for ensuring that all front and rear gardens areas are maintained, i.e. grass, hedge and bush cutting where the garden is exclusive to the tenant.

The exception to this is where the Association carries out landscape maintenance in the back court areas of closes or by agreement with the Tenant or resident.

Landlord Responsibility

The Association, as the landlord, shall be responsible for repairs to the fabric and structure of the property including fixed installations, i.e. plumbing (pipework), heating systems including pumps and extractor fans, exterior decoration, downpipes, guttering and external brickwork or render work.

Other Agencies Responsibilities

Where a fault affects a communal area such as a boundary wall, public road or footpath, or affects the electricity or gas supply, the appropriate local authority roads department or gas/electricity company is responsible for rectifying the fault.

Mutual Responsibility

Mutual responsibility occurs where the Association is a joint owner with an interest in common for a property and where agreement is required from the other owners before work is authorised. These responsibilities are set out in the deed of condition for the property and the factoring agreement for the common property.

13.2 Repairs Categories

The Association has four categories for repair and improvements, which are as follows:

Repairs Categories and Definitions

- **Reactive**

Day-to-Day repairs, usually minor, which cannot wait for cyclical or planned maintenance programmes.

- **Cyclical Maintenance**

Maintenance work required on a regular basis to deal with the gradual deterioration of the property, its components and finishes, i.e. external paintwork, gutter cleaning, gas appliance servicing, etc.

- **Planned Maintenance**

Non-routine maintenance work required to the property to deal with deterioration or failure, i.e. replacement of windows, kitchens, bathrooms, heating systems, rewiring and maintenance of roofs, walls etc.

- **Improvements and Project Based Major Repairs**

Work to provide components that are not already in place, for example, controlled entry systems, central heating and installation of double-glazing where only single glazing is in place and/or to address an issue within a building or common area. Improvement and Major Repair programmes may involve negotiation with owner occupiers and other parties who have an interest in the building or common area.

Rents can be increased where an improvement has been added to the property.

The Association operates its asset management strategy, including the delivery of its cyclical and planned maintenance programs, in accordance with the specification set down in the Scottish Quality Housing Standard. It shall adopt a systematic approach to carrying out required inspections, stock condition surveys, investment planning and installation or remedial works, with a view to achieving full compliance with the Standard by 31st March 2015, and continuing to maintain compliance.

Work programmes for planned maintenance and project based major repairs are set out in our five year investment programme. Such works include replacing kitchens, bathrooms and central heating systems. The five year investment programme reflects the findings of our stock condition surveys; works as a result of improvement to void properties and the requirements of the SHQS. The five year investment programme is published annually in the Association's newsletter and is available on the Association's website.

13.3 Repair Priorities and Response Times

Shettleston Housing Association Ltd will prioritise reactive repair work on the basis of urgency.

The priority system will distinguish between:

- a) **Emergency Repairs-** Repairs which if left unattended would seriously affect the occupation of a property by posing a danger to the structure of the building, the health of occupants or neighbours or by making a property insecure.

Completed within 12 hours.

- b) **Urgent Repairs-** Repairs which if left unattended would interfere with the normal occupation and use of a property by a tenant.

Completed within 4 working days.

- c) **Routine Repairs-** Those repairs not included in the emergency and urgent categories and those that do not fall under the heading of Cyclical and Planned.

Completed within 15 working days.

- d) **Right To Repair**

Qualifying Repairs (Response times as set out in the Housing (Scotland) Act (2001), (1 to 7 days). Full details of the Right to Repair scheme are contained in section 14 of this policy document.

In accordance with the requirements of the Scottish Housing Regulator and the Scottish Social Housing Charter, SHA regularly reviews our repairs timescales to ensure we are operating in line with peer organisations, regulatory guidance and good practise. SHA consults with tenants and other service users annually to ensure that repair response times are locally agreed and all target response times are published in the Maintenance Service leaflet, SHA website and the SHA quarterly newsletter.

The Association shall respect the needs of tenants that are frail, vulnerable or disabled, and as far as practical, adopt flexible working practices that recognise their particular requirements.

13.5 Reporting and Processing Repair Requests

Tenants will be able to report reactive, that is day-to-day repairs, to the Association by the following methods:

- Personal visit to the office
- By telephoning the office on 0141 763 0511 or the dedicated repairs freephone number 0808 202 6565
- By telephoning the emergency repair service out of hours via the above same telephone numbers.
- By accessing the Associations website: www.shettleston.co.uk
- By speaking to a member of the Association's staff outwith the office.
- By e-mail: sha@shettleston.co.uk or by clicking on the report a repair link on the website.

On reporting a repair tenants will be advised:

- a. The priority category given to the repair and the response time for this repair.
- b. Whether the repair is a qualifying repair under the Right to Repair legislation and, if so, the procedure and the timescales that apply and how compensation will be paid if the timescales are not observed.
- c. For all non-emergency repairs tenants will be offered an appointment slot at the time of reporting a repair. Appointments are available Monday to Friday with time slots:
 - AM - (9am to 1pm)
 - PM - (1pm to 5.30pm)

13.6 Out of Hours

The Association operates an emergency repair service out with office hours, which is run by Carillion Ltd – tenants calling into the office out of hours will be automatically transferred to the Carillion call centre. The office telephone number is 0141 763 0511 or our freephone number 0808 202 6565. Carillion Ltd will be given an updated housing stock list annually detailing the addresses that the Association is responsible for.

Clear information on the emergency out of hour's telephone numbers will be published in the Association's regular Newsletters to tenants and available on the Association's web site.

13.7 Pre & Post Inspections

Pre Inspections

In specific cases the Association will pre-inspect repair work; the Association target for pre-inspection is 15% of all reported repairs. Such cases of pre-inspection will include circumstances where:

- a. The repair cannot be diagnosed from the information provided by the tenant
- b. The repair is recurring regularly and may have been misdiagnosed
- c. The repair may have been caused as result of damage by the tenant, for which the tenant may be charged.
- d. There are structural problems with the property.

Where a repair is to be pre-inspected, the tenant will be advised in advance and an access time arranged.

Post Inspections

The Association complete post inspections on a sample of completed repairs, which is an essential part of performance monitoring within maintenance. The Association will establish a simple system of selecting jobs for post inspections and aim to post inspect a minimum of 15% of all reactive maintenance completed jobs and 100% of all planned and major works contracts.

Post inspection targets are as follows:

- a. Minimum of 20% post inspection of all new contractors on reactive maintenance for initial 3 month period.
- b. 100% of all work with an invoice value **over** £500.
- c. Minimum of 15% post inspection on all reactive repairs with an invoice value **below** £500.
- d. Minimum of 5% post inspection on gas maintenance using an independent assessor.
- e. 100% of repairs under customer complaint procedure.
- f. 100% of all void property repairs.
- g. 100% of disabled adaptation repairs.
- h. 100% of planned and major repairs.

The aim of post inspections is:

- To ensure the provision of an efficient and effective maintenance service.
- To provide Association tenants and other service users with a high level of customer satisfaction within maintenance services.
- To ensure value for money within maintenance services.
- To ensure contractors are performing to the required standards.

13.8 Gas Safety

In accordance with the Gas Safety Policy, SHA complies with its obligations under the Gas Safety Regulations by ensuring the annual inspection and service of all gas appliances in our properties including the production of a Landlords' Gas Safety Certificate for all appliances.

In fulfilling its legal responsibilities, the Association shall pursue a clearly defined process in order to secure access to properties for the purpose of enabling servicing work to be carried out. Where necessary, this shall include taking appropriate action to gain entry. Full details are contained within the Gas Safety Policy and Procedures.

13.9 Asbestos Management

SHA operates an Asbestos Management Plan in order to ensure compliance with the Control of Asbestos Regulations 2012. The Asbestos Management Plan includes the Asbestos Register which details the results of surveys we have carried out and details of where asbestos has been removed or made safe. We instruct surveys to be undertaken in all properties where the presence of asbestos is suspected.

13.10 Rechargeable Repairs

SHA as a landlord is responsible for ensuring its properties are kept in a well-maintained condition. Where repairs are necessary the Association will carry these out in line with its stated Maintenance Policy and Procedures.

However, in cases where the repair is a result of neglect or misuse by the tenant or a member of the tenant's household then the responsibility for these repairs must lie with the tenant. The Association's Rechargeable Repairs Policy seeks to identify and clarify the conditions under which the Housing Association will pursue recovery of these costs.

These will be dealt with in accordance with the Rechargeable Repairs Procedure.

13.11 Alteration to Property – Tenants Improvements

Tenants considering making alterations to their property must first get the Association's written permission prior to carrying out any alterations to the property. The Association will not refuse permission unreasonably. The Association may grant permission with conditions including conditions regarding the standard of the work.

The Association operates a scheme for reimbursement of costs against specific statutory improvements and will pay compensation at the end of a tenancy provided the Association has received written permission to carry out the improvements and permission was obtained.

The amount of compensation paid will depend on the length of time between the installation of the improvement and the end of tenancy.

Compensation will be restricted to a maximum of **£3,000**.

Permission to carry out an alteration to property will not be unreasonably withheld.

Full details are contained within the Alteration to Property – Tenant Improvements Procedure.

13.12 Medical Adaptations

SHA shall support and assist the carrying out of works which will enable independent living and enhance the quality of life of tenants with particular mobility or other impairments. In doing so it shall follow best practice and regulatory guidance in relation to procurement of works; and aim to ensure such adaptations are carried out quickly and competently. Detailed and accurate records about adapted properties shall be maintained to enable implementation of appropriate maintenance regimes; and to enable informed decisions to be made about their future allocation to other tenants.

Grant funding for adaptations is allocated by Glasgow City Council on an annual basis. Where there are insufficient funds to meet the demand of our tenant's requirements, SHA will explore all other available options to secure additional grant funding.

SHA will action requests for adaptations as they are received and make funding requests retrospectively. In the event of a change of funding circumstance, e.g. a cap on funding by Glasgow City Council, the Operations sub-committee will be asked to re-evaluate this policy.

The Association will only refuse to carry out adaptive work in exceptional circumstances. This will include when:

- The location of the property or property layout and type makes it unsuitable for the long-term use of the tenant requesting the adaptation.
- The adaptation is technically difficult to achieve without detriment to the property and other tenants.
- Funding is not available.
- The specific advice from relevant agencies is that the proposed adaptation would not be appropriate.
- Where appropriate the Association will discuss alternative housing options open to the tenant.

Full details are contained within the Medical Adaptations Procedures.

14. RIGHT TO REPAIR

14.1 Right to Repair

All tenants of public sector and Registered Social Landlords have a statutory “Right to Repair” as determined by the Housing (Scotland) Act 2001. Shettleston Housing Association Ltd delivers its statutory responsibilities on “Right to Repair” by including the statutory requirements within the repairs and maintenance policy as an integral part of the repair service.

The Scheme covers certain repairs up to the value of £350. These repairs are known as qualifying repairs and they include:

<i>Right to Repair: Qualifying Repairs</i>	
Qualifying Repairs	Timescale
Unsafe power of lighting sockets or electrical fittings	1 day
Loss of electric power	1 day
Part loss of electric power	3 days
Blocked flue to an open fire or boiler	1 day
External windows, doors or locks which are not secure	1 day
Loss or part loss of space or water heating if no alternative heating is available	1 day
Toilets which do not flush (if there is no other toilet in the house)	1 day
A blocked sink, bath or basin	1 day
Loss of water supply	1 day
Part loss of water supply	3 days
Significant leaking or flooding from a water of heating pipe, tank or cistern	1 day
Unsafe access to a path or step	1 day
Unsafe timber flooring or stair treads	3 days
Loose or detached banisters or handrails	3 days
A broken mechanical extractor fan in a kitchen or bathroom, which has no external window or door	7 days

14.2 SHA will give tenants details of the Right to Repair scheme in the Right to Repair leaflet and the quarterly newsletter. This will include details of qualifying repairs, the statutory timescales within which the repairs should be carried out and contact details for the alternative contractor. Tenants will also be advised at the point of reporting a repair whether it is a qualifying repair under the Right to Repair scheme.

14.3 Where the main contractor fails to carry out the repair within the time limit set, the tenant can instruct the landlord’s second contractor to carry out the repair. The landlord will pay £15 compensation to the tenant for the inconvenience. The second contractor has the same length of time to carry out repairs as the main contractor. If they do not carry out the repair within the time limit set then the tenant will be entitled to another £3 compensation for each working day until the repair has been completed. The maximum amount payable for any one repair will be £100.

14.4 Where the following circumstances apply compensation will **not** be paid:

- Where reasonable access was not given to carry out the repair at the time agreed with the tenant.
- Where the repair was made safe whilst awaiting specialist components.

- Where the Association's contractor is unable to complete the repair due to circumstances out with the Association's control i.e. due to exceptional weather conditions, power failure, fire or flood. The Association will advise the tenant of any temporary arrangement made and the extended qualifying repair timescales.
- Where the Association has carried out a temporary repair within the agreed response time to prevent the immediate threat to the tenants health, safety or security. The Association will advise the tenant of any temporary arrangements made and the extended qualifying repair timescale.
- Repairs within the "defects liability period" and which are the building contractor's responsibilities, i.e. the first year of a new building.

15. VOID MANAGEMENT

15.1 In accordance with the Scottish Social Housing Charter and the requirements of the Scottish Housing Regulator, the aims of the Void Management Policy is to ensure an effective and efficient re-letting process is in place.

15.2 Void Classification

Properties void at any one time can be broken into the following categories:

- a) Available for let – this means that the void property has had any re-let maintenance work completed and is available for occupation.
- b) Under repair – although the tenant has vacated the property, the re-let maintenance work is still in progress.
- c) Held for decant – the void property is awaiting allocation as a decant flat in development programme.
- d) Under development – the void property has either been handed over to a main contractor as part of the development programme or held for demolition.

15.3 Targets

To retain the annual rental income lost during the year through voids to the target set by the Internal Management Plan. This does not include voids or decants which are held for development purposes.

15.4 Turnaround Targets

All voids work, which includes minimal repairs and standard safety checks up to letting by Housing Management, shall be completed within the target timescales, set by the Internal Management Plan.

The Association operates a voids procedure, which further details the timescales and target turnaround times for the various categories of work.

Target cost limits have been set in order to assist monitoring and budgeting of void expenditure.

15.5 Funding

Expenditure on voids will be funded from the void budget unless recoverable under the Rechargeable Repairs Policy.

15.6 Procedures

To achieve this overall target, comprehensive procedures, including timescales are contained within the Void Management Procedure Document.

15.7 Monitoring of Performance

Details of voids will be presented to the Operations Sub Committee on a regular basis; this information will include turnaround timescales and void expenditure. The Maintenance Manager will monitor the effectiveness of the Policy on an ongoing basis.

16. TENANT ENGAGEMENT AND SATISFACTION

In accordance with the Engagement Strategy Policy, Shettleston Housing Association aims to deliver the highest quality of housing services and customer care to residents by providing a sensitive and efficient management and maintenance service to our tenants and owners.

To do this successfully, SHA is committed to engaging effectively with people who use, or want to use our services, so that

- All of our services are informed by feedback and
- Improvement is driven by tenant/resident expectations

SHA aims to achieve a high level of tenant satisfaction within the maintenance and repairs service, which it provides. The Association is committed to offering a range of opportunities to tenants/residents to make it easier for them be informed of and to provide feedback on our services and their level of satisfaction including:

- **HOWDY Cards** – Everyone who has had a repair carried out will be asked to comment on the service they receive by filling in a HOWDY (how well did we do?) card. Service users can provide feedback by completing a HOWDY card online at www.shettleston.co.uk/survey;
- **Tenant Satisfaction Surveys** – Every 3 years SHA will commission an external organisation to carry out a formal satisfaction survey;
- **New Tenant Surveys** – All new tenants are asked to participate in a New Tenant Survey to provide feedback on their level of satisfaction with their home;
- **New Development and Major Works Surveys** – At the completion of new build developments and major works projects, affected tenants and residents are asked to provide feedback on their level of satisfaction with their new home/improvements to their existing home;

- **Consultation Panel** – SHA has established a Consultation Panel made up of our service users to consult on a variety of issues and services;
- **Focus Groups** – These may be formed from our Consultation Panel where it may be necessary to discuss a particular item in more detail;
- **Happy To Translate** – SHA is a member of Happy to Translate, a service that helps bridge the gap between people who want to access our services but who may have difficulty communicating in English;
- **Complaints** – Anyone can complain if they feel we did not deliver our service to their satisfaction. We aim to handle complaints and comments in accordance with the expectations of the Scottish Public Services Ombudsman (SPSO), and full details of the complaints process are contained within our complaints procedure. The complaints procedure can be downloaded from our website at http://www.shettleston.co.uk/Uploads/2012/12/24/1356345898_1739852719_complaintsleaflet2012.pdf;
- **On-Line** – SHA publish information about our performance and tenant/resident feedback on our website. The website also provides the facility for tenants to provide feedback on services via the following link: www.shettleston.co.uk/survey;
- **Social Media** – SHA has established a social media presence to facilitate communication between service users and the Association;
- **Newsletters** – SHA publish quarterly newsletters for all tenants and residents. Each newsletter includes a feedback section for reporting on feedback received. The 5 Year Investment Programme is published in the newsletter annually. Each newsletter also includes details of tenants' right to participate in the right to repair scheme and details of qualifying repairs. Copies of the newsletters can be downloaded from our website at <http://www.shettleston.co.uk/Newsletter/shettleston-matters-newsletters-archive/>;
- **Face to Face Contact** – Tenants and residents can visit our office for pre-arranged interviews and can also call into the office to speak to staff;
- **Leaflets** – SHA publish leaflets on individual services. These leaflets are available from our office;
- **Tenant's choice** – Whenever possible we will involve tenants in choices relevant to their property when planned maintenance or improvements take place, e.g. fascias of kitchen units and worktops;
- **Close Notice Boards** – SHA has installed notice boards in all closes in order to inform residents of services and cyclical maintenance programmes which are relevant to them. Notices informing residents of reactive maintenance carried out will also be displayed on the notice boards;
- **AGM** – SHA hold an annual general meeting that is open to all members;

- **Committee Membership** – Tenants and residents are encouraged to consider standing for election to the Management Committee;

The Association will use the feedback from tenants to ensure continuous improvement in both the contractors' and the Association's performance within the repairs and maintenance service. The information will also be used to ensure continuous improvement in the Association's Maintenance Policies and Procedures to maintain a high level of service.

The Association's Management Committee will be informed of performance standards achieved on a monthly basis.

17. RISK MANAGEMENT - MAINTENANCE

With a high proportion of the Association's income spent on maintenance, the Association will review its Risk Management in maintenance in line with the Risk Management Policy.

Below are keys factors, which will be considered throughout maintenance services procurement and service delivery to reduce the risk of tenant dissatisfaction within the maintenance service:

- a. Establish and implement a comprehensive reactive maintenance policy and procedures, including the awarding of maintenance contracts to approved contractors;
- b. Ensure that the annual cyclical and planned maintenance programmes, as required by property inspections, are completed by due dates;
- c. Establish a high quality Design Guide for major improvements, from which the brief for each project is drawn. Review the guide at least every 5 years;
- d. Ensure the appointment of competent consultants and contractors from the approved lists through adherence to the Association's Procurement and Consultants Policy;
- e. Ensure the responsibilities of consultants and supervising contractors are clearly defined and all have the necessary insurances before confirmation of appointment;
- f. Ensure that all tender documents are comprehensive, detailed, unambiguous, and clearly define the contractors' responsibilities;
- g. Implement the results of the Stock condition Survey, undertake 5 yearly property inspections, and ensure any revised costing is updated in the association's Standard Delivery Plan;
- h. Ensure effective supervision of each project through regular reports and meetings, including progress and cost reports as appropriate;
- i. Identify repairs for which the Association is not responsible and report to the Finance and Housing Management Sections to reclaim the cost from the tenant/owner;
- j. Monitor tenant satisfaction through periodic surveys and return of HOWDY cards;
- k. Minimise the risk of liquidation or early contract termination through establishing the viability of contractors invited to tender and retaining a proportion of each authorised payment to the contractor until the defects liability period is completed;

- l. Where appropriate establish, as part of the contract arrangements, effective defects period procedures and ensure these are adhered to.
- m. Where appropriate establish, as part of the contract arrangements, and in association with the Housing and Development Managers, effective hand-over procedures to minimise the time required for letting and potential loss of rental income.

18. SUSTAINABILITY AND ACTION PLANS

The Association's Sustainability Policy and Action Plan encourages development and improvement of our housing stock to increase efficiency and reduce energy consumption.

Reviewing the maintenance policy and procedures in light of environmental consequences is an important step in providing a sustainable approach to managing housing stock.

Maintenance/Renewal life cycles adopted for dwellings and their components tend to reflect mortgage terms (30 years is the most commonly quoted figure) rather than the actual lifespan of maintained construction.

Components often outlast their predicted lifespan and are needlessly replaced on manufacturers' recommendations or on the basis of established maintenance schedules rather than through rigorous inspections of individual items.

The Association, through stock condition surveys and regular updates to its life cycle data, will ensure that significant embodied energy can be saved through accurate and evidence-based maintenance schedules, which are demand led rather than predicted and provided for.

When establishing future maintenance/planned maintenance contracts we must consider the following within the specification:

- a) Climate change: check if drainage is strong enough to withstand increasing storm damage and rain.
- b) Local sourcing: source local contractors and materials and encourage local employment.
- c) Waste minimisation: ensure all contractors provide waste minimisation plans.
- d) Water conservation: ensure all new kitchens and bathroom fittings are water conservation products.
- e) Environmental products: build up database of environmental products.

19. INSURANCE

The Association holds comprehensive buildings insurance for all properties in its ownership; this does not cover the tenants' contents.

Tenants are offered the Thistle Tenant Risks contents insurance scheme.

20. MAINTENANCE CONTRACTS AND PROCUREMENT

All contracts are procured in line with the conditions set out in the Procurement and Consultants Policy. We comply with EU Procurement rules by making sure the procurement process is transparent, fair, non-discriminatory, offers mutual recognition to suppliers from all member states and the assessment proportional to the value of the contract.

The Association maintains an approved list of consultants and contractors for maintenance work and has effective and accountable procedures for including and removing firms from this list.

The Association will ensure contractors added to the approved list of contractors will have:

- a) An Equal Opportunities Policy and, if not, will adopt the Association's.
- b) The relevant insurance cover.
- c) Health & Safety Policy.
- d) CIS Certificate.

21. OWNER OCCUPIERS

In accordance with SHA Factoring Terms and Conditions, the Association will regularly liaise with owner-occupiers who, under their deed of conditions, are obliged to contribute to the cost of shared repairs and maintenance.

The Association will inform all owners, in writing, of any anticipated costs, in excess of £500 per Close or household, in advance of any contract work being authorised except in the case of emergency repairs where notice will be retrospective.

The Association will utilise the noticeboards installed in closes to inform owner-occupiers of planned and cyclical maintenance which directly relates to their property, as well as any necessary reactive maintenance under the value of £500. Owner-occupiers will also be notified in writing of the completion of any common repairs relevant to their property under the value of £500.

The Association sets out procedures for commissioning consultants and contractors for maintenance work that ensures quality and value for money.

The Association reviews procurement arrangements on a regular basis to ensure continuing high standards and value for money.

22. PERFORMANCE MONITORING AND REPORTING

The Association shall maintain internal information systems which are based around ensuring effective monitoring, control and reporting of its repairs and maintenance activities. Comprehensive records of all repairs and maintenance work shall be held with a view to demonstrating transparency in the way work has been carried out and authorised.

The Association will monitor repairs and maintenance performance using both regulatory and local performance indicators (KPIs).

Regulatory Performance Indicators

- Number and percentage of repairs completed within the Association's target timescales
- Average time taken to complete emergency repairs
- Average time taken to complete non-emergency repairs
- Satisfaction with repairs and maintenance services
- Percentage of repairs completed right first time
- Number of appointments made and adhered to
- Number of properties with gas appliances that have a current gas safety certificate
- Total stock failing the Scottish Housing Quality Standard (as at 31 March)
- Number of medical adaptations completed and average length of time taken to complete applications for adaptations

Local Indicators

- Repair pre and post inspections carried out
- Void repair timescales
- Locally agreed timescales for Emergency, Urgent and Routine Repairs

Regular performance, financial monitoring and statistical reports shall be presented to the Management Committee and Operations sub-committee for consideration. The structure and content of these reports shall be reviewed periodically to ensure Committee members are able to make informed strategic decisions.

23. POLICY REVIEW

The Association's Maintenance Policy will be reviewed and amended as necessary due to changes in Legislation or Regulations or every three years.

This policy will be subject to an Equality Impact Assessment at the next review.

APPENDIX 1

MAINTENANCE POLICY SUPPORTING PROCEDURES

- Gas Safety Procedures
- Asbestos Management Plan
- Rechargeable Repairs Procedures
- Medical Adaptations Procedures
- Complaints Procedure
- Void Management Procedures
- Alteration to Property – Tenant Improvement Procedures
- Emergency Procedures
- Minimum Standards in House Condition Procedures
- Repairs & Maintenance Procedures

APPENDIX 2**SCOTTISH SOCIAL HOUSING CHARTER
PERFORMANCE INDICATORS**

The Association assesses the quality of reactive repairs and planned maintenance services and reports against the following range of indicators specified in the Scottish Social Housing Charter.

- Indicator 7:** Percentage of stock meeting the Scottish Housing Quality Standard;
- Indicator 8:** Percentage of properties at or above the appropriate NHER or SAP rating specified in element 35 of the SHQS;
- Indicator 9:** Percentage of tenants satisfied with the standard of their home when moving in;
- Indicator 10:** Percentage of tenants satisfied with the quality of their home;
- Indicator 11:** Average length of time taken to complete emergency repairs;
- Indicator 12:** Average length of time taken to complete non-emergency repairs;
- Indicator 13:** Percentage of reactive repairs carried out in the last year complete right first time;
- Indicator 14:** Percentage of repairs appointments kept;
- Indicator 15:** Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date;
- Indicator 16:** Percentage of tenants who have had repairs or maintenance carried out in the last 12 months satisfied with the repairs and maintenance service;
- Indicator 22:** Percentage of approved applications for medical adaptations completed during the reporting year;
- Indicator 23:** The average time taken to complete adaptations;

Contextual Indicators

- Indicator C13:** Average number of reactive repairs completed per occupied property;
- Indicators C24-C31:** Scottish Quality Housing Standard