



SHA Planned and Cyclical Maintenance Policy

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Appendix 1: Equality Impact Assessment

1. Introduction

- 1.1 The Planned and Cyclical Maintenance Policy is an important working document for the efficient and effective delivery of the Association's housing services. It has been developed to take account of legislative, regulatory and good practice requirements in relation to Planned and Cyclical maintenance.
- 1.2 Planned and Cyclical Maintenance involves the formulation and delivery of a programme of maintenance over the life of our housing stock. Works can involve the improvement or replacement of features and components as well as servicing, maintenance and regular safety checks This programme of works is intended to secure and prolong the useful life of our properties whilst at the same time meeting the needs and aspirations of our customers.
- 1.3 The policy sets out the key objectives for the planned and cyclical maintenance of Southside Housing Association (SHA) properties, focussing on future sustainability and the benefits to our customers. The policy establishes links to the 30-year Business Plan and Asset Management Strategy.
- 1.4 It considers planned and cyclical maintenance in the context of overall property asset management, to ensure that our stock is well-maintained and achieves the required standards of compliance and safety, meets the needs of customers and makes best use of our resources over the long term in order to maximise the impact of our investment.

2. Scope and Definitions

- 2.1 This policy applies to customers living in SHA social rented homes and Mid-Market Rent properties which are managed by SHA's subsidiary Southside Lettings (Scotland) Ltd (SLS). The full scope of the policy does not apply to residential or commercial leaseholders and other customers where management services are provided by SHA or to owners living in properties factored by SHA, however the cyclical maintenance element does apply.
- 2.2 Planned Maintenance is defined as all planned, packaged maintenance work, including major repairs programmes, regardless of funding source, carried out by SHA on its properties. These programmes take account of the expected life of the components involved and their replacement costs and inform the Asset Management Strategy and Delivery Plan and the 30-year Business (financial) Plan. These documents determine our long-term investment needs.
- 2.3 Cyclical maintenance is the inspection, maintenance, and servicing of specific components on an agreed, regular cycle. The objective is to maintain the general condition of the property and slow down the rate of decay of fabric and components, prolonging their life. Cyclical maintenance also identifies and rectifies health and safety risks, ensuring statutory and regulatory compliance, mitigating risks and keeping tenants and residents safe in our properties.

3. Policy Objectives

3.1 SHA is committed to the principles of good corporate governance and sustainability in the delivery of this service through fair and consistent policy procedure and practice.

3.2 The key objectives of the Planned and Cyclical Maintenance Policy and procedures are as follows:

- To provide safe, warm, comfortable and healthy homes which meet the needs and demands of the communities in which we work.
- To comply with legal duties, regulatory requirements and good practice standards.
- To maintain long term sustainability and successful occupancy of our homes and ensure the long-term viability of the Association.
- Achieve value for money in procurement, in line with our Procurement Policy whilst seeking to continuously improve the physical quality of our housing stock.
- To maximise the useful life of the Association's properties by undertaking planned and cyclical maintenance work through which quality, value for money and high levels of tenant satisfaction are achieved.
- To organise maintenance work into larger and more cost-efficient packages and ensure preventative works are used and replacement programmes have as a priority objective the reduction of reactive repairs.
- To ensure statutory duties in respect of health & safety are complied with, for example Asbestos Management, Legionella, Electrical Safety, Gas Safety, Fire Safety, Lifts and Dampness and Mould treatment and that all compliance requirements are met to ensure our customers' homes are safe and our staff and contractors can work safely in maintaining these homes.
- To have effective systems in place for monitoring, recording, and reporting on asset management data and to put in place a framework for continuing to develop our knowledge of the condition of our stock. This underpins the framework for planning investment programmes and the financial planning process to demonstrate that we are making adequate financial provision for planned maintenance and improvement work.

- To contribute to maintaining the Scottish Housing Quality Standard for all Association properties.
- To provide a clear and effective strategy for planned and cyclical maintenance to meet the present and future needs of the Association and its tenants, which complements other maintenance policies.
- To ensure that the Association has robust and accurate data on stock condition and standard.
- To make best use of the financial resources available to protect the asset base and ensure the sustainability of the Association's properties.
- To enable the Association's Management Committee to exercise due control over maintenance, compliance and asset management activities through appropriate performance reporting systems.
- To ensure that all internal procedures supporting this policy are clear, comprehensive and available to all staff, ensuring a consistent approach to managing, implementing and budgeting for all aspects of the service.
- To provide our customers with current information on investment in their home.

4. General Principles

- 4.1 Planned Maintenance and Cyclical Investment programmes will be procured in line with our procurement policy, for cost effective, value for money investment and compliance with procurement regulations. A flexible approach to the type of contract will be adopted to allow for market conditions and contractor availability. Programmes will be grouped where possible to allow for economies of scale.
- 4.2 Our Asset Management strategy will ensure that future planned maintenance programmes of work take into account factors such as popularity of the home, designing out poor quality, obsolescence and overly expensive components. This will be linked to both new build and repair specification and component type.

5. Legal and Regulatory Framework

- 5.1 In approving and implementing the repairs policy and associated procedures the Association aims to comply with the following legislation:

- Housing (Scotland) Act 2001
- Health and Safety at Work etc. Act 1974
- Public Health (Scotland) Act 1987
- Scottish Secure Tenants (Right to Repair) Regulations 2002 (Scottish Statutory Instrument 2002/316)
- Data Protection Act 2018 and the UK General Data Protection Regulation
- Equality Act 2010
- Control of Asbestos Regulations 2012
- Control of Substances Hazardous to Health Regulations 1989
- Construction Design and Management Regulations 1994
- Building Standards (Scotland) Regulations

5.2 Various contractual terms are imposed via relevant tenancy, occupancy and management agreements. The Association shall ensure all its practices accord with these terms and requirements.

5.3 In common law there is an implied obligation on a landlord to maintain the property for the duration of the tenancy in a tenable and habitable condition, including an obligation to carry out necessary repairs. The obligation to provide a habitable house is wider than the issue of repairs, and includes, for example, dampness free and keeping the house wind and watertight as a principal obligation. The Association will through its planned and cyclical repairs policy comply with these obligations.

6. **Scottish Social Housing Charter**

6.1 The Scottish Social Housing Charter came into effect in April 2012, and this sets the standards and outcomes that all social landlords should aim to achieve when performing their housing activities. The Charter replaces the Performance Standards and states in terms of maintenance landlords should:

Manage their business so that tenants' homes, as a minimum, meet the Scottish Housing Quality Standard by April 2015 and continue to meet it thereafter, and when allocated, are always clean, tidy and in a good state of repair.

Manage their businesses so 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.

Manage all aspects of their business so that tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.

6.2 Social landlords are responsible for meeting the standards and outcomes set out in the Charter. The Scottish Housing Regulator is responsible for

monitoring, assessing and reporting on how well social landlords, individually and collectively, achieve the outcomes.

- 6.3 We will, through operation of this policy and supporting procedures, demonstrate compliance with the Scottish Social Housing Charter.
- 6.4 The Scottish Housing Regulator's approach to monitoring landlords' achievement of the outcomes and standards in the Charter will be based on the landlord's performance information and their own assessment of their performance. For each year ending on 31 March, landlords will be expected to:
- Measure and assess their performance in progressing towards or achieving the Charter outcomes and standards.
 - Provide the Regulator with key performance information on their achievement of the outcomes and standards.
 - Report their performance to their tenants and other service users who use their services.
- 6.5 The Association will review each element of the Charter with its tenants and agree locally based standards designed to demonstrate the achievement of outcomes.
- 6.6 RSLs must report annually through an Annual Return on the Charter (ARC) on the percentage of stock meeting the Scottish Housing Quality Standard, the percentage of existing tenants satisfied with the quality of their home, the average length of time taken to complete emergency and non-emergency repairs and the percentage of responsive repairs carried out in the last year completed right first time.
- 6.7 The Charter standards and outcomes that are most relevant to property repairs and maintenance are as follows:

Charter Standard 4: Quality of Housing

Tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) when they are allocated; are always clean, tidy and in a good state of repair; and also meet the Energy Efficiency Standard for Social Housing (ESSH) by December 2020.

Charter 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 work is done.

Charter Outcome 13: Value for Money

Tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.

6.8 The SHR's – *Regulation of Social Housing in Scotland: Our Framework* (the Regulatory Framework) sets out a range of Regulatory Requirements and Standards which registered social landlords in Scotland must meet and comply with.

6.9 Regulatory Requirements which are relevant to this Policy are:

- **Regulatory Requirement AN3** - Each landlord must have assurance and evidence that it is meeting all of its legal obligations associated with housing and homelessness services, equality and human rights, and tenant and resident safety, and;
- **Regulatory Requirement AN4:** Notify us (SHR) of any tenant and resident safety matters which have been reported to or are being investigated by the Health and Safety Executive, or reports from regulatory or statutory authorities, or insurance providers, relating to safety concerns.

7. Stock Condition Surveys

7.1 The Association will put in place arrangements for stock condition surveys, on a rolling programme, targeted at capturing data over a 5-year period. This will develop further the Association's knowledge of the condition of each of its estates and individual properties and specifically target SHQS and Energy Efficiency performance. Accurate and comprehensive stock condition information is vital to robust business planning and stock investment planning.

7.2 The survey provides a comprehensive, structured set of data which documents the construction and services elements and components of a building. The process involves assessing the age, condition and remaining lifespan of each component, from which future works and their associated costs can be predicted.

7.3 These surveys will be carried out by external consultants who can demonstrate specialist knowledge and experience of SHQS, energy efficiency and EESSH compliance.

7.4 We will supplement the stock condition survey information with data drawn from our responsive repairs and void contracts as well as cyclical repairs and service data and from customer feedback.

8. Asset Management Strategy

- 8.1 The Asset Management strategy is the framework within which SHA makes strategic decisions on investment and future viability of our housing stock. It underpins and informs the SHA Corporate Plan and Business Plan and sets out priorities for the specification, physical care and improvement of our property assets.
- 8.2 In common with every other social landlord, SHA has finite resources to expend on asset management that it must effectively direct to derive maximum benefit for customers and other stakeholders. There will always be the potential to exceed the budget available for planned works. Our strategy manages the tension between demand and resources.
- 8.3 The Asset Management Strategy establishes the SHA standard for the condition of our properties and tackles through investment or divestment those properties that fall short of that standard or exhibit other forms of obsolescence.
- 8.4 The strategy aims to ensure we provide homes that are decent, safe, energy efficient, affordable to both residents and the Association, and can be adapted to meet the changing needs of our residents, without having an adverse impact on our financial viability, the environment, the quality of residents' homes and their neighbourhoods.

9. Asset Management Plan

- 9.1 The Asset Management Strategy provides options and priorities within a wider strategy aimed at improving the overall sustainability of our housing assets. To manage the delivery of the Asset Management strategy the Association will produce an Asset Management Plan.
- 9.2 From the stock condition survey and supplementary information, the Association will develop a 30-year investment plan. The plan will seek to ensure all SHQS and EESSH requirements are met and outline options to achieve these standards and maximise value for money. Staff across the Association have roles to play in the collection and interrogation of stock information, and the prioritisation, implementation and evaluation of Planned Maintenance programmes and projects.
- 9.3 The Asset Management Plan will be drawn up and included in the Association's Business Planning process.
- 9.4 From the plan we will develop planned maintenance programmes and projects covering all aspects of component replacement and improvements. The improvement element would relate to situations where the Association chooses to improve the current specification, e.g. the installation of high-performance windows and doors, increased insulation, installation of solar PV etc.

- 9.5 The planning process has two levels of detail. The short-term plan covers 5 years and outlines programmes of work drawn from the asset management plan/ Corporate Plan and informs the budget setting process. Individual properties are identified, and programmes and procurement commenced.
- 9.6 Longer term planning covers the full 30-year period and provides a broad understanding of stock investment requirements based on our Asset Management Plan, known component life cycles and long-term Business Plan Assumptions.
- 9.7 To assist in the planning process the Association will hold all information relating to stock condition and life cycles of components, design specifications and replacement costs in a single database and will employ modelling tools and techniques to analyse this data to inform the Asset Management Plan.

10. Planned Maintenance Programmes

- 10.1 Guided by our Asset Management Strategy and Plan we will replace and renew the fabric and components of our buildings when they have reached the end of their useful life. We will also attempt to enhance the quality of dwellings to meet tenants' expectations, needs and aspirations, or to improve the letting potential of particular properties or areas.
- 10.2 We will have standard specifications and design standards which reflect our commitment to providing high quality, sustainable homes.
- 10.3 In planning and implementing our Planned Maintenance programmes, the Association will take due account of:
 - Legal requirements
 - Regulatory requirements
 - Published good practice
 - Resident expectations
 - Market conditions
 - Advances in technology
 - Future maintenance requirements
 - Energy Efficiency and Sustainability
 - Potential joint procurement arrangements
 - Efficiency and value for money
- 10.4 Progress on individual projects will be utilised to update stock condition information and inform the long-term investment plan.
- 10.5 All repairs carried out to our stock, be they planned, cyclical or responsive will be recorded on our database (including cost) and used to update life cycles,

prices, general condition and to amend the Asset Management Plan where appropriate.

- 10.6 We will procure Planned and Cyclical maintenance services in a way that will support the Association’s strategy for sustainable development and sustainable housing. Our procurement strategies will incorporate sustainability objectives and requirements.

11 Cyclical Maintenance, Servicing and Compliance

- 11.1 Cyclical maintenance covers tasks that are pre-programmed or carried out on a periodic and recurring basis to ensure the proper functioning of a component or installation, or to extend or protect a component or installation that is subject to cumulative wear and tear.
- 11.2 Cyclical maintenance is generally funded from rents. Many cyclical maintenance items will involve the servicing of items and health and safety checks (including statutory obligations). Carrying out cyclical maintenance at regular intervals ensures that we achieve value for money through cost efficiencies and reduced waste, set against the costs and inconvenience to the customer of reactive repairs when items fail.
- 11.3 We will also undertake cyclical maintenance of our properties to deal with the gradual deterioration of the property and its components and finishes. For reasons of economy or efficiency, cyclical maintenance may be grouped in a programme of work.
- 11.4 We will put in place service contracts which comply with manufacturers recommendations for service intervals.
- 11.5 Tenant and resident safety compliance requires a number of cyclical safety inspections and servicing. Our cyclical repairs programmes will cover key landlord safety compliance areas for which the Association has statutory and regulatory obligations. The Association has specific policies and procedures for dealing with all aspects of tenant safety. Particular emphasis will be placed on the following areas:

Fire Risk Assessments and Fire Safety

We will implement a regime of fire risk assessment using external contractors and annual fire safety inspections in-house for every block, specific to its build type. We will only use competent specialist contractors and ensure our workforce are trained and confident to undertake these inspections. We will employ competent contractors to service and maintain all essential equipment designed to prevent, detect and alert fires in our properties.

Gas Safety

We will ensure that all gas systems within the Association's control are properly managed and operate safely and that all new installations, maintenance and safety checks are carried out in accordance with the Association's duty as a landlord and as required by the Gas Safety (Installation and Use) Regulations 1998.

Electrical Safety

We will ensure the effective inspection, maintenance and management of all electrical installations, fixtures and appliances within premises controlled by the Association.

Asbestos Management

The Association recognises the dangers presented by asbestos and shall have detailed asbestos management policy and procedure documents in place. These shall describe the general approach and particular steps it shall take in order to meet relevant legal, health and safety, and best practice requirements.

Legionella Management

The Association will carry out its legal duties to consider, assess and control the risks of exposure to Legionella to our tenants. This requirement stems from the Control of Substances Hazardous to Health Regulations 2002 (as amended) and Section 3(2) of the Health and Safety at Work Act 1974 making provision for the legislation to apply to landlords of both business and domestic premises. We will undertake a structured Legionella Risk Assessment programme and aim to eliminate or reduce the risk to an acceptable level and arrange for routine inspection and maintenance of water systems, and where needed, a programme of disinfection.

Lift Maintenance

We will comply with the relevant legislation and associated regulatory guidance on the use and maintenance of lifting equipment in properties through correct maintenance and periodic inspection.

Dampness and Mould

We want to do everything we reasonably can to make sure our tenants stay safe, healthy and well in their homes. Damp and mould are issues which can have a serious impact on the health and well-being of our tenants, and cause damage to properties. Although there are no specific planned or Cyclical

maintenance programmes in relation to dampness and mould, we will carry out programmes to upgrade heating, ventilation and insulation as well as other components such as windows and doors which will have an impact by improving energy efficiency. We will also adopt a proactive approach to the prevention, treatment and remediation of dampness within our stock through responsive repairs and energy advice.

12. Resident Liaison

- 12.1 As a matter of course, the Association shall give tenants advance notice of any cyclical and planned maintenance works due in their property. Detailed information about the nature of the work, specification, timescales and any disruption likely to be caused, will be provided.
- 12.2 As far as possible tenants will be given the opportunity to exercise choice in the specification of products and works. 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.
- 12.3 On completion of individual works the views of tenants involved will be sought via a tenant satisfaction survey. This information will be used to assess the performance of contractors and to identify possible future service improvements.
- 12.4 The Association endeavours to arrange planned and cyclical repairs visits to suit the needs of individual tenants and passes on access details, availability and tenants contact numbers to the contractors carrying out the work, to minimise inconvenience and abortive visits.
- 12.5 In exceptional circumstances it may be necessary for the Association to force entry and we will make good any damage caused. Forced entry will only be made in exceptional circumstances where planned or Cyclical works involve health and safety issues or where works in another adjacent property cannot be completed without access.

13 Quality Control – Individual Projects

- 13.1 With all repair works the Association will aim to ensure that good quality materials are used by contractors and also that high standards of work are achieved. A robust inspection and monitoring system shall be in place for this purpose. The Association will maintain effective systems for monitoring contractor performance and requesting feedback from residents on work carried out.
- 13.2 Performance management meetings will be held between the Asset Management Officer/ Maintenance and Voids Manager and the contractor's representative on a monthly basis, or more frequently as required. These

meetings will be the main arena for operational issues and problems to be recorded, discussed and resolved. Data on key performance indicators will be collected and recorded at these meetings. These meetings will be formally minuted, and the minutes kept on the project file.

- 13.3 The Asset Management Officer will be responsible for the overall supervision of projects on behalf of the Association. The Asset Management Officer will convene Project Team meetings and collate information for monitoring of KPIs. They will also be responsible for monitoring complaints and ensuring that these are resolved quickly and effectively.
- 13.4 The Maintenance and Voids Manager will monitor quality of product and service being provided by the contractor during works. They will in particular check for potential health and safety hazards and report any found immediately to the contractor for appropriate action.
- 13.5 The Asset Management Officer where necessary assisted by the Maintenance and Voids Manager will check invoices and pass for payment. The Repairs Team will carry out defects inspections at the end of the defects liability period (where applicable).
- 13.6 The Association will hold regular formal liaison meetings with maintenance contractors where issues of quality will be addressed and improvements sought through joint working.

14 Training and Development

- 14.1 Staff dealing with the management of planned and cyclical maintenance will have training appropriate to their needs and to the needs of the Association identified within their Personal Training Plans to ensure the aims of the policy are met.
- 14.2 This will include all relevant legislation as well as training on all internal procedures and record keeping.

15 Tenant Involvement in Reviews of Service

- 15.1 The Association recognises through its Tenant Participation and Engagement Strategy the importance of putting the views of tenants and residents at the heart of its policy making. We will consult with tenant/ residents and representative groups through a variety of methods including individual and group consultations, by newsletter and through our website when reviewing this policy.
- 15.2 In reviewing the planned and cyclical maintenance policy and procedures, feedback will also be sought from those individuals who have been involved

in a maintenance issue. This feedback will be analysed to inform reviews of the service as will complaints and comments from tenants.

16 Equality and Human Rights

- 16.1 In applying the Planned and Cyclical Maintenance Policy, SHA will ensure it complies with the Equality Act 2010. The Act makes it unlawful to discriminate against, harass or victimise a person because they have one or more of the following protected characteristics: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex and sexual orientation.
- 16.2 An Equality and Human Rights Impact Assessment (EqIA) (Appendix 1) has been carried out in relation to this policy to assess the positive and negative Equality and Human Rights Impacts of this Policy.

17 Data Protection

- 17.1 SHA will treat all personal data in line with our obligations under the Data Protection Act 2018, the UK General Data Protection Regulation and the SHA Privacy Policy and Data Retention Policy. Information regarding how SHA process personal data and the legal basis for processing personal data is set out in SHA Fair Processing Notices.

18 Delegated Authority

- 18.1 Delegated authority is granted by the Management Committee through the SHA Scheme of Delegated Authority to the Chief Executive and SHA staff to operationally interpret and implement the Planned and Cyclical Maintenance Policy and associated procedures.

19 Resources

- 19.1 We will ensure that all planned and cyclical maintenance services are planned, effectively budgeted for, and managed to a high standard. We will provide sufficient staff and staff training resources for maintenance services as the needs of particular areas are identified.

20 Monitoring and Reporting

- 20.1 The Director of Property Services is responsible for ensuring the implementation of this policy and supporting procedures by staff, and for the maintenance of all the necessary records on the housing system to enable the compilation of regular reports on performance.
- 20.2 Targets will be set for monitoring performance for each aspect of dealing with the process of planned and cyclical repairs.

- 20.3 By monitoring expenditure in planned and cyclical maintenance against annual budgets we are able to assess the continued financial viability of our stock against revenue and expenditure assumptions made during the asset planning stage.
- 20.4 The Operations Sub Committee will receive reports from the Director of Property Services to allow effective monitoring of the policy and implications for other policies. These reports will include:
- Details of projects planned and on site
 - Progress against initial programme
 - Details of delays and alterations to programmed dates
 - Customer satisfaction
- 20.5 Monitoring of expenditure against budget and linking the Asset Management Plan to the Business Plan will be through the Association's general budgetary control and financial planning framework.

21 Customer Service/Satisfaction

- 21.1 SHA is committed to achieving high levels of customer satisfaction in the delivery of this Policy.
- 21.2 SHA will include all aspects of the maintenance process within its main tenant satisfaction survey and ensure that any feedback is taken into account in any review of this policy.
- 21.3 The feedback and information received in this way will be used to inform any policy review with a view to improving the services we deliver and the overall SHA customer experience. The survey results will be reported to the Scottish Housing Regulator through our annual return on the Scottish Social Housing Charter and in our SHA Annual Report.

22 Risk Management

- 22.1 The management of planned and cyclical maintenance represents risk to SHA in the following ways:
- Failure to comply with relevant legislation may result in possible legal challenges.
 - Failure to comply with regulatory guidance may result in action by the Scottish Housing Regulator.
 - Component replacement cycles not being consistently applied may lead to customer dissatisfaction and could have health and safety implications.
 - Failure to effectively design and implement our planned and cyclical programmes could result in monies being directed incorrectly resulting in a lack of effective use of our limited resources.

- Expenditure not properly managed may have implications for the budget and the Association’s financial and business plans.
- Rent loss from declining popularity of homes may result from delaying the replacement of components.

22.2 Given the importance of these risks the effective management of this policy is vital. By having a written Planned and Cyclical Maintenance Policy and procedure the Association is able to ensure that a consistent uniform and professional approach is adopted and the service delivered is compliant with legislation and best practice.

22.3 SHA consider and review risk at both a strategic level through monitoring of the Corporate Risk Register by Audit Committee and Management Committee, and at an operational level through the Operational Risk Register monitored by the SHA Managers Group.

23 Links with Other Policies

23.1 The Association recognises that planned and Cyclical maintenance is dependent on policies and performance in a variety of service areas, including:

- Asset Management
- Business Planning
- Responsive Repairs and Maintenance
- Void Management
- Tenant Safety
- Disturbance Payments and Allowances
- Procurement
- Rechargeable Repairs
- Estate Management

24 Openness and Transparency

24.1 This policy will be published to the SHA website. Associated documents and information are available on request from the Association subject to statutory exemptions and exceptions which may be applied to release in terms of the Freedom of Information (Scotland) Act 2002 (FOISA) and the Environmental Information (Scotland) Regulations 2004 (EIR).

24.2 SHA will always exercise a presumption to publish information in relation to planned and Cyclical maintenance which is in the public interest unless there is a compelling reason as set out in FOISA or the EIRs not to publish.

25 Review

- 25.1 This policy will be approved by the Management Committee. It will be reviewed every three years unless amendment is prompted by a change in legislation, operational requirements, customer feedback or as dictated by our risk management strategy.
- 25.2 This policy will be reviewed every three years, or sooner, in the event of a significant legal or regulatory change which affects this policy, a change in operational requirements or as dictated by our risk management strategy.
- 25.3 In reviewing repairs and maintenance, we will incorporate tenant feedback on the planned and cyclical maintenance process and customer satisfaction surveys. This feedback will be analysed to inform reviews of the service as will complaints and comments from tenants.
- 25.4 The policy, in parts, attempts to summarise current legislation. In any case of conflict between the two, legislation will always take precedence.

26 Complaints and Appeals

- 26.1 If anyone feels that they are dissatisfied with the service they have received as a result of this policy they have the right to complain and should be encouraged to use the Associations Complaints Procedure.
- 26.2 Further information on how to make a complaint is available from the SHA website. Complaints can be made via the website, in person in writing or by email, or by telephoning the SHA office.
- 26.3 Beyond SHA's two stage internal procedure, complainants have a right to refer their complaint to the Scottish Public Services Ombudsman (SPSO) for an independent external review. SHA's Complaints Handling Procedure details the way in which complaints can be made to the SPSO, and the timescales for responding



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