

Repairs and Maintenance Policy

Policy Owner: Head of Housing Services

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Southside Housing Association: Repairs and Maintenance Policy

1.0 Section 1:

Introduction and Background:

1.1 Background:

Southside Housing Association registered as social landlord (RSL) in 1971 and has charitable status. The Association operates in the south west of Glasgow and currently owns 2015 houses.

The Association also provides a factoring service to 796 owner occupiers through its non-registered subsidiary, Southside Factoring and Related Services Ltd. This incorporates 309 homes where Southside took over the factoring services from GHA.

1.2 Stock Profile:

At the end of March 2011, Southside acquired a total of 1,033 homes; this included 534 homes in Cardonald and 499 homes in Pollokshields from Glasgow Housing Association (GHA) through Second Stage Transfer (SST). It also acquired a further 441 homes from GHA in Halfway on 27 June 2011.

The Association's housing stock by neighbourhood is outlined below:

- Cardonald - 534 units
- Pollokshields – 499 units
- Halfway – 441 units
- Southside Central – 647 units

(NB: The total stock figures vary over time due to 'right to buy' sales, 'buy backs' and new build development.)

Following the Second Stage Transfer (SST) of housing stock from GHA, the Association has become a significantly larger organisation and now owns a diverse mixture of property types including multi-storey; deck access; traditional four storey tenements; new build and sheltered housing stock.

1.3 This policy covers all aspects of the repairs and maintenance service incorporating, reactive, void, planned and cyclical works.

1.4 This Repairs and Maintenance policy has been developed to take account of legislative, regulatory and good practice requirements in connection with the service delivery of this area of operation.

This includes the requirements of the Scottish Social Housing Charter, introduced in April 2012, to replace the performance standards set out in previous guidance from the Scottish Housing Regulator (SHR). The Charter aims to help to improve the quality and value of the services that social landlords provide and contains a total of 16 Outcomes and standards that social landlords should aim to achieve.

2.0 Section 2:

Aims and Objectives:

2.1 Southside Housing Association is committed to maintaining our properties and common areas to the highest possible standard, whilst providing an excellent service. This standard is achieved through our Repairs & Maintenance policy, Estate Management policy and Voids Policy & Procedures.

2.2 **Scottish Social Housing Charter:**

The Scottish Social Housing Charter replaces the performance standards set out in previous guidance produced by the Scottish Housing Regulator (SHR) and sets performance standards to improve the quality and value of the services that social landlords provide. The Charter supports the Scottish Governments long-term aim of creating a safer and stronger Scotland. It contains a total of 16 outcomes and standards that social landlords should aim to achieve.

2.3 **Annual Return on the Scottish Social Housing Charter (ARC):**

From April 2013 SHR require all social landlords to collect and provide key information on their performance in attaining the outcomes and standards in the Charter.

SHR will use the landlord's Annual Return on the Charter (ARC) to report publicly on progress against outcomes and standards and use this to inform SHR regulatory assessments.

The Association aims to meet the Scottish Government Social Housing Charter outcomes/standards 1,2, 4, 5 and 13 which state;

- Outcome 1: **Equalities** – Every tenant and customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services.
- Outcome 2: **Communication** – Social landlords manage their business so that 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.
- Standard 4: **Quality of housing** – Social Landlords must manage their business so that - '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 & improvements** – Social landlords manage their business 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.'
- 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.

The main Charter outcomes and associated indicators which will influence this policy fall under the section on 'Housing **Quality and Maintenance**'.

Social landlords are responsible for meeting the standards and outcomes set out in the Charter which will be used to monitor the performance of all 'social landlords'. (See details of performance indicators at **Appendix 1**)

- 2.4 To comply with legal duties, codes of good practice and obligations contained within the tenancy agreement.
- 2.5 To provide a prompt and efficient response to routine, urgent and emergency repair requests from tenants and provide homes in a safe and high standard of repair that offer a warm comfortable and healthy living environment for occupants; and which remain in demand.
- 2.6 To provide an efficient and responsive reactive repairs service that reflects tenant priorities and gets repairs done right, on time, first time. Getting the job done 'right first time' indicator allows the Association to understand how efficiently and effectively they are diagnosing repair problems and planning for their rectification.
- 2.7 To ensure effective systems are in place to monitor all performance and financial aspects of the repairs and maintenance service which will underpin the planning of works and enable the Management Committee to control the service. For example: landlords have a statutory duty to carry out annual gas safety checks. It is therefore relevant to monitor how effectively the Association is carrying out this responsibility.
- 2.8 To ensure that practices and procedures are reviewed as a result of feedback through our repair and satisfaction survey and complaints procedure. As repairs and maintenance is the main service area which tenants are likely to encounter, it is important that the Association is able to report on the levels of tenant satisfaction with the service operated.
- 2.9 Provide customers with regular performance information and a range of opportunities to be involved in the development of the full range of maintenance repairs activities and services.
- 2.10 To ensure practices and procedures are reviewed as a result of feedback through our repair satisfaction survey and complaints procedure.
- 2.11 To ensure that high standards of performance are achieved by contractors employed by the Association.
- 2.12 To ensure that life cycle costing exercises are conducted as necessary to assess the potential costs of future major repairs.
- 2.13 To ensure that adequate funds are set aside annually to resource future major repairs.

3.0 Section 3:

Standards of the Maintenance Service:

- 3.1 The Association will ensure that the standards and outcomes set down in the Scottish Social Housing Charter (April 2012) relating to Housing Quality and Maintenance are achieved.
- 3.2 The Association will ensure that the provisions of the Building Standards (Scotland) Regulations 1990, as amended and Associated Technical Standards and any amended or superseding Regulations are met.
- 3.3 The Association will ensure that it only employs contractors willing and able to abide by the terms and conditions of the Association's contracts for maintenance works and achieve the standards required.

The Association will also ensure that all contractors it employs to carry out repairs and maintenance are registered with the appropriate regulatory bodies of trades e.g. Gas Safe (By law, you must be on the Gas Safe Register to carry out gas work in United Kingdom) or recognised replacement body and NICEIC (National Inspection Council for Electrical Installation Contracting) and are adequately insured.

- 3.4 The Association will carry out regular inspections to test the quality of workmanship and materials of the contractors it employs. In particular, the Association carries out post inspections of all Gas workmanship to ensure that it meets the required safety standards.

The following will be discussed at regular Tenant / meetings / forums:

- The Scottish Housing Quality Standard and
- Consequent planned maintenance programmes;
- This Repairs and Maintenance Policy

4.0 Section 4:

Roles in Service Provision:

- 4.1 The Management Committee will have responsibility for approval of this policy on the basis that it meets regulatory requirements and supports the mission and objectives of the organisation. It also ensures approval for the budgetary requirements to implement the policy.
- 4.2 The Housing Services Manager has responsibility to ensure that the policy is applied and meets the Association's Business Plan and budget objectives.
- 4.3 The Finance Manager has responsibility for ensuring that the appropriate financial information is provided quarterly via the Associations management accounts.
- 4.4 The Maintenance Manager has responsibility to ensure that appropriate technical support, advice and training is provided to the Management Committee, the Housing Services Manager and other relevant members of staff.

5.0 Section 5:

Legislation/Statutory Obligations

5.1 The Association will comply with all legal requirements regarding housing quality, repairs, maintenance and improvements to ensure that its maintenance policies and procedures aid this process.

The legislative requirements include the need to comply with the range of health and safety duties imposed upon landlords; and various landlord responsibilities set out in the 2001 and 2010 Housing (Scotland) Acts, to ensure that a duty of care to our tenants is maintained.

5.2 Particular attention will be paid to Part 2, Tenants of Social Landlords: Chapter 1, Scottish Secure Tenancies: Sections 27 – 31, Repairs and Maintenance. This includes:

- Section 27 - Repairs: This section puts the landlord under an obligation to ensure that the house is kept wind and watertight and reasonably fit for human habitation.
- Section 28 - Landlord's consent to work: This section requires a tenant to get the written consent of the landlord to undertake any work, other than interior decoration.
- Section 29 – Re-imbusement of cost of work: This section applies when a Scottish secure tenancy comes to an end. Where a tenant has carried out improvement work to the house, with the consent of the landlord, the landlord can make a payment to the tenant, up to the cost of the work.
- Section 30 – Right to compensation for improvements: Where the tenant has carried out certain improvement works, with the consent of the landlord, they are entitled to compensation for the cost of the works when the tenancy comes to an end.
- Section 31 - Effect of work on rent: This section prevents the landlord increasing the rent of a tenant to reflect any increase in the value arising from improvement works undertaken and agreed with the landlord.

5.3 In addition, the Association will ensure that its maintenance operations comply with the Building Standards (Scotland) Regulations 2004, as amended, and associated Technical Standards, and any amended or superseding regulations. The 2013 Edition of the Technical Handbooks are now available and provide revised guidance and support the Building (Miscellaneous Amendments) (Scotland) Regulations 2013.

5.4 With regards the rights and obligations of landlord and tenant in so far as repairs are concerned for Scottish secure tenancies introduced under the Housing (Scotland) Act 2001 and Housing (Scotland) Act 2010, 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. The Association will clearly detail these in its tenancy/occupancy agreement and reinforce them within its Tenant's Handbook.

6.0 Section 6:

Repair Responsibilities:

6.1 The Association's Repair Responsibilities are summarised below:

- a. External fabric - To repair and maintain the external fabric of the building and related common parts in a good condition under the terms of the responsive, cyclical and major repairs programmes as detailed in this policy. This includes, for example, roofs, external walls, gutters, downpipes and close doors.
In general, the Association will maintain the structure, exterior and common parts of the property; keep in good working order the Association's installations for the supply of water, gas (if applicable), electricity, sanitation and space and water heating, all fixtures and fittings owned by the Association.
- b. Internal common works – To maintain common entrances, stairways, passageways and other common areas in a good condition and fit for use by the resident household and visitors. This includes for example stairs, close windows and communal TV aerials
- c. In particular, the Association will repair, maintain and renew where applicable at the end of their economic lives, all building elements owned by the Association. For example: Internal fitments – To repair and maintain installations which have been provided by the Association. This includes for example, kitchen and bathroom fitments, pipework for the supply of gas and water, heating systems and electrical wiring, windows and doors.
- d. Environmental repairs – To repair and maintain environmental areas owned by the Association such as paths, walls fences, bin stores, play areas, drying areas and hard and soft landscaping
- e. Additionally, the Association may from time to time agree to repair/maintain but not renew specific tenant fixtures or appliances provided the tenant agrees to pay for such repairs/maintenance and has had the permission to install the fixtures, fittings or appliances if required to under the Association's Policy on Requests for Alterations.
- f. Charges will be levied where a repair becomes necessary and damage has been the result of a Tenant's negligence or others permitted access to the house by them. The Association will charge the costs of repairing such damage to the tenant and full details on the process and circumstances are contained within the Association's Rechargeable Repairs Policy.
- g. The Association will maintain comprehensive Buildings Insurance for all its properties. Tenants, sharing owners and outright owners are responsible for arranging home contents insurance to cover their own possessions.
- h. Such insurance will not cover loss or damage caused to tenants' contents such as furniture and other possessions.
- i. The Association will give the tenant at least twenty-four hours notice where

access is required by Association staff, or contractors. However, there may be occasions where an emergency will arise which will require immediate access and the tenant's co-operation on these occasions would be appreciated.

6.2 The Tenant's Responsibilities are summarised below:

Repairs

Under legislation tenants have obligations to report and allow access to carry out repairs to their home and the common areas. They also have responsibility for specific areas of maintenance. Full details of responsibility are contained within the tenancy agreement and tenant's handbook. (See also **Appendix 2** of this policy). Any deliberate damage to the Association's property will be rechargeable.

- The tenant will be responsible for reporting repairs promptly to the Association.
- The tenant will ensure that the dwelling and fixtures belonging to the Association remain in the condition in which they were provided by the Association subject to fair wear and tear.
- The tenant will keep the interior of the property in good and clean condition and in proper decorative order.
- Where the tenant has exclusive or shared use of a garden, the tenant will maintain it, unless the Association has agreed to organise such works as a service, in which case the tenant will be responsible for paying for such services via a service charge.
- The tenant will be responsible for damage to glass, choked sinks or sanitary ware, plugs, or chains, internal door handles, replacing lost or broken keys and any costs incurred through forcing entry required as a result of lost keys, particularly where such damage is due to the tenant's negligence. Where the damage is covered by the Association's Building Insurance, the tenant will be liable for any excess.
- The tenant must replace items damaged through neglect or carelessness on the part of the tenant or any member of the tenant's household or a visitor.
- The tenant will be responsible for payment of an abortive call out or work carried out as a result of problems pertaining to the tenant's fixtures and fittings, appliances or installations.

6.3 Tenants' Responsibilities in Common Areas

- The tenant will not cut, mark, draw or letter any part of the external walls, common entrance or staircase of the building, nor put up any items such as TV aerials or signboards on the building without the written consent of the Association.

- The tenant in shared dwellings will take a turn in rotation with other occupiers in the sweeping and cleaning of the common close, stairs and landings, and cleaning of stair case windows. Unless such services are organised by the Association, where these services are organised by the Association's contractor or concierge service, the tenant is responsible for paying such services via a service charge which is reviewed annually.
- When such services are provided, the Association will only cancel them if the majority of occupiers in a common close agree to the cancellation and agree to abide by their responsibilities.

6.4 Rechargeable Repairs

Charges will be levied where a repair becomes necessary as a result of the wilful, negligent or accidental actions of a tenant, household member or visitor to a property as oppose to through fair wear and tear. Full details on the process and circumstances for charging are contained within the Association's Staff Procedures for Repairs and Maintenance.

6.5 The Reactive Repairs Service

We will offer a wide range of methods to maximise ease of reporting. Repairs may be reported by phone, email, in person or in writing.

For non- emergency repairs, we will operate a repair by appointment system on specific dates or days and at a time in either the morning or the afternoon. In exceptional circumstances we may be able to arrange for an out of office hours repair with contractors to call between 5 and 7pm or on Saturday mornings.

With all repair works, the Association will aim to ensure that good quality materials are used by contractors and that high standards of workmanship are attained. We will clearly identify our expectations to our contractors and also invite customer feedback via our satisfaction survey at individual repair level.

We will publicise information about the service in a number of ways. The tenant handbook and website in particular will provide detailed information such as repair responsibilities and response times. Publications such as the quarterly newsletter will be used to provide general information such as practical tips, out of hours contact details and performance statistics

7.0 Section 7

Repair Response Times

- 7.1 The Association will categorise reported faults and according to the level and nature of the response required. We will endeavour to apply a consistent approach to this categorisation; however discretion will be applied where a tenant is significantly more inconvenienced as a result of their age, health or any other relevant factor.

a. Emergency repairs:

An emergency repair is defined as something that could not have been foreseen and which could cause danger to health, residents' safety, or serious damage or destruction to property. The minimum emergency service provided will be a "make safe" solution with any associated outstanding repair work following on from the original visit.

(Appendix 3 details the repairs that would normally be classified as emergency. Right to Repair items with a one day completion time will also be placed in this category.)

All emergency repairs will be responded to within **2 hours** from the time of the initial request for service and immediately made safe. The Association will have in place arrangements to ensure requests for emergency repairs can be received and responded to 24 hours a day, 7 days a week.

b. Urgent:

Where a repair is categorised as urgent, the Association will offer a repair by appointment system where the repair (or inspection if necessary), is carried out and completed within **2 working days**, (commencing from the time of the initial request for the service). '**Right to Repair**' items with a **3 or 7 day** completion time will be placed in this category. The response time for this category will be extended only where the tenant indicates that access will not be available until after the 2 day response.

c. Routine Repairs:

Where a repair is categorised as routine, the Association will offer a repair by appointment system where the repair (or inspection if necessary), is carried out and completed within 7 working days, (commencing from the time of the initial request for the service).

7.2 d. Exceptional Repairs:

Sometimes a non emergency repair will take longer than usual due to unique circumstances such as a part being difficult to obtain, multi trades being involved in a repair or unforeseen additional works required. It is likely that a small number of these repairs will arise in a year. Exceptional repairs will be completed with **15 working days** of the original report being made. If this is not possible, full information will be provided as to the reasons for the delay and the expected completion

The Association will apply the same process of categorisation of defect repairs required in newly built properties. We will aim to maintain effective working relationships with contractors to ensure as far as possible that works are carried out within the relevant timescales.

8.0 Section 8

Right to Repair:

8.1 The Association will adhere to the requirements of the Right to Repair scheme

defined in the Housing (Scotland) Act 2001. This statutory scheme covers specified repairs known as qualifying repairs of an urgent nature up to a maximum of £350.

- 8.2 If a qualifying repair is not started within the required timescale, tenants can instruct an alternative contractor from the Association's approved list to carry out the repair and charge the landlord the cost. Details of qualifying repairs and responses are contained within **Appendix 3**.
- 8.3 When a qualifying repair is reported the Association will:
- a. State the maximum time allowed to carry out the repair and the last day of the period.
 - b. Give details of the primary and a secondary contractor.
 - c. Make arrangements for access.
- 8.4 The Association will establish procedures, without the requirement for submission of a claim if compensation is due, to be awarded. The level of compensation is set in legislation and is subject to a maximum of £100.
- 8.5 We acknowledge the particular requirement to advise tenants in writing annually of the provisions of the scheme and we will use the newsletter as the principal method of achieving this. We will maintain records that monitor and demonstrate compliance with the Right to Repair Scheme.

9.0 Section 9

Repairs Inspections:

9.1 **A. Pre-Inspections**

As an organisation we understand the need for the repairs service to have technical expertise within our staff to undertake assessments on our properties that determine the appropriate repair action to be taken. In general terms, we will pre inspect repairs in the following circumstances;

- a. Any reported structural defect that has potential to cause harm or deteriorate rapidly.
 - b. Reports of damp or mouldy conditions.
 - c. Orders that have potential to cost more than £700.
 - d. Fire related repairs.
 - e. Potential insurance claims.
- 9.2 Our staff are fully trained to determine the circumstances when a pre- inspection should be requested. Full details are contained within **Appendix 4**.
- 9.3 Pre inspections will be carried out on an appointment basis within 2 working days of the report being made (or later if this suits the tenant). The repair will then be categorised under the standard response times. The time taken to complete repairs requiring a pre-inspection will be measured from first report to completion

of work. Records of post inspections are input on our IT systems.

9.4 **B. Post- Inspections:**

The Association will carry out post-inspections of ten percent of completed repair work to ensure that we are providing a high quality service which is also value for money. The main trigger for post inspections will be linked to feedback from our repairs satisfaction survey and customer complaints. We will also have regard to invoice amounts and contractor performance.

9.5 Our IT systems will record the outcome of post inspections which will be presented to our maintenance contractors at twice yearly appraisal meetings.

9.6 Post inspections will be carried out by appointment. They will not be included as part of the time taken to complete the repair.

10.0 **Section 10**

Void Properties

10.1 The Association has a Void Management Policy which details our procedures to let void properties as quickly as possible in order to minimise loss of rental income. In order to achieve this we will adopt a systematic approach to undertaking inspections, instructing necessary repair work, monitoring progress towards completion and passing properties as fit to let.

10.2 We will have in place a 'void property standard' which will define, as far as practically possible, our expected standard for re-letting our houses. The time taken to carry out repairs on void properties will vary on an individual property basis. Our timescales range from 3 working days for minor repairs, 5 working days for a standard void and 7 days for a 'major void' requiring more extensive work.

In voids, decoration must be intact and clean, failing which:

1. If the tenant is able to carryout decoration works, the Association will issue decoration vouchers in the amount of £50 per room if required.
2. If tenant is unable to carry out decoration works, the Association will decorate in magnolia emulsion.

10.3 It is our policy to instruct both a gas and electrical safety check to all void properties prior to a new tenant taking up residency.

11.0 **Section 11**

Adaptations:

11.1 We aim to maximise the availability of housing for people with diverse needs and recognise that adapting houses can have a significant positive impact on the health and well being of individuals and their households. The Association has a

separate Adaptations policy which details how we meet the needs of tenants whose circumstances require the addition of specialised facilities or equipment.

11.2 Where we have installed additional or specialised equipment or facilities, these will be maintained in accordance with this policy.

12.0 Section 12

Graffiti Removal:

12.1 Where graffiti appears on external surfaces, the Association will work in partnership with Glasgow City Council Clean Glasgow Campaign to ensure that our area is maintained in a good condition and graffiti is removed as soon as possible. We will keep records of all incidences reported. Where graffiti appears on internal areas, such as close walls, the Association will instruct removal by our own contractor. Where the contents are offensive, this will be categorised as an emergency repair.

13.0 Section 13

Asbestos Management:

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

14.0 Section 14

14.1 Insurance:

The Association maintains a comprehensive buildings insurance register for all its properties. Tenants, sharing owners and outright owners are responsible for arranging home contents insurance to cover their own possessions.

15.0 Section 15

Planned and Cyclical Maintenance:

15.1 Planned maintenance is work which is programmed in advance, normally over a 30 year period. It will be based upon information held on stock condition and the anticipated life span of components. To supplement this information, we will use feedback from our tenant satisfaction survey and robust monitoring of our reactive repair spends as a prompt for targeting technical inspections. Analysis of our technical inspections will be used to inform our planning of future maintenance requirements. Examples of planned maintenance include kitchen and bathroom replacement, windows, roofs and heating systems.

15.2 The Association will publish its annual maintenance programme through the Association's newsletter for the following financial year containing details of planned maintenance contracts that will be undertaken. The financial

implications of this will be included within the Associations business planning process.

15.3 On Major Repairs contracts, the Association will:

1. When re-fitting kitchens, include redecoration in emulsion, in a colour of the tenant's choice.
2. During any other major repair work that might require tenants to redecorate, issue decoration vouchers in the amount of £50 per room affected.

NB: For the avoidance of doubt there would be no question of financial compensation for inconvenience or disruption.

15.4 The Association recognises the expectations set by the specification of a **Scottish Housing Quality Standard** that should be complied with by 2015. We will, through our planned maintenance programme ensure this is achieved and also maintained beyond 2015.

15.5 The Association recognise the expectations set by the Scotland's Sustainable Housing Strategy (SHS). The SHS sets out a vision for warm, high quality, affordable, low carbon homes and energy efficiency has a major part to play in achieving that vision. The Energy Efficiency Standard for Social Housing (EESH) has been developed to help improve the energy efficiency of the social housing stock. The EESH was launched by the Scottish Government in March 2014. The EESH will contribute towards the carbon emissions reduction targets set by the Climate Change(Scotland)Act 2009. The Scottish Housing Regulator (SHR) will monitor and report on social landlords's compliance with the EESH.

15.6 Cyclical maintenance is periodic work which is carried out at agreed intervals and usually involves inspection, servicing or cleaning. Examples of cyclical maintenance include annual gas appliance checks, gutter cleaning and communal painter work.

15.7 The Association will tender contracts for planned and cyclical work in accordance with the provisions of its Procurement policy.

15.8 The Association will give tenants advance notice of any cyclical and planned maintenance works due on their property. Detailed information about the nature of the work, specification, timescales and any disruption likely to be caused, shall be provided.

15.9

As far as possible tenants shall 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.

On completion of individual works the views of tenants involved will be sought via a survey. This information, along with any complaints received during the course of the works will be used to assess the performance of contractors and to identify possible future service improvements. Any unsatisfactory results will be recorded as a complaint.

16.0 Section 16

Gas Safety:

- 16.1 The Association recognises the critical importance of ensuring gas heating and hot water systems in its properties are in good safe working order. It will meet all statutory duties in relation to gas safety management and associated health and safety legislation. In doing so, it will maintain effective administrative systems to ensure all gas systems in tenanted properties are subject to an annual service.
- 16.2 In fulfilling its legal responsibilities, the Association will 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 will include taking appropriate action to gain entry.
- 16.3 The Association will appoint an independent Gas Safe Registered contractor to carry out annually, on a sample basis, a quality assurance check of the principal gas safety contractor's work. This independent contractor will sample at least 10 % of the services completed and report on findings and any actions taken. Appointments for gas safety checks will be offered in the evening and at weekends in order to promote maximum access. However, this will only be in exceptional circumstances.

17.0 Section 17

Alterations to Property:

- 17.1 The Association has a procedure in place to allow tenants to apply for permission to undertake alterations or additions to their homes. As a landlord, we will not unreasonably withhold consent, but will make it conditional that any proposed alterations meet the standards of safety and workmanship required by us. We will, however, not be responsible for supervising the installation process.
- 17.2 Southside Housing Association will fully support its tenant's rights to carry out improvements as part of its policy of maintaining its houses to the highest standard and will seek to assist any tenants wishing to avail him/herself of this right.
- 17.3 In granting permission for alterations the Association will be satisfied that that the proposed works will not detract from the future letting of the property. In addition, it will be made clear that the tenant will accept the full installation costs as well as be liable for the any ongoing maintenance responsibilities. Where an alteration is removed, the Association will expect that the property be returned to its original condition.

Under the terms of the tenancy agreement, alterations or improvement work to a property (other than internal decoration) should not be carried out without the written consent of the landlord. The following provides examples of alterations:

<u>Requesting a structural change such as removing an internal wall</u>
<u>Requests to fencing to replace an existing boundary</u>
<u>Loft renovations</u>
<u>Installation of external door</u>
<u>Installation of kitchen or bathroom suites</u>

<u>Installation of fires or fireplaces</u>
<u>Installation of additional kitchen units</u>
<u>Replacement of an existing gate</u>
<u>Replacement of internal doors or handles</u>
<u>Alterations to the garden space or erection of a garden shed</u>
<u>Adding or removing electrical sockets</u>
<u>Replacing light fittings or switches</u>

17.4 Certain requests for alterations may also require planning consent by the local authority. It is the responsibility of the tenant to ensure that all consents are in place before proceeding with the works

18.0 Section 18

Compensation for Improvements

18.1 The Association has procedures in place to comply with legislation contained within the Housing (Scotland) Act 2001 in relation to compensation for improvements. Scottish Government guidance is available on request from the Association.

18.2 In general terms you may qualify for compensation if you have written approval for your alteration and it is contained within a prescribed list of improvements. The tenancy must have ended but not through Right to Buy, repossession or a housing transfer with the same landlord.

18.3 Compensation paid cannot be lower than £100 or greater than £4000 for each improvement made.

18.4 Claims must be made in writing to the Association within the period starting 28 days before and ending 21 days after the tenancy comes to an end

19.0 Section 19

Access for Repairs and Maintenance:

19.1 The Association operates a repair by appointment system in order to minimise instances of no access being available. Where a tradesperson or repairs inspector calls at an appointed time and access is not available, the tenant will be notified by a card left at their address. The onus is on the tenant to rearrange a subsequent appointment. If no new appointment is made then the original order will be cancelled.

19.2 Where no access is available in extreme emergency or unexpected situations, such as a serious flood, we will make every effort to locate the whereabouts of the tenant. In the event of this not being possible access to the property will be gained in the presence of the police.

20.0 Section 20

Contractor Selection:

- 20.1 The Association has a contract in place with one main contractor for all reactive and void works. The Association also keeps a list of preferred contractors for planned, cyclical and specialist works which is subject to an annual review process. Through the application process the Association will ensure that our contractors meet all relevant legal requirements, can provide satisfactory references as to the quality of their workmanship and demonstrate value for money through provision of their hourly rates.
- 20.2 Our contractors have agreed to the Associations expected standards of conduct. Details of these are contained within **Appendix 5**.
- 20.3 Contractor's performance is regularly monitored through regular meetings depending on whether work is planned, cyclical or reactive. The review process will take into consideration, customer complaints and satisfaction, recalls to orders, feedback from staff, administration processes, post inspection, value for money and orders completed right first time.
- 20.4 Removal from the approved contractors list will be sanctioned by the Housing Services Sub Committee

21.0 Section 21

Right to Buy Applications:

- 21.1 Where a tenant makes an application to purchase their house under the Right to Buy Scheme, the Association will continue to meet all legal obligations by carrying out responsive repairs during the processing period.
- 21.2 The Association will not carry out planned or cyclical maintenance during this time, unless it is required to maintain the house wind and watertight and reasonably fit for human habitation, or free from any hazard.

22.0 Section 22

Sustainability Implications:

- 22.1 The approach outlined in this policy, working in tandem with our other housing management and maintenance policies, ensures that the Association makes a positive contribution toward the sustainability of our communities.
- 22.2 The Association acknowledges the negative impact that poorly maintained properties can have on individual households and communities and aims to ensure that these are kept to a minimum. Our Repairs and Maintenance policy and the associated procedures emphasise high quality responsive and planned maintenance services and a customer centred approach – the overall aim being to maintain the long term sustainability of our properties and successful occupancy of our homes.

23.0 Section 23

Performance Monitoring and Reporting:

- 23.1 The Association will 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 will 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 as follows;
Regulatory performance indicators:

- **Quality of Housing:**

4.1 Percentage of properties meeting the Scottish Housing Quality Standard (SHQS).

4.2 Percentage of properties at or above the NHER or SAP ratings specified in element 35 of the SHQS and comply with new Energy Efficiency Standard for existing Social Housing by 2020.

4.3 Percentage of tenants satisfied with the standard of their home when moving in.

4.4 Percentage of existing tenants satisfied with the quality of their home.

- **Repairs Maintenance and Improvements:**

5.1 Average number of reactive repairs completed per occupied property.

5.2 Average length of time taken to complete emergency (urgent) repairs.

5.3 Average length of time taken to complete non-emergency (routine) repairs.

5.4 Percentage of repairs appointments kept.

5.5 Of all properties that require gas safety certificates the percentage that have had continuous certification throughout the reporting year.

5.6 Percentage of tenants satisfied with the repairs and maintenance service.

5.7 Percentage of reactive repairs carried out in the last year completed on first visit.

24.0 Section 24

24.1 Complaints:

Any service user may submit a complaint, using the Associations Complaints Handling Procedure if it is felt that the Association has failed to correctly apply this Repairs and Maintenance policy.

25.0 Section 25

Training Review and Distribution:

- 25.1 The Association is committed to training and developing staff and committee members to their full potential in order to deliver a high quality of service in all areas.
- 25.2 This Policy will be approved by the two Neighbourhood Sub Committees and the Association's main governing body. It will be reviewed on a 3 yearly cycle. The review will incorporate changes in legislation, complaints, comments and feedback from customers.
- 25.3 This policy will be made available to every employee and committee member and will be made freely available to any tenant or interested party.

26.0 Section 26

Equalities Statement:

The Association will advise tenants through information leaflets and newsletters about the Association's Equalities policy and its commitment to fairness in the provision of services.

End of Policy

Appendix 1: Charter Outcomes and Performance Indicators

Charter Section:	Outcome/Standard	Indicator
Customer/ Landlord Relationship	Outcome No.1: Equalities	Indicator 2: Ethnic origins and disability of service users, staff and governing body members
	<p>Social landlords perform all aspects of their housing services so that:</p> <p><i>'Every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services.'</i></p>	<p>(A) For all landlords the ethnic origins of:</p> <ul style="list-style-type: none"> (i) staff (ii) existing tenants (iii) applicants on housing lists (iv) new tenants (v) governing body members <p>(B) The number of people who consider themselves to have a disability in categories (i) – (v) above.</p>
Customer/ Landlord Relationship	Outcome No.2: Communication	Indicator 3: Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions.
	<p><i>Social landlords manage their businesses so that:</i></p> <p><i>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.'</i></p>	<p>(i) No of tenants who responded</p> <p>(ii) No. who responded:</p> <ul style="list-style-type: none"> (a) very good (b) fairly good (c) neither good nor poor (d) fairly poor (e) very poor
		<p>Indicators 4</p> <p>4. Percentage of 1st and 2nd stage complaints, including those relating to equalities issues, responded to in full in the last year, that were resolved by the landlord and also the percentage upheld.</p> <p>5. The percentage of 1st and 2nd stage complaints responded to in full in the last year, within the Scottish Public Service Ombudsman (SPSO) Model (CHP) timescales.</p> <p>Number of:</p> <ul style="list-style-type: none"> (i) 1st and (ii) 2nd stage complaints received in the reporting year – split: 'equalities issues' and 'other issues'. (iii) No. of complaints at (i) and (ii) responded to in full by the landlord in the reporting year. (iv) No. of complaints at (i) & (ii) upheld by the landlord in the reporting year. (v) Of the number of complaints at (i) & (ii) the number responded to in full within the SPSO model complaint Handling Procedure (CHP) timescales.

Appendix 1: Charter Outcomes and Performance Indicators – continued

Charter Section:	Outcome/Standard	Indicator
Customer/landlord relationship	<p>Outcome No.3: Participation</p> <p>Social landlords manage their business so that:</p> <p><i>'Tenants and other customers find it easy to participate in and influence their landlords' decisions at a level they feel comfortable with.'</i></p>	<p><u>Indicator No.6:</u></p> <p>Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making process.</p> <p>(i) No. of tenants who responded: (ii) No.who responded (a) very satisfied (b) fairly satisfied. (c) neither satisfied nor dissatisfied. (c) fairly dissatisfied. (d) very dissatisfied.</p>

Housing Quality and Maintenance	<p>Standard No.4: Housing Quality</p> <p>Social Landlords manage their businesses so that:</p> <p><i>'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'.</i></p>	<p>Indicator No.7:</p> <p>Percentage of stock meeting the Scottish Housing Quality Standard (SHQS).</p> <p>(i) Total number of properties within the scope of SHQS as at 31 March each year, projected to 31 March 2015.</p> <p>(ii) Total No. of properties meeting the SHQS as at 31 March each year, projected to 31 March 2015.</p>
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Housing Quality and Maintenance	<p>Standard No:4 Quality of Housing</p>	<p>Indicator No:8</p> <p>Percentage of properties at or above the appropriate NHER (National Home Energy Rating) or SAP (Standard Assessment Procedure) ratings specified in element 35 of the SHQS, as at 31 March each year.</p> <p>(i) Total number of properties within the scope of SHQS. (ii) Total number of properties at or above the appropriate NHER or SAP ratings specified in element 35 of the SHQS.</p>
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Appendix 1: Charter Outcomes and Performance Indicators – continued

Charter Section:	Outcome/Standard	Indicator
Housing Quality and Maintenance	<p>Standard No:4 Quality of Housing</p>	<p>Indicator 9</p> <p>Percentage of tenants satisfied with the standard of their home when moving in.</p> <p>(A) Did you move into this property within the last year? (a) Yes (b) No</p> <p>(B) (i) Number of tenants who moved into their property within the last year who responded to 'Thinking about when you moved in, how satisfied or dissatisfied were you with the standard of your home?' (iii) Number who responded: (a) very satisfied (b) fairly satisfied (c) neither satisfied or dissatisfied (d) fairly dissatisfied (e) very dissatisfied</p>

Charter Section:	Outcome/Standard	Indicator
Housing Quality and Maintenance	<p>Outcome No.5: Repairs Maintenance and Improvements</p> <p>Social landlords manage their businesses so that:</p> <p><i>'tenants homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.'</i></p>	<p>Indicator No.11:</p> <p>Average length of time taken to complete emergency repairs:</p> <p>(i) The total number of emergency repairs completed in the last year. (ii) The total number of hours taken to complete emergency repairs.</p>
		<p>(f) very satisfied (g) fairly satisfied (h) neither satisfied or dissatisfied (i) fairly dissatisfied (j) very dissatisfied</p>

Appendix 1: Charter Outcomes and Performance Indicators – continued

Charter Section:	Outcome/Standard	Indicator
<p>Getting Good Value from Rents and Service Charges</p>	<p>Outcome No.13: Value for Money</p> <p>Social Landlords manage all aspects of their business so that:</p> <p>‘tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay’.</p>	<p>Indicator No.30</p> <p>Rent collected as percentage of total rent due in the reporting year.</p> <p>(i) The total amount of rent collected in the reporting year.</p> <p>(ii) The total amount of rent due to be collected in the reporting year (annual rent debit).</p> <p>Indicator No. 34:</p> <p>Percentage of rent lost through properties being empty during the last year.</p> <p>(i) The total amount of rent due for the reporting year.</p> <p>(ii) The total amount of rent lost through properties being empty during the reporting year.</p> <p>Indicator No.35:</p> <p>Average length of time to re-let properties in the last year:</p> <p>(i) The total number of properties re-let in the last year.</p> <p>(ii) The total number of calendar days properties were empty.</p>

Appendix 2: Tenant and Landlord Repairs Responsibilities

Doors	Southside	Tenant
Door Bell		√
Door Entry System	√	
Door Chain		√
Door Handles – except bathroom door handles		√
Door Name Plate		√
Door Spy Hole	√	
Door Locks	√	
Draught Excluders	√	
Letterbox	√	
Communal Close Doors	√	
All Doors (unless damaged due to vandalism)	√	
Keys Lost		√
Forced Entry (Can be re-charged!)	√	
Burglary	√	
Door Frames Facing and Skirting	√	
Kitchen		
Cooker (Unless provided by Association)		√
Cooker Socket	√	
Filters for Cooker Hoods		√
Kitchen Units	√	
Kitchen Worktop	√	
Sink Bowl and Drainer	√	
White Goods (Unless provided by the Association!)		√
Plumbing		
Blocked sink, WHB, bath or toilet (Unless caused by tenant who will be recharged!)	√	
Domestic Cold Water Supply	√	
Internal/External Pipes and Drains	√	
Downpipes and Gutters	√	
Hot Water Supply	√	
Plugs and Chains		√
Tap Washers	√	
Damage to Sinks or Sanitary Ware (Can be recharged!)		√
Underground Pipe Burst	√	
Fires (Where fitted by the Association!)		
Gas Boilers	√	
Radiators	√	
Heating Controls	√	
Gas Servicing	√	
Windows		
Glass unless damaged by vandalism (Can be recharged!)	√	
Windows (Frames, Catches and Handles)	√	

Appendix 2: Tenant and Landlord Repairs Responsibilities – continued

Electrical	South side	Tenant
Extractor Fans	√	
Communal TV or Satellite Aerial	√	
TV Aerial Socket	√	
Individual TV or Satellite Aerial		√
<u>Light Fittings</u> (Excluding Table Lamps)	√	
Plugs (Including Fuses)		√
Light Bulbs and Tubes (With the exception of properties where there is enclosed lighting that require fluorescent butterfly tubes installed in bathrooms)		√
Mains Wired Smoke Alarms	√	
Carbon Monoxide Detector (Where installed by the Association)	√	
Consumer Unit	√	
IEE Safety Inspections (5 year periodical safety inspections)	√	
Reset Trip Switch		√
Bathroom		
Bath (Unless Tenant Damage)	√	
Shower (Where fitted by the Association)	√	
Shower Curtains		√
Toilet Seat (Unless Wear and Tear)		√
WC and Wash-handbasin (Unless Tenant Damage)	√	
Structure		
Roofs (Including Anchor Inspection)	√	
Ceilings	√	
Floors	√	
Roughcast and Plastering	√	
Stairs	√	
Handrails	√	
Walls (Including Plaster Repairs)	√	
Wood Cladding	√	
Grass Cutting of Individual Gardens & Common Areas	√	
Close Cleaning	√	
Tenants Garden Features and Flowerbed Maintenance		√
Loft Insulation	√	
Cavity Wall Insulation	√	
Tenants Own Security Lighting		√
Lifts		√
Fire Safety Equipment		√
Water Tanks and Pumps		√
CCTV		√
Other		
Bin Stores	√	
Clothes Poles	√	
Fencing	√	
Internal Decoration		√
External Decoration	√	

Pest Infestation	√	√
Carpets and Personal Belongings		√
Insurance		
Home Contents		√
Building Insurance	√	

We may offer advice on the eradication of common household insect infestation before dispatching a specialist contractor.

Repair Description	Emergency Two Hour Response	Repair by Appointment in Two Working Days	Additional Comments & Right to Repair Legal Definition.
Plumbing			
<u>Blocked or Leaking Foul Drains, Soil Stacks, or Toilets where there is no other toilet in the house.</u>	√		Qualifying Right to Repair: Legal maximum response one working day
Blocked sink, bath or drain	√		Qualifying Right to Repair: Legal maximum response one working day
Loss of Water Supply	√		Qualifying Right to Repair: Legal maximum response one working day
<u>Significant Leaks or Flooding from water or heating pipes, tanks or cisterns.</u>	√		Qualifying Right to Repair: Legal maximum response one working day
<u>Toilet not Flushing where there is no other toilet in the house.</u>			Qualifying Right to Repair: Legal maximum response one working day
<u>Partial Loss of water supply.</u>		√	Qualifying Right to Repair: Legal maximum response three working days.
Dripping Tap		√	
Leaking Tap when used.		√	
Loose Tap		√	
Leaking Overflow		√	
<u>Broken Flush Handle</u>		√	
<u>Shower Repair</u>		√	
Repair to Sanitary Ware Components		√	
Gas and Central Heating			
Blocked Flue to Open fire or Boiler	√		Qualifying Right to Repair: Legal maximum response one working day.
Loss or Partial Loss of Gas Supply	√		Qualifying Right to Repair: Legal maximum response one working day
Loss or Partial Loss of Space or Water Heating where there is no alternative heating available.			Qualifying Right to Repair: Legal maximum response one working day ²⁸
Leaking Radiator		√	
Radiator Valves Repair		√	
Repair to Heating Controls		√	

Appendix 3: Repair Response Times

Electrical			
Repair Description	Emergency 2 Hour Response	Repair by Appointment in 2 Working Days	Additional Comments & Right to Repair Legal Definition.
Electrical			
Loss of Electrical Power	√		Qualifying Right to Repair: Legal maximum response one working day.
Unsafe power or lighting socket or electrical fitting	√		Qualifying Right to Repair: Legal maximum response one working day
Partial loss of electric supply		√	Qualifying Right to Repair: Legal maximum response three working days.
Mechanical extractor fan in internal kitchen or bathroom not working.		√	Qualifying Right to Repair: Legal maximum response seven working days.
Faulty Light Fittings, Sockets, or Aerial Sockets		√	
Repair to Smoke Alarm or carbon monoxide detector		√	
Repair to cable trunking		√	
Joinery			
Insecure Internal window door or lock.	√		Qualifying Right to Repair: Legal maximum response one working day.
Loose or detached bannister or handrail		√	Qualifying Right to Repair: Legal maximum response three working days.
Unsafe timber flooring or stair treads		√	Qualifying Right to Repair: Legal maximum response three working days.
Gain access to property	√		
Repair to any internal door, handles, door frames or facings.		√	
Skirting board repair		√	
Repair to internal window and all associated ironmongery.		√	
Insecure External Doors	√		Qualifying Right to

			Repair: Legal maximum response one working day.
Insecure Locks	√		Qualifying Right to Repair: Legal maximum response one working day.

<u>Repair to kitchen units and worktops</u> 1978		√	Subject to availability of materials.
<u>Board Up broken window</u>	√		
Glazier			
<u>Measure double glazed unit</u>		√	
<u>Re-glaze broken pane</u>			<u>Extended repair 15 days response as custom made.</u>
External /Common Areas			
Unsafe Access Path or Step			Qualifying Right to Repair: Legal maximum response one working day.
No TV Reception		√	
No Close Lighting at All	√		<u>Carried out by GCC</u>
<u>Partial Close Lighting</u>		√	
Repair to Door Entry System		√	
Make Safe Roof Damage after Storm	√		
Renew or Replace Cracked Roof Tiles or Damaged Flashing			Extended Repair 15 days response time as special order.
<u>Clothes Pole or Drier Repair</u>			Seven working days weather permitting.
Rain Penetration		√	
Repair to External Building Fabric including Roughcast			<u>Seven working days weather permitting.</u>
Repair to Gutters or Downpipes		√	
<u>Repair to Pointing</u>			<u>Seven working days weather permitting.</u>
<u>Repair to Fencing (Timber)</u>			<u>Seven working days weather permitting.</u>
<u>Repair to Fencing (Metal)</u>			<u>Extended repair to 15 days if blacksmith is required.</u>

Appendix 4: Guide to when a Pre-Inspection is required

External	Yes	No
Structural Damage	√	
Fascia's Soffits or bargeboards	√	
Chimneys	√	
Pointing and Minor Brickwork	√	
Brick Wall Replacement or Rebuild	√	
Roofing Tiles (Broken Cracked or Missing)		√
Concrete Canopies	√	
Coping Stones	√	
Uneven Pathways	√	
Clothes Driers/Poles		√
Fence Replacement	√	
Windows		
Window Repairs		√
Window Replacements	√	
Glazing		√
Window Ironmongery		√
Draughty Windows	√	
Door Entry Systems		√
Door Frame Replacement	√	
External Door Replacement	√	
Internal Door Replacement	√	
Replacement Ironmongery		√
Locks and Hinges		√
Door Thresholds		√
Draughty Door	√	
Ease and Adjust		√
Joinery		
Skirting		√
Floorboards	√	
Joists and stairs	√	
Bannisters and handrails	√	
Electrical		
Sockets and light fittings		√
Security lights		√
Smoke alarms		√
Carbon monoxide detectors		√
Consumer unit faults		√
Heating		
Loss of heating or water		√
Radiator leaks		√
Heating controls		√

Appendix 4 - Guide to when a pre-inspection is required - Continued

Wall Finishes		
Floor or wall tile replacement – small (Where installed by the Association)	√	
Floor or wall tile replacement – large (Where installed by the Association)	√	
Plaster Patching Small	√	
Plaster Patching Large	√	
Plaster Over Artex	√	
Damp proof Failure	√	
Dampness Mould Growth or condensation	√	
Plumbing		
Minor leaks		√
Replacement taps		√
Wash hand basin, WC or bath renewal	√	
Silicone sealant		√
Blockages to drains or pipes		√
Shower repairs	√	
General		
Orders Expected to be over £700 in value	√	
Where insufficient information is provided to diagnose the fault.	√	
Specific tenant request	√	

NB: Where it is expected that there is any deliberate damage to Association property this will be treated as a rechargeable repair.

Appendix 5: Code of Conduct for Approved Contractors

The Association Requires contractors to:	
1.	Introduce themselves to tenants/staff and show proof of identity.
2.	Explain the nature and purpose of the visit.
3.	Behave in a polite and courteous manner at all times.
4.	Keep the tenants homes secure and take care of the tenant's property and possessions protecting them from dust, paint etc. while carrying out works.
5.	Minimise disruption and mess within the tenant's home.
6.	Clear all rubbish or debris from the garden or other areas outside the property resulting from any external works carried out.
7.	Keep safe all materials and equipment used on site an avoid danger to tenants and visitors.
8.	Reconnect and test services such as electricity, water and gas at the end of each working day.
9.	Recompense tenants for any gas or electricity used.
10	Refrain from smoking, working under the influence of alcohol and drugs, using bad language, playing music and or using the tenant's facilities without permission.
11	Advise the Association of tenants complaints or concerns.
12	Comply with confidentiality guidelines.
13	Comply with health and safety legislation and relevant codes of practice.
14	Comply with equal opportunities and good practice.