





# **Property Maintenance Policy**

## **May 2019**

Approved: May 2019

Review: May 2022

**Contents**

- 1. Introduction ..... 5
- 2. Aims and Objectives: ..... 5
- 3. Expected Outcomes ..... 6
- 4. Informing and Involving Stakeholders ..... 6
- 5. Legislation and best practice ..... 6
- 6. Business Plan and risk management..... 8
- 7. Compliance with Regulatory Standards..... 8
- 8. Standards of the Maintenance Service ..... 9
- 9. Roles in Service Provision ..... 10
- 10. Repair Responsibilities ..... 11
- 11. Insurance..... 12
- 12. Property Maintenance Access ..... 12
- 13. Tenant’s Responsibilities..... 12
- 14. Rechargeable Repairs..... 13
- 15. Reactive Repairs Service ..... 13
- 16. Repair Response Times ..... 14
- 17. Right to Repair ..... 16
- 18. Repairs Responsibility – Mixed Tenure Blocks..... 16
- 19. Repairs Inspections ..... 17
- 20. Void Properties ..... 18
- 21. Adaptations ..... 19
- 22. Graffiti Removal..... 19
- 23. Asbestos Management..... 19
- 24. Gas Safety..... 19

25.	Planned and Preventative Maintenance .....	20
26.	Quality Standards .....	21
27.	Planned Preventative Maintenance (PPM) .....	21
28.	Alterations to Property: .....	22
29.	Compensation for Improvements .....	23
30.	Access for Reactive Repairs & Maintenance Inspections.....	24
31.	Contractor Management.....	24
32.	Sustainability Implications .....	24
33.	Performance Monitoring and Reporting:.....	25
34.	Regulatory Property Maintenance Performance indicators: .....	25
35.	Complaints .....	26
36.	Equality and Diversity .....	26
37.	Publicising this Policy .....	27
38.	Policy Review .....	27
	Appendix 1: Tenant and Landlord Repairs Responsibilities .....	28
	Appendix 2: Emergency and Right to Repair Categories .....	31
	Appendix 3: Guide to when a Pre-Inspection is required.....	34
	Appendix 4: Code of Conduct for Approved Contractors.....	36

## **1. Introduction**

- 1.1. Southside Housing Association registered as a social landlord (RSL) in 1971 and has charitable status. The Association operates in the south west of Glasgow and currently owns and manages circa 2450 properties across a range of tenures.
- 1.2. The Association also provides a factoring service to circa 950 owner occupiers through its non-registered subsidiary, Southside Factoring and Related Services Ltd (SFARS).
- 1.3. This policy covers all aspects of the property maintenance service incorporating, reactive, void, planned and cyclical works.
- 1.4. This 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.
- 1.5. This policy applies to all properties owned and/or managed by the Association, and it's subsidiaries.

## **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 excellent customer service.
- 2.2. The Property Maintenance Policy aims to ensure that the Association provides an effective maintenance service that complies with its landlord obligations.
- 2.3. Our objectives include:
  - Delivering a clear, comprehensive and equitable property maintenance service;
  - Ensuring that all properties are safe, secure and meet relevant standards;
  - Maintaining our properties in accordance with the relevant and applicable legal requirements placed on us and our responsibilities set out in our tenancy and factoring agreements;
  - Providing an efficient, effective and value for money property maintenance service aimed at prolonging the useful life of our properties and delivering customer satisfaction through high standards of service;
  - Collecting and using business intelligence on the condition of our stock and demonstrate that we are using this to make informed financial decisions to maintain and improve our properties;
  - Regularly reviewing our arrangements for the procurement of repairs and maintenance works; and,
  - Taking positive steps to inform and listen to tenants about continuous improvements to our housing maintenance service;

### **3. Expected Outcomes**

3.1. Key outcomes of operating an effective Property Maintenance Policy include:

- Ensuring that properties are well maintained, safe, secure and in line with the requisite standards;
- Maximising the percentage of reactive repairs completed within specified reactive repair key performance indicators;
- Maximising the percentage of reactive repairs carried out that were completed right first time and minimising repeat repairs;
- Optimising customer satisfaction with service delivery; and
- Delivering 'value for money' benchmarked within the RSL sector;
- To comply with legal duties, best practice and obligations contained within the tenancy agreement;
- 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;
- To provide an efficient and responsive reactive repairs service that reflects tenant priorities;
- 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;
- To ensure procedures are reviewed as a result of feedback, satisfaction and complaints procedures;
- Provide customers with regular performance information and a range of opportunities to be involved in the development of the service;
- To ensure that high standards of performance are achieved by contractors employed by the Association;
- To ensure that life cycle costing exercises are conducted as necessary to assess the potential costs of future major repairs;
- To ensure that adequate funds are set aside annually to resource future major repairs;

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

4.1. We will promote our Property Maintenance Policy through our newsletter, website social media feeds and tenancy handbook.

4.2. Where we plan to make significant changes to the policy, we will consult tenants through short-life working groups in line with our Tenant Participation Strategy.

### **5. Legislation and best practice**

- 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, including but not limited to:
- The Health & Safety at Work Act 1974;
  - The Housing (Scotland) Act 2001 as amended;
  - Property Factors (Scotland) Act 2011;
  - Data Protection Act 1998; and;
  - The Scottish Social Housing Charter;
  - Management of Health and Safety at Work Regulations 1999, as amended;
  - Gas Safety (Installation and Use) Regulations 1998;
  - Gas Safety (Management) Regulations 1996;
  - Construction (Design & Management) Regulation 2015;
  - Building (Scotland) Act 2003;
  - Building (Scotland) Regulations 2004;
  - Control of Asbestos Regulations 2012;
  - Environmental Protection Act 1990;
  - Electrical Equipment (Safety) Regulations 1994;
  - Energy Performance of Buildings (Scotland) Regulations 2008;
  - Fire (Scotland) Act 2005;
  - Fire Safety (Scotland) Regulations 2006;
  - Lifting Operations and Lifting Equipment Regulations 1998;
- 5.2. 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 Housing (Scotland) Act as amended, to ensure that a duty of care to our tenants is maintained.
- 5.3. Common law, statute and the contractual obligations within our Tenancy Agreement set out our responsibilities as landlord and those of our tenants.
- 5.4. These are summarised in our 'Guide to Repairs' (see Appendix 1).
- 5.5. We expect our tenants to conduct their tenancies in a reasonable manner and not damage or allow any member of their household or visitor to their home to damage the property, either internally or externally.
- 5.6. If a tenant has damaged their property or failed to take care of it, we may charge for the costs of repair.
- 5.7. Our Property Maintenance Policy is consistent and where required supported by our:
- Internal Management Plan;
  - Business Plan;

- Gas Servicing Policy;
- Rechargeable Repairs Policy;
- Asbestos Management Policy;
- Asset Management Strategy;
- Health & Safety Policy;
- Risk Management Strategy;
- Electrical Safety Policy;
- Fire Safety Policy;
- Energy Performance Procedure;
- Legionella Policy;
- Procurement Strategy;
- Financial Regulations; and
- Delegated Authority Policy;

## 6. Business Plan and risk management

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

## 7. Compliance with Regulatory Standards

- 7.1. The Scottish Housing Regulator require all social housing landlords to collect and provide key information on their performance in attaining the outcomes and standards in the Charter.
- 7.2. The Regulator will use the landlord's Annual Return on the Charter (ARC) to report publicly on progress against outcomes and standards and uses this to inform regulatory assessment.
- 7.3. 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.
  - **Outcome 3: Participation** - Social landlords manage their businesses so that tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with
  - **Standard 4: Quality of Housing** – Social landlords manage their businesses so that 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 (EESH) by December 2020.

- **Outcome 5: Repairs, Maintenance & Improvements** – Social landlords manage their businesses so that tenant's 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.

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

7.5. 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)

## **8. Standards of the Maintenance Service**

8.1. 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.

8.2. The Association will ensure that the provisions of the Building Standards (Scotland) Regulations 2003, as amended and associated Technical Standards and any amended or superseding Regulations are met.

8.3. 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.

8.4. The Association will also ensure that all contractors it employs to carry out repairs and maintenance are registered with the appropriate regulatory or trade bodies e.g. Gas Safe, National Inspection Council for Electrical Installation Contracting;

8.5. Contractors employed by the Association shall hold the appropriate levels of insurance cover for the works to be undertaken. The Association shall obtain copies of contractor's insurance certificates prior to contracts commencing, or on insurance policy renewal anniversaries.

8.6. The Association will carry out regular inspections to test the quality of workmanship and materials of the contractors it employs.

## 9. Roles in Service Provision

- 9.1. The Management Committee will have responsibility for approval of this policy on the basis that it meets regulatory and legal requirements and supports the objectives of the organisation.
- 9.2. The Management Committee also has responsibility for budget approval to facilitate implementation of this policy.
- 9.3. The Head of Housing Services has responsibility to ensure that the policy is applied and meets the Association's Business Plan and budget objectives and meets the outcomes and standards outlined in the Scottish Governments Social Housing Charter.

- 9.4. The Maintenance Manager has responsibility to ensure the Property Maintenance Department implement this Policy and associated procedures to ensure the effective delivery of the Association's property maintenance activities.

This will include ensuring that appropriate technical support, advice and training is provided to the Management Committee, the Head of Housing Services and other relevant members of staff.

- 9.5. The Finance Manager has responsibility for ensuring that the appropriate financial information is provided quarterly via the Association's Management Accounts
- 9.6. Estates Team Leader has responsibility that appropriate Housing Management Policies, Procedures and resources are implemented to support the property maintenance function.
- 9.7. Southside Factoring and Related Services (SFARS) Manager has responsibility that appropriate Factoring Policies, Procedures and resources are implemented to support the property maintenance function in relation to factored properties.
- 9.8. 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.

## 10. Repair Responsibilities

10.1. 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) **Internal Works** - 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 or factored by the Association such as paths, walls fences, bin stores, play areas, drying areas and hard and soft landscaping

- e) **White Goods, Furniture, Decoration and Flooring** – To repair, maintain and renew white goods, furniture, decoration and flooring, where these have been supplied by the Association and form part of the tenancy, e.g. Mid Market Rent and Saffron Flats.

10.2. The Association shall not repair, maintain or renew tenant fixtures, fittings or appliances.

## **11. Insurance**

11.1. The Association will maintain comprehensive Buildings Insurance for all its properties. Such insurance will not cover loss or damage caused to tenants' contents such as furniture and other possessions.

11.2. Tenants, sharing owners and outright owners are responsible for arranging home contents insurance to cover their own possessions.

## **12. Property Maintenance Access**

12.1. 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 necessary.

12.2. The Association shall ensure that tenants are provided with written notification prior to the commencement of planned maintenance activities, or where a cyclical programme requires access within the property.

## **13. Tenant's Responsibilities**

13.1. Tenant's responsibilities are summarised below:

- a) **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).

- 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 own fixtures and fittings, appliances or installations;

#### **b) 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.

### **14. Rechargeable Repairs**

- 14.1. Charges will be levied where a repair becomes necessary as a result of the wilful, negligent or accidental actions of a tenant as oppose to through fair wear and tear.
- 14.2. The Association will charge the costs of repairing such damage to the tenant.

### **15. Reactive Repairs Service**

- 15.1. 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.
- 15.2. 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.
- 15.3. 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.
- 15.4. 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.

15.5. 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.

## 16. Repair Response Times

16.1. The Association will categorise reported faults and according to the level and nature of the response required.

- 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 2 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 and remedial works completed.

Where remedial works cannot be completed during the initial visit, a follow on repair shall be arranged to allow the works to be completed.

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 Repairs:** 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).
- 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.

Exceptional repairs will be completed within 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.

- e) **Complex Repairs:** The Association have defined the following repairs as complex repairs which are not considered to be a routine repairs, complex repairs shall be excluded from repair charter calculations:
- Where the estimated or actual value of the works are equal or greater than £1000;
  - Waste and rubbish uplifts;
  - Surveys – i.e. asbestos surveys, Energy Performance Certificate Surveys;
  - Garden/Grounds Maintenance;
  - Pest Control;
  - Key Cutting/Replacement Fobs;
  - Repair work for SFARS, where no social housing tenants exist;
  - Works to Mid Market Properties;
  - Insurance Works;
  - CCTV;
  - Forced Access;
  - Works to unoccupied properties;
  - Dry Risers Remedial;
  - Common Extract Fan Systems;
  - Garages/Lock Ups;
  - Work in relation to evictions;
  - Graffiti Removal;
  - Defect Liability Period works;
  - Asbestos Management Works
  - General Cleaning;
  - Legionella Management Works;
  - Lift shutdowns/maintenance;

## **17. Right to Repair**

- 17.1. 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.
- 17.2. 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 2.
- 17.3. 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.
- 17.4. 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.
- 17.5. We acknowledge the particular requirement to advise tenants 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.

## **18. Repairs Responsibility – Mixed Tenure Blocks**

- 18.1. Southside Housing Association's properties are situated in multi-tenure estates and often responsibility for repairs may be shared with other landlords/property factors and private owners.
- 18.2. Where Southside Housing Association has been appointed as Property Factor (Southside Factoring and Related Services [SFARS]) will arrange for common repairs to be carried out using our approved contractors, in accordance with Section 2 of the SFARS Written Statement.
- 18.3. Southside Housing Association will cooperate with other Property Factors and other owners in the maintenance of common areas and, when required meet our financial obligation in respect of any repair and maintenance works undertaken to common areas.
- 18.4. Southside Housing Association recognises that a proportion of the housing stock is situated within blocks where no factor exists and other home owners are reluctant to undertake and contribute to common repair work.

Where works are required to maintain the safety of common areas for Southside tenants, approval from the Head of Housing Services/Maintenance Manager, in accordance with delegated limits, should be sought prior to instruction.

## **19. Repairs Inspections**

- 19.1. **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.
- 19.2. In general terms, we will pre inspect repairs in the following circumstances, or where the information from the tenant is unclear and a clear diagnosis of the repair cannot be made:
  - a) Any reported structural defect that has potential to cause harm or deteriorate rapidly;
  - b) Repair reports where a suspicion that damage has occurred due to tenant neglect or wilful damage;
  - c) Reports of damp or mouldy conditions;
  - d) Repairs where the previous or similar repair has been reported within the previous 12 months;
  - e) Orders that have potential to cost more than £500;
  - f) Repairs related to fire damage;
  - g) Potential insurance claims;
- 19.3. Our staff are fully trained to determine the circumstances when a pre- inspection should be requested. Full details are contained within Appendix 3.
- 19.4. 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).
- 19.5. 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.
- 19.6. Records of post inspections are input on our IT systems and shall be included with reporting timescales.
- 19.7. **Post- Inspections:** The Association will carry out post-inspections of completed repair work to ensure that we are providing a high quality service which is also value for money.
- 19.8. The main trigger for post inspections will be linked to feedback from our repairs satisfaction survey and customer complaints.

- 19.9. We will also have regard to invoice amounts, where repairs are equal to or greater than £500 a post inspection shall be undertaken prior to an invoices being approved. Where post inspection is not viable, i.e. roof repairs, contractors shall be instructed to provide before and after photographs accompanying invoices.
- 19.10. Our IT systems will record the outcome of post inspections which will be presented to our maintenance contractors at twice yearly appraisal meetings.
- 19.11. Post inspections will be carried out by appointment. They will not be included as part of the time taken to complete the repair.

## **20. Void Properties**

- 20.1. 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.
- 20.2. 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.
- 20.3. We will have in place a 'lettable standard' which will define, as far as practically possible, our expected standard for re-letting our houses.
- 20.4. The maximum time permitted for contractors to carry out repairs on void properties shall be:
- 2 working days for minor re-lets;
  - 5 working days for a standard re-lets; and,
  - 10 days for a 'major re-lets' requiring more extensive work;
- 20.5. Void re-let timescales are the maximum permissible, the Association and our void contractors shall work to ensure properties are returned prior to these dates.
- 20.6. Where void orders are issued before 12 noon, this is deemed as the first day of the order, where orders are issued after 12 noon, the order will be deemed to have commenced on the following working day.
- 20.7. In voids, decoration must be intact and clean, failing which:
- a) If the tenant is able to carryout decoration works, the Association will issue decoration vouchers in the amount of £50 per room if required;
  - b) If not tenant is unable to carry out decoration works, the Association will decorate in neutral emulsion;

20.8. It is our policy to instruct both a gas, electrical and window safety checks to all void properties prior to a new tenant taking up residency, relevant stock shall also have checks completed for Legionella.

## **21. Adaptations**

21.1. 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.

21.2. 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.

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

## **22. Graffiti Removal**

22.1. Where graffiti appears on external surfaces, the Association will work in partnership with Glasgow City Council Environmental Task Force (0300 343 7027) to ensure that our area is maintained in a good condition and graffiti is removed as soon as possible.

22.2. We will keep records of all incidences reported.

22.3. Where graffiti appears on internal areas, such as close walls, the Association will instruct removal by our own contractor.

22.4. Where the contents are offensive, this will be categorised as an emergency repair.

## **23. Asbestos Management**

23.1. The Association recognises the dangers presented by asbestos and has a detailed Asbestos Management Policy and procedure documents in place.

23.2. 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.

23.3. All works carried out under the Property Maintenance Policy shall be undertaken in accordance with our Asbestos Policy and relevant legal obligations.

## **24. Gas Safety**

24.1. 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.

- 24.2. In doing so, it will maintain effective administrative systems to ensure all gas systems in tenanted properties are subject to an annual service. Full details are contained within the Association's Gas Safety and Management Policy, and supporting procedures.
- 24.3. 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.
- 24.4. Where necessary this will include taking appropriate action to gain entry.

## **25. Planned and Preventative Maintenance**

- 25.1. 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. The Association will commission a detailed stock condition survey on a five yearly cycle to ensure we have up to date information on our stock. The next stock condition survey will be undertaken in 2019/20.
- 25.2. Where relevant, we will use feedback from our tenant satisfaction cards, the three yearly tenant satisfaction survey and robust monitoring of our reactive repair spends as a prompt for targeting technical inspections.
- 25.3. Analysis of our technical inspections will be used to inform our planning of future maintenance requirements. The Association will use industry standard element life cycles and be consistent with our component replacement statement in the annual accounts. Examples of planned maintenance include kitchen and bathroom replacement, windows, roofs and heating systems.
- 25.4. The Association will publicise its annual maintenance programme through the Association's newsletter for the following financial year containing details of planned maintenance contracts that will be undertaken.
- 25.5. The financial implications of this will be included within the Associations business planning process.
- 25.6. On Planned Maintenance contracts, the Association will:
  - a) When re-fitting kitchens, include redecoration in emulsion, in a neutral colour of the tenant's choice;
  - b) 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 as a result of planned maintenance works.

- 25.7. As far as possible, tenants shall be given the opportunity to exercise choice in the range 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.
- 25.8. 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.

## **26. Quality Standards**

- 26.1. The Association recognises the requirements within the Scottish Housing Quality Standard (SHQS).
- 26.2. We will, through our stock condition survey programme monitor compliance with this standard and where required complete upgrade works under our planned maintenance programme or record abeyances and exemptions where compliance cannot be achieved.
- 26.3. Energy Efficiency Standard for Social Housing (ESSH) has been developed to help improve the energy efficiency of the social housing stock. The Association's social housing stock requires to meet these requirements by December 2020.
- 26.4. The Association shall develop a database of Energy Performance Certificates (EPC's) to monitor compliance with ESSH. Where a property fails to meet these requirements, a programme of reasonable energy measures (as defined within ESSH guidance) shall be considered and incorporated into annual planned maintenance programmes.
- 26.5. Where compliance with ESSH cannot be achieved using reasonable measures and in accordance with ESSH guidance then these properties shall be recorded for temporary exemption.
- 26.6. The Association recognises our obligations in targeting achieving ESSH 2 milestones set out by the Scottish Government, post 2020.

## **27. Planned Preventative Maintenance (PPM)**

- 27.1. PPM are maintenance activities which are carried out at agreed intervals and involves inspection/testing, servicing or cleaning. Examples of PPM include

landlord gas safety inspections, lift maintenance, fire safety equipment, gutter cleaning and communal painter work.

- 27.2. Where appropriate the Association will implement specific policies and procedures for such items, for example Gas Safety Policy, Electrical Safety, Fire Safety etc.
- 27.3. PPM activities shall be undertaken on all stock owned or managed by the Association or its subsidiaries, where equipment or legislation dictates that maintenance and servicing activities are required to ensure safety operation and protect the Association's assets.
- 27.4. In general the Association shall provide the following on Planned Preventative Maintenance Contracts:
  - 27.4.1. All contracts for PPM programmes shall be procured in accordance with the provisions of its Procurement Policy.
  - 27.4.2. All PPM activities shall have appropriate asset registers developed and maintained. The register as a minimum shall include details of the property, equipment type, PPM requirements, frequency, records of programmed and completion dates and any other details required to ensure effective management of this service;
  - 27.4.3. Reasonable notice in accordance with Tenancy Agreement requirements shall be provided to tenants, where access to individual properties are required. This shall include information about the nature of the work, specification, timescales and any disruption likely to be caused shall be provided.

## **28. Alterations to Property:**

- 28.1. The Association has a procedure in place to allow tenants to apply for permission to undertake alterations or additions to their homes.
- 28.2. 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.
- 28.3. We will, however, not be responsible for supervising the installation process.
- 28.4. 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 themselves of this right.
- 28.5. 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.

- 28.6. 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.
- 28.7. Where an alteration is removed, the Association will expect that the property be returned to its original condition.
- 28.8. 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.
- 28.9. The following provides examples of alterations:
- a) Requesting a structural change such as removing an internal wall;
  - b) Requests to fencing to replace an existing boundary;
  - c) Loft renovations;
  - d) Installation of external door;
  - e) Installation of kitchen or bathroom suites;
  - f) Installation of fires or fireplaces;
  - g) Installation of additional kitchen units;
  - h) Installation of integrated kitchen appliances;
  - i) Replacement of an existing gate;
  - j) Replacement of internal doors or handles;
  - k) Alterations to the garden space or erection of a garden shed;
  - l) Adding or removing electrical sockets;
  - m) Replacing light fittings or switches;
- 28.10. Certain requests for alterations may also require planning consent and/or building warrant by the Local Authority. It is the responsibility of the tenant to ensure that all consents are in place before proceeding with the works.

## **29. Compensation for Improvements**

- 29.1. 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.
- 29.2. 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 repossession or a housing transfer with the same landlord.
- 29.3. Compensation paid cannot be lower than £100 or greater than £4,000 for each improvement made and are subject to depreciation.

29.4. 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. Proof of spend must be provided, i.e. copies of receipts.

### **30. Access for Reactive Repairs & Maintenance Inspections**

30.1. The Association operates a repair by appointment system in order to minimise instances of no access being available.

30.2. Where a tradesperson or maintenance officer calls at an appointed time and access is not available, the tenant will be notified by a card left at their address.

30.3. The onus is on the tenant to rearrange a subsequent appointment. If no new appointment is made then the original order/inspection will be cancelled.

30.4. 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 accordance with Tenancy Agreement provisions.

### **31. Contractor Management**

31.1. The Association will procure in accordance with the Procurement Policy a list of suitably qualified contractors to undertake our Property Maintenance activities.

31.2. All contractors shall be subject to an annual review process, ensuring that they still meet the Associations performance requirements and have appropriate health and safety and insurance provisions.

31.3. All contractors will be required meet the Association's Standards of Conduct, as contained within Appendix 4.

31.4. Contractor's performance will be regularly monitored and recorded through regular meetings depending on whether work is planned, cyclical or reactive.

31.5. 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.

31.6. Where clear evidence exists that a contractor's performance has dropped below the standards defined under contract conditions, the Association shall take the necessary steps to impose financial penalties or where the necessary improvement does not materialise potentially terminate their contract.

### **32. Sustainability Implications**

32.1. 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, including for example meeting EESSH standards.

- 32.2. The Association acknowledges the negative impact that poorly maintained properties can have on individual households and communities and aims to ensure that any such issues are addressed.
- 32.3. Our Property Maintenance Policy and the associated procedures emphasise high quality responsive and planned maintenance services and a customer centred approach with the overall aim being to maintain the long term sustainability of our properties and successful occupancy of our homes.

### **33. Performance Monitoring and Reporting:**

- 33.1. The Association will maintain internal information systems which are based around ensuring effective monitoring, control and reporting of its property maintenance activities.
- 33.2. Comprehensive records of all property maintenance activities will be held with a view to demonstrating transparency in the way work has been carried out and authorised.
- 33.3. The Association will monitor property maintenance performance using both regulatory and local performance indicators as follows:-

### **34. Regulatory Property Maintenance Performance indicators:**

- 34.1. The following charter indicators will be used to monitor the level of property quality and energy efficiency of the Association's housing stock:

#### **Quality of Housing**

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

#### **Energy Efficiency**

- Indicator 33 – Percentage of properties meeting the Energy Efficiency Standard for Social Housing;

- 34.2. The following charter indicators will be used to monitor the level of reactive repairs performance across the Association's housing stock:

#### **Repairs Maintenance**

- 5.1 Average number of reactive repairs completed per occupied property.
- 5.2 Average length of time taken to complete emergency repairs.
- 5.3 Average length of time taken to complete non-emergency (urgent and 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.

### **35. Complaints**

- 35.1. All complaints received in relation to the Association's property maintenance activities shall be dealt with in accordance with the Association's Complaints Handling Procedure (CHP).
- 35.2. Complaint outcomes shall be used to improve the Property Maintenance service, where a clear service failing has occurred.

### **36. Equality and Diversity**

- 36.1 We want equality and fairness to be central to how we deliver our services to our diverse communities. SHA recognises our obligations under the Equality Act 2010 to eliminate unlawful discrimination and harassment, advance equality of opportunity, and to promote good relations between all sections of our communities. Beyond meeting our legal duties, we also recognise that promoting equality and fairness is simply the right thing to do. We want SHA to be recognised as an open and welcoming place for all.
- 36.2 In applying this Policy, SHA will comply 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.
- 36.3 SHA has set specific equality and diversity standards, as stated in our Policy on Equality and Diversity. These standards apply to all of our services, including the Repairs and Maintenance function.
- 36.4 The Human Rights Act 1998 specifies that every individual has the right to own and enjoy the ownership of property; the right to respect for private life; the right to respect for family life; and the right to respect for their home. The Act provides protection against discrimination with regard to any of these rights and could

affect many of the housing and other services that SHA provides, including those outlined within the Property Maintenance Policy.

**37. Publicising this Policy**

37.1. The policy relating to Property Maintenance will be publicised on the Association's Website.

**38. Policy Review**

38.1. The Association will review this policy every 3 years, more regular reviews will be considered where, for example, there is a need to respond to new legislation/policy guidance.

38.2. Reviews will incorporate changes to legislation and regulations, tenant feedback and good practice.

## **Appendix 1: Tenant and Landlord Repairs Responsibilities**

<b>Doors</b>	<b>Southside</b>	<b>Tenant</b>
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	√	
Lost Keys		√
Forced Entry (Rechargeable)	√	
Door Frames and Facing	√	
<b>Kitchen</b>		
Cooker (Unless supplied as part of the Tenancy Agreement)		√
Cooker Control Unit	√	
Filters for Cooker Hoods		√
Kitchen Units	√	
Kitchen Worktop	√	
Sink and Drainer	√	
White Goods (Unless supplied as part of the Tenancy Agreement)		√
<b>Plumbing</b>		
Blocked sink, WHB, bath or toilet (Rechargeable where found to be caused by tenant)	√	
Domestic Cold Water Supply	√	
Internal/External Pipes and Drains	√	
Downpipes and Gutters	√	
Hot Water Supply	√	
Plugs and Chains		√
Taps	√	
Damage to Sinks or Sanitary Ware (Rechargeable where found to be caused by tenant)		√
Underground Pipe Burst	√	
<b>Heating</b>		
Gas/Electric Fires (Unless supplied as part of the Tenancy Agreement)		√
Gas Boilers	√	
Electric Storage Heaters	√	
Hot Water Storage Cylinders	√	
Radiators	√	
Heating Controls	√	
<b>Windows</b>		
Glass unless damaged by vandalism (Rechargeable where found to be caused by tenant)	√	
Windows (Frames, Catches, Mechanisms, Handles)	√	

<b>Electrical</b>	<b>Southside</b>	<b>Tenant</b>
Extractor Fans	√	
Communal TV System	√	
TV Aerial Socket	√	
Individual TV or Satellite Aerial		√
Light Fittings as supplied at Tenancy commencement	√	
All other Light Fittings	√	
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)		√
Smoke Alarms	√	
Carbon Monoxide Detector	√	
Consumer Unit/Fuse Board	√	
Photovoltaics Panels, including inverters (Solar PV)	√	
<b>Bathroom</b>		
Bath Ware (Rechargeable where found to be caused by tenant)	√	
Shower (Unless supplied as part of the Tenancy Agreement)		√
Shower Curtains		√
Toilet Seat (Unless Wear and Tear)		√
WC and Wash-handbasin (Rechargeable where found to be caused by tenant)	√	
<b>Structure</b>		
Roofs	√	
Ceilings	√	
Floors, excluding floor coverings	√	
Roughcast and Plastering	√	
Stairs	√	
Handrails	√	
Walls (Including Plaster Repairs)	√	
Wood Cladding	√	
Grass Cutting of Individual property gardens		√
Close Cleaning	√	
Grass Cutting of Common Areas	√	
Tenants Garden Features and Flowerbed Maintenance		√
Loft Insulation	√	
Cavity Wall Insulation	√	
Tenants Own Security Lighting		√
Lifts	√	
Fire Safety Equipment	√	
Water Tanks and Pumps	√	
CCTV	√	

<b>Other</b>		
Bin Stores	√	
Clothes Poles	√	
Fencing	√	
Internal Decoration		√
External Decoration	√	
Pest Infestation subject to Infestations Policy	√	√
Carpets and Personal Belongings		√
<b>Insurance</b>		
Home Contents		√
Building Insurance	√	

## Appendix 2: Emergency and Right to Repair Categories

Repair Description	Emergency 2 Hour Response	Repair by Appointment in 2 Working Days	Additional Comments & Right to Repair Legal Definition.
<b>Plumbing</b>			
Blocked or Leaking Foul Drains, Soil Stacks, or Toilets where there is no other toilet in the house.	√		Qualifying Right to Repair: Legal maximum response <b>one</b> working day
Blocked sink, bath or drain	√		Qualifying Right to Repair: Legal maximum response <b>one</b> working day
Loss of Water Supply	√		Qualifying Right to Repair: Legal maximum response <b>one</b> working day
Significant Leaks or Flooding from water or heating pipes, tanks or cisterns.	√		Qualifying Right to Repair: Legal maximum response <b>one</b> working day
Toilet not Flushing where there is no other toilet in the house.			Qualifying Right to Repair: Legal maximum response <b>one</b> working day
Partial Loss of water supply.		√	Qualifying Right to Repair: Legal maximum response <b>three</b> working days.
Dripping Tap		√	
Leaking Tap when used.		√	
Loose Tap		√	
Leaking Overflow		√	
Broken Flush Handle		√	
Shower Repair		√	
Repair to Sanitary Ware Components		√	
<b>Gas and Central Heating</b>			
Blocked Flue to Open fire or Boiler	√		Qualifying Right to Repair: Legal maximum response <b>one</b> working day.
Loss or Partial Loss of Gas Supply	√		Qualifying Right to Repair: Legal maximum response <b>one</b> 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 <b>one</b> working day
Leaking Radiator		√	
Radiator Valves Repair		√	
Repair to Heating Controls		√	

Repair Description	Emergency 2 Hour Response	Repair by Appointment in 2 Working Days	Additional Comments & Right to Repair Legal Definition.
<b>Electrical</b>			
Loss of Electrical Power	√		Qualifying Right to Repair: Legal maximum response <b>one</b> working day.
Unsafe power or lighting socket or electrical fitting	√		Qualifying Right to Repair: Legal maximum response <b>one</b> working day
Partial loss of electric supply		√	Qualifying Right to Repair: Legal maximum response <b>three</b> working days.
Mechanical extractor fan in internal kitchen or bathroom not working.		√	Qualifying Right to Repair: Legal maximum response <b>seven</b> working days.
Faulty Light Fittings, Sockets, or Aerial Sockets		√	
Repair to Smoke Alarm or carbon monoxide detector		√	
Repair to cable trunking		√	
<b>Joinery</b>			
Insecure Internal window door or lock.	√		Qualifying Right to Repair: Legal maximum response <b>one</b> working day.
Loose or detached bannister or handrail		√	Qualifying Right to Repair: Legal maximum response <b>three</b> working days.
Unsafe timber flooring or stair treads		√	Qualifying Right to Repair: Legal maximum response <b>three</b> 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 <b>one</b> working day.
Insecure Locks	√		Qualifying Right to Repair: Legal maximum response <b>one</b> working day.

Repair to kitchen units and worktops		√	Subject to availability of materials.
Board Up broken window	√		

<b>Glazier</b>			
Measure double glazed unit		√	
Re-glaze broken panel			Extended repair 15 days response as custom made.
<b>External /Common Areas</b>			
Unsafe Access Path or Step			Qualifying Right to Repair: Legal maximum response one working day.
No TV Reception		√	
No Close Lighting at All	√		Carried out by GCC
Partial Close Lighting		√	
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.
Clothes Pole or Drier Repair			Seven working days weather permitting.
Rain Penetration		√	
Repair to External Building Fabric including Roughcast			Seven working days weather permitting.
Repair to Gutters or Downpipes		√	
Repair to Pointing			Seven working days weather permitting.
Repair to Fencing (Timber)			Seven working days weather permitting.
Repair to Fencing (Metal)			Extended repair to 15 days if blacksmith is required.

### Appendix 3: Guide to when a Pre-Inspection is required

External	Yes	No
Structural Damage	√	
Fascia's Soffits or bargeboards	√	
Repairs to 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	√	
<b>Windows</b>		
Window Repairs		√
Window Replacements	√	
Glazing		√
Window Ironmongery		√
Draughty Windows	√	
<b>Doors</b>		
Door Entry Systems		√
Door Frame Replacement	√	
External Door Replacement	√	
Internal Door Replacement	√	
Replacement Ironmongery		√
Locks and Hinges		√
Door Thresholds		√
Draughty Door	√	
Ease and Adjust		√
<b>Joinery</b>		
Skirting		√
Floorboards	√	
Joists and stairs	√	
Bannisters and handrails	√	
<b>Electrical</b>		
Sockets and light fittings		√
Security lights		√
Smoke Alarms		√
Carbon Monoxide Detectors (CO)		√
Consumer unit faults		√

<b>Heating</b>		
Loss of heating or water		√
Radiator leaks		√
Heating controls		√

<b>Wall Finishes</b>	<b>Yes</b>	<b>No</b>
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	√	
<b>Plumbing</b>		
Minor leaks		√
Replacement taps		√
Wash hand basin, WC or bath renewal	√	
Silicone sealant		√
Blockages to drains or pipes		√
Shower repairs	√	
<b>General</b>		
Orders Expected to be over £500 in value	√	
Where insufficient information is provided to diagnose the fault.	√	
Where the repairs is likely to be subject to a claim under the Associations Insurance Policy		
Specific tenant request	√	

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

#### Appendix 4: Code of Conduct for Approved Contractors

The Association Requires contractors to:	
01.	Introduce themselves to tenants/staff and show proof of identity.
02.	Explain the nature and purpose of the visit.
03.	Behave in a polite and courteous manner at all times.
04.	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.
05.	Minimise disruption and mess within the tenant's home.
06.	Clear all rubbish or debris from the garden or other areas outside the property resulting from any external works carried out.
07.	Keep safe all materials and equipment used on site and avoid danger to tenants and visitors.
08.	Reconnect and test services such as electricity, water and gas at the end of each working day.
09.	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.
10.	Advise the Association of tenant's complaints or concerns.
11.	Comply with Data Protection Requirements.
12.	Comply with Health and Safety legislation and relevant codes of practice.
13.	Comply with equal opportunities and good practice.