



**Policy Title: Repairs & Maintenance Policy**

**Previous Review Date: May 2022**

**Revised: May 2022**

**Next Review Date: May 2025**

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## **1. INTRODUCTION**

Southside Housing Association is a registered social landlord for over 2,500 properties and operates within the southwest of Glasgow. SHA provides a Repairs and Maintenance service to these properties and the surrounding environs. We also provide a factoring service to some 1000 owner occupiers through its non-registered subsidiary, Southside Factoring and Related Services Ltd (SFARS)

### **THE ASSOCIATION'S MISSION, VISION, AND CORE VALUES**

The Association's Management Committee met during 2020 and 2021 to review and revise the Association's Mission, Vision, and Strategic Objectives. The Management Committee also reaffirmed the values of the Association, previously developed jointly by staff and committee.

#### **Mission**

Southside Housing Association provides quality, affordable and well-maintained homes and works with communities and partners to maintain safe, popular, and inclusive neighbourhoods.

#### **Vision**

Southside Housing Association works to support thriving local communities:-

- All our homes will be popular, affordable, well maintained and energy efficient;
- All our customers will receive excellent services from approachable and knowledgeable staff;
- We will serve the needs of all communities equally;
- We will work with partners to build popular and inclusive neighbourhoods.

#### **Values**

The values below were developed by Staff and Committee in 2017 and during its Business Planning in 2020/21 the Management Committee re-affirmed these values.

#### **Professional**

- We will act with integrity, we will be impartial in the advice we give and the actions we take, and we will be reliable and competent in our work.

#### **Responsive**

- We will be focused on both the needs of the individual customer and the community.

#### **Progressive**

- We will seek to empower individuals and communities in our work. We will be proactive in addressing problems and we will tackle inequalities where we find them.

## **POLICY SUMMARY**

This Policy sets out the overall approach to how Southside Housing Association repair, maintains and improves its housing properties. This includes the way in which we deliver our responsive repairs service to our customers. The service is one of our most important functions as a landlord and we need to communicate and deliver it well to ensure no risks to the health and safety of our customers and to achieve high levels of customer satisfaction with the service to our tenants and customers alike.

Southside also needs to ensure that it considers responsive repairs in the context of wider property asset management, to ensure that our stock is well-maintained and achieves the required standards of compliance and safety, meets the needs of the customers, and makes best use of our resources over the long term in order to maximise the impact of our investment.

The policy incorporates the previously separate policy relating to Rechargeable Repairs and includes a new Access policy (TBC at a later date)

The provision of this policy only applies to customers living in social and affordable rented homes, Mid-Market Rent and Private Residential Tenancies, with assured, secure, or assured short hold tenancies. The full scope of the policy does not apply to residential or commercial leaseholders and other customers where management services are provided by Southside.

## **2. POLICY STATEMENT – AIMS**

- SHA is committed to providing reliable and cost-effective repairs and maintenance, with the objective of completing work Right First Time and in line with the SHA corporate values.
- Is in line with current legislation, the requirements of the Scottish Social Housing Charter and with sector good practice on Repairs and Maintenance.

## **OBJECTIVES**

The Key objectives of the Repairs and Maintenance Policy are:

- SHA aims to fulfil our repairs and maintenance obligations to tenants and factored owners by providing an efficient and effective Repairs & Maintenance Service as detailed within this Policy.
- Provide services which are easily accessible at a time and in a way to suit our customers and which deliver high standards of customer care.
- Communicate with our customers to keep them informed of our intentions at all stages of delivery of this policy.
- Ensure that there is a clear forward plan in place for Investment in our properties.
- To ensure Value for Money

- Keep in Repair the structure and exterior of our property and its fixtures.
- Keep in Repair and proper working order all installations for the supply of gas, electricity, and water for sanitation and for space and water heating. Maintain all entrances, halls, lifts, stairways, passageways, lighting, door entry systems and other parts provided for common use.

### **3. THE LAW, GOOD PRACTICE AND POLICY LINKS**

- Environmental Protection Act 1990
- Housing (Scotland) Acts 2001, 2006, 2010 and 2014
- Right To Repair (Housing Scotland Act 1987 as amended 2001 and 2010)
- Right to Compensation for Improvements (Housing Scotland Act 1987 as amended in 2001 and 2010)
- Scottish Housing Charter 2012, revised 2017
- SFHA Good Practice Guide Repairs and Maintenance 2012
- Scottish Secure Tenants (Right to Repair) Regulations 2001
- Tenement (Scotland) Act 2004
- Property Factors (Scotland) Act 2011
- Health & safety Executive |Guidance
- The Building (Scotland) Regulations and Building Standards 2017, 2003
- The Construction (Design and Management) regulations 2015
- Gas Safety (Installation and Use) Regulations 1998 & The Gas Safety (installation and Use) (Amendment) Regulations 2018
- The Control of Asbestos Regulations 2012
- Asbestos Regulations (Control of Asbestos at Work 2002, The Asbestos (Licensing) Regulations 1983, The Asbestos (Prohibitions) Regulations 1992
- Conservation (Natural Habitats etc.) Regulations 1994 (as amended)
- Electrical Equipment (Safety) Regulations 1994

### **SHA POLICY & STRATEGY LINKS**

- Asbestos Policy & Internal Management Plan
- Asset Management Policy/ Plan
- Business Plan
- Compensation for Improvement Policy
- Complaints Policy
- Data Protection Policy
- Electrical Safety Policy (being written at present)
- Factoring Policy
- Gas Safety Policy
- Human Resource Policy
- Health & Safety Policy
- Internal Management Plan
- Legionella Policy
- No Access Policy (To be written)
- Play Area Strategy
- Procurement Policy

- Rechargeable Repairs Policy
- Void Policy

## **SCOTTISH SOCIAL HOUSING CHARTER AND RELATED REGULATORY REQUIREMENTS**

SHA will meet the outcomes and standards for registered social landlords set out Scottish Social Housing Charter (The Charter) across all of our service areas, including in the delivery of our repairs and maintenance services. We will report annually to both SHA tenants and the Scottish Housing Regulator (SHR) on our performance in meeting the Charter.

The Charter standards and outcomes that are most relevant to property repairs and maintenance are as follows:

### **Charter Standard 4: Quality of Housing**

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

### **Charter Outcome 5: Repairs, maintenance, and improvements**

*Tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.*

### **Charter Outcome 11: Tenancy Sustainment**

*Tenants get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the landlord and by other organisations.*

### **Charter Outcome 13: Value for Money**

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

The SHR published *The Regulation of Social Housing in Scotland: Our Framework* (Regulatory Framework) in February 2019. Within the Regulatory Framework there are a number of Regulatory Requirements which are relevant to the provision of repairs and maintenance services and tenant safety which SHA must comply with, these are:

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

## REPORTING A REPAIR

We encourage customers to report repairs as soon as they have become aware of a problem.

We operate an “Out of Hours” Emergency Service every day of the year which is accessed by telephone. If the reported repair is deemed not to be an emergency the customer will be advised that it will be dealt with as a non-emergency repair and be asked to report the repair during working hours.

We aim to ensure that customers can report Repair and Maintenance issues in a variety of ways:

- By Telephone to our Repairs Department  
Tel No 0141 422 1112 Option 1 for Repairs
- Hours of business: Monday – Friday 9am – 4pm (excluding Wednesday 9am – 2pm)
- Out of hours: 4pm – 8am weekdays, 24hour on weekends
- Via email to [southsiderepairs@southside-ha.co.uk](mailto:southsiderepairs@southside-ha.co.uk)
- Via the Web – [www.southside-ha.org](http://www.southside-ha.org)
- By Letter
- In Person at any SHA office
- Digital Platform

### Emergency repairs

- Can be reported by telephoning 0800 595 595.
- Hours are: Daily from 4pm – 8.00am, 24 hours on weekends.
- Wednesday (SHA are closed from 2pm for Training (Contact CB for Emergencies from 2pm)

#### 4. CLASSIFICATION AND TIMESCALES

On receipt of a repair the repairs and maintenance department will categorise the repair to reflect the nature and urgency of the work required. There are six main categories of works, each of which have differing timescales for completion. A detailed list of repairs classifications and associated timescales for completion are enclosed as Appendix 1&4 of this policy.

- **Emergency Repairs** - The Main purpose of the emergency repair service is to make safe or secure. Whilst every effort will be made to undertake a full repair when responding to an emergency during normal working hours of 9am – 4pm Monday to Friday (Wednesday 9am – 2pm) this may not always be possible and a further repair visit for follow on work may be required. Outside normal working hours, the emergency repairs service will be to make safe only. Making safe may involve turning off the water supply or boarding up a window with follow up work to be undertaken, wherever possible, during the next working day.
- **Qualifying Repairs (Right to Repair)** - A number of repairs are subject to Statutory Timescales for completion as defined within the Housing (Scotland) Act 2001. On reporting such repairs, we will advise our customer that the repair is a “Qualifying Repair” and provide the timescale for completion of the works. We will also confirm, in writing, their rights under the scheme including the details of compensation arrangements should the repair not be completed within the appropriate timescale. All 1-day Qualifying repairs may be subject to being treated as an emergency repair within a 4-hour response time to attend and make safe. Refer to **Appendix 1** for summary. There is a requirement of SHA to advise tenants, on an annual basis, of their rights under the Right to Repair scheme. We will carry this out primarily via our Tenants Newsletter. Information on the scheme will also be available in our offices and our website.
- **Urgent Repairs** - These are less serious but do require prompt attention (do not constitute an emergency) and will be completed within 3 days. If an inspection is required prior to works being carried out, then inspection time will be included within the repair timescale.
- **R1 – Routine Repairs** - These are for non-urgent work and do not require attendance for Health & Safety reasons and those which do not present an obvious risk to further, more substantial, damage to property.
- **R2- Routine Repairs** - These are repairs that may require multiple trade attendance, or where there may be longer manufacturing time for a part or non-standard materials.
- **R3- Service Requests** – These are repairs that are works orders which are excluded from reporting. Refer to **Appendix 1** for summary.



- Void Repairs (Repairs to Empty Houses)** - These are works to bring the property up to the SHA Lettable standard and will generally be undertaken when the property is empty with works prioritised to minimise the length of time properties are vacant.

SHA aims to inspect all properties prior to a property being vacated. Advice will be given to the outgoing customer on their obligations and any rechargeable repairs that are considered necessary.

From time-to-time minor works will be carried out after the tenant has moved in. All void properties are also subject to a Gas Safety check (if applicable) prior to the new tenant taking possession.

An Electrical Safety certificate and Energy Performance Certificate will also be provided as close to the tenancy start date as practicably possible.

Planned improvements may not always be undertaken prior to occupancy. A timescale will be agreed with the incoming customer for the completion of such works, depending on the timing of the proposed programme and condition of the relevant fittings or components.

V1 – Minimum Void	2 days
V2 – Standard Void	5 days
V3 – Major Void	10 days

Further details on Void Standards are available to view in our Void Policy.

- Cyclical & Pre Planned Maintenance – PPM / Compliance**

Cyclical works are those that need to be done on a periodic basis.

SHA will ensure that all Gas Central Heating Systems and Gas Appliances that we are responsible for are serviced annually. We have a Gas Policy that sets out its approach to servicing and also to dealing with customers who prevent access to their property to carry out the annual gas servicing, which may on occasion involve taking legal action.

SHA also undertake a 5-year Electrical Safety Inspection of all its properties as set out in Electrical Policy (To be written).

We will also undertake regular servicing and testing of fire alarms, smoke alarms, heat detectors and emergency lighting where these are provided by SHA.

We also undertake regular safety testing of all SHA owned electrical equipment, where provided, fire- fighting equipment will also be maintained. SHA will plan and operate a 5-year external and internal painting programme for communal and common areas.

Decoration within the home is the responsibility of the customer other than when the property is first let when its decorative condition meets the SHA Lettable standard unless otherwise agreed with the incoming customer. In these circumstances decoration vouchers may be issued for the customer to undertake their own work.

A number of repairs and maintenance items are dealt with as part of ongoing plans or contracts. The timescales for such times will vary according to the nature of the work and may be affected by issues such as budgets or third-party involvement (e.g. common owners)

Works included within the Cyclical or Pre Planned Maintenance contracts include (but are not limited to): -

• Lift Maintenance
• Gas Servicing
• Gutter Cleaning
• External Painting
• Electrical Periodic Testing

We reserve the right to amend the stated classification and timescales to take into account unforeseen or other specific circumstances. This will include, for example, the requirement to order specialised parts or materials, specialist works being required, or additional works being identified whilst repairs are being carried out. We will notify the customer as soon as practicably possible of any proposed changes to the repair itself.

• **MAJOR REPAIRS**

Major Repairs are jobs that require more planning and /or resources than standard non-emergency repairs or where there are non-standard materials required.

Major Repairs will generally arise as a result of a repairs request made directly by a customer. In most cases an inspection to determine the extent and most appropriate approach to the major repair will be required prior to approval being given for the work to go ahead.

Examples of Major Repairs Include:

• Structural work such as subsidence
• Repairs or renewal where scaffolding is required
• Extensive Damp Proofing work
• Major Fencing works
• Major drain repairs or renewals
• Large Areas of Paving
• Work covered by government legislation e.g. party walls

For reasons of economy or efficiency, major works may be grouped together in programmes or work, and where possible linked to elements of the planned maintenance programme. As such the time within which major works are delivered may vary. The customer will be kept informed of timescales prior to work being undertaken.

### **MIXED TENURE BLOCKS**

Some of our properties are situated in multi-tenure estates and often responsibility for repairs may be shared with other landlords/property factors and private owners. SFAR's is the wholly owned subsidiary of SHA and where they have been appointed as the property factor, they will arrange for common repairs to be carried out using our approved contractors, in accordance with Section 2 of the SFARS written statement.

SHA will liaise 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.

SHA recognise that a proportion of the housing stock is situated within blocks where no factor exists, and other homeowners are reluctant to undertake and contribute to the common repair work.

Where works are required to maintain the safety of common areas for Southside's tenants, approval from the Repairs Service Manager/ Repairs Service Coordinator, in accordance with delegated limits, should be sought prior to instruction.

- Communal Repairs – Communal Repairs are carried out to entrances, halls, lifts, stairways, passageways, lighting, door entry systems and other parts provided for common use. They may also be carried out on fencing and to other external structures which are the responsibility of SHA as the Landlord. Some communal repairs might be programmed (i.e. jobs in the same scheme or group of properties collated to be completed together) in such cases we will inform customers when we do this and the revised timescales for completions.

### **PRE-INSPECTIONS**

Pre- Inspections will be required in advance of repairs taking place to assess the extent of the work or materials required. Where an inspection is necessary, the customer will be informed of this, and an inspection appointment be made on a mutually agreed date for an am or pm appointment slot. SHA aims to complete inspections within 3 working days of the report being made (or later if this suits the customer). The repair will then be categorised under the standard response times. The time taken to complete the repairs requiring a pre- inspection will be measured from the first report to completion of work.

Customers will be informed of the outcome of inspections as soon as practical after they have taken place. Inspections may not result in work being undertaken in all cases.

Appendix 3 is attached summarising the circumstances in which our maintenance officers will carry out inspections.

## **POST INSPECTIONS**

SHA will carry out Post Inspections to completed works to ensure that we are providing a high-quality service which is also value for money.

5% of all our work is Post Inspected as is any job where repairs are equal to or greater than £1,000. All Post Inspections are undertaken before approving any invoice for the works. Where a Post Inspection is not viable, i.e. Roof Repairs, contractors shall be instructed to provide before and after photographs accompanying invoices.

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

The table below is a definition of classifications of repairs:

<b>CATEGORY &amp; CRITERIA</b>	<b>RESPONSE TIME</b>
<b><u>EMERGENCY REPAIRS</u></b>	Make Safe or Secure within 4 hours
<b><u>URGENT REPAIRS</u></b>	Attendance and completion of the repair within 3 working days
<b><u>QUALIFYING REPAIR – (RIGHT TO REPAIRS SCHEME)</u></b>	24 hours (1 day)
<b><u>R1 - NON-EMERGENCY REPAIRS</u></b>	By mutually agreed appointment (SHA aims to complete Non-Emergency repairs within an average time of 10 working days from the date of the report)
<b><u>R2 – OTHER NON-EMERGENCY REPAIRS</u></b>	Attendance and completion within 21 working days
<b><u>R3 – SERVICE REQUESTS</u></b>	28 DAYS
<b><u>CYCLICAL &amp; PLANNED MAINTENANCE – PPM</u></b>	Cyclical works are those that need to be done on a periodic basis and will be subject to change varying timescales

## **5. ASBESTOS / LEGIONELLA MANAGEMENT**

Please refer to the separate SHA Asbestos Policy and Internal Management plan.

Please refer to the separate SHA Legionella Policy.

## **6. GAS SAFETY**

SHA is committed to ensuring that tenants living in our properties which have gas appliances are kept safe. In order to meet our legal responsibilities, we operate a robust system for annual servicing which includes provision for forced access to properties to allow servicing work to be carried out.

Gas servicing works will only be carried out by suitably qualified Gas Safe Registered Engineers.

In addition to the above safety measures, our contractor City Building also carry out monthly audits and the association employs an independent 3<sup>rd</sup> party inspector to carry out random on-site checks of a percentage of gas works and services to ensure regulatory compliance and installation safety.

Full details are included in our Gas Safety Policy.

## **7. ADAPTATIONS**

SHA is committed to supporting and assisting our tenants with mobility or other impairments to enjoy independent living. Our Housing Policy provides a number of options which can be considered for tenants specific needs.

The association has an Adaptations Policy which details how we meet the needs of tenants whose circumstances require the addition of specialised facilities or equipment.

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

## **8. GRAFFITI AND OTHER VANDALISM**

We aim to ensure that our properties are safe and well maintained. We will endeavour to make safe any acts of vandalism as soon as practicably possible. Offensive graffiti will be removed within 4 hours of it being reported to us. In conjunction with the local community and the police we endeavour to identify the perpetrators of acts of vandalism and wherever possible we will recharge the offender the cost of dealing with the vandalism.

- Any graffiti removal is to be raised as a service request however if sectarian or obscene be escalated to an emergency as per Appendix 1.

## **9. GARAGES/ GARAGE SITES**

SHA have a range of garages / lockups rented to both tenants and private owners. SHA will provide a maintenance and repairs service to these.

## **10. INSURANCE**

SHA insures all our properties and as such tenants are not required to take out Building Insurance. However, we do not insure contents of properties or tenant's personal belongings. Should, for example there be a fire or flood in a property, we will make good all the damage to the structure of the property, including fixtures and fittings but we will not replace or compensate for loss of personal items.

Tenants are strongly urged to take out contents insurance to protect their belongings.

SHA carries all necessary Public Liability and Employer Insurances

Factored owners and other owners should obtain their own Buildings (unless managed by SFARS) and Contents Insurance.

## **11. MID MARKET PROPERTIES**

The majority of Mid-Market properties are owned by SHA and leased to SFARS (factoring division) for the purpose of Mid-Market rental.

The Repairs dept. are responsible at void to carry out any Repairs and Maintenance including decoration, floorcoverings and to provide white goods where applicable.

We also carry out a reactive repairs and maintenance service to all Mid-Market properties. Mid-Market properties will benefit from the same inspection regime and tenant satisfaction surveys as all SHA properties.

All white goods installed are Portable Appliance Tested (PAT) on a yearly basis in line with the SHA Electrical policy.

The Right to Repair scheme does not apply to Mid-Market properties.

## **12. PEST CONTROL**

SHA have a Pest Control Policy to ensure there is a clear and transparent approach to what SHA will deal with in relation to pest control and what our tenants should take responsibility for.

The key aims of the policy are to:

- Clearly set out SHA's position in dealing with pests in and around the property.

- Confirm the pest control issues that SHA will take responsibility for
- Provide advice to tenants on how to eradicate pests.
- To promptly respond to any infestation, in any of our common areas
- Clarify the circumstances that may result in a recharge to the tenant.

SHA will only meet all the costs in relation to Bedbugs and Cockroaches.

SHA will however respond to provide a Maintenance Inspection to investigate and/ or to carry out any repairs to prevent infestations such as holes in walls, behind units etc.

Refer to Pest Control Policy for any further details.

### **13. RECHARGEABLE REPAIRS**

- Where a repair is deemed to be down to the following on the part of the customer:
  - Wilful Damage
  - Neglect
  - Misuse
  - Abuse

SHA expects the customer to undertake the repairs or remedial work required or repay to the association the cost of such work.

When a repair is reported we will confirm if we consider it to be a rechargeable repair and how much it will cost. We may set a minimum charge. The recharge will either be the actual cost or the minimum charge whichever is higher in value. Payment in advance of work proceeding will be required, where feasible.

Sometimes, however it is only once the work is being done that we may identify that it is a rechargeable repair. Rechargeable repairs may include:

• Emergency Repairs e.g. lost keys, power loss due to defective appliances
• Making good electrical wiring following the installation by the tenant of lighting or other electrical fittings
• Cleaning and clearing property/ and /or garden ground at termination of tenancy
• Making good the property following improvements/ alterations carried out by the tenant without SHA's approval or not to an acceptable standard
• Damage to the property during tenancy or when property is vacated
• Failure to carry out work which causes nuisance to other residents, for example an overgrown garden
• Where we have to force entry to carry out statutory repairs, e.g. gas fire /central heating servicing. Charges will apply only after reasonable opportunities have been given to tenants to allow access
• Attending site due to no heating or hot water where the fault is no utility credit in the meter
• The production of a crime reference number or incident number provided by the police does not exempt the tenant from a potential recharge for a repair. Where the property has been damaged due to the execution of an arrest or search warrant by the police the tenant is fully responsible for the repair costs irrespective

of the outcome of the forced entry.

This list is not exhaustive and there may be other items that are rechargeable.

There will be circumstance in which recharges will not be applied:

• To the family of a customer who has passed away if there is no estate
• When a customer is admitted to residential care and has no means to pay
• Where the customer has been a victim of a serious crime which has been reported to the police and has a crime reference number or other supporting evidence from the Police
• Where the damage is accidental and is the result of a customers identified vulnerability
• Repairs due to forced access in a medical emergency will not be recharged to the tenant

Customers will have the right to appeal against any decision to deem a repair rechargeable.

#### **14. TENANTS OWN IMPROVEMENTS- ALTERATIONS**

Customers wishing to carry out work on their properties beyond their general responsibilities listed in the appendices must seek permission from SHA in advance in accordance with the Alterations & Improvements form and procedure.

Examples of Alterations or Improvements which require our written consent:

- Installation or removal of heating system
- Installation or removal of Showers
- Installation or removal of Internal Doors
- Alterations to the Loft space
- Installation or removal of kitchens or bathrooms
- Installation or removal of Internal walls
- Installation of Satellite dish or TV aerial to external fabric of the building
- Any alterations to Electrics

All electrical and gas work to be carried out must be undertaken by a fully qualified tradesperson. Any person undertaking Electrical or Gas alteration work must be, or employed by a member of class of person approved by the Health & Safety Executive (HSE) to do that kind of work. Electrical and Gas Safety certificates will be required to be submitted to SHA on completion of the works. Ongoing maintenance of any alterations (such as showers) and improvements remain the responsibility of the customer.

SHA will inspect any approved works after completion to ensure that the standard of materials and workmanship are sufficient and that the work has been fully completed and any relevant certification has been issued.

- In the event that customers have carried out work to the properties and then decide to move, they may be required to reinstate the property to the



condition it was in before they carried out the work. SHA will comply with the statutory requirements of “The Right to Compensation for Improvements” scheme.

Permission may be required from other owners within a common block if the alteration impacts on any common part of the building or common ground e.g. installation of Satellite dish on common wall or erection of outbuilding on common ground. It is the customer’s responsibility to obtain such permissions and provide details to the association.

Factored and non-factored owners should seek permission from SHA to carry out any alterations which impact on any common parts of the building.

Tenants and Owners are also required to check whether or not any Local Authority permissions or consents are required before alterations are carried out.

## **15. SERVICE QUALITY AND IMPROVEMENT**

SHA aim to deliver our responsive repairs services to our published customer service standards. We are committed to working in partnership with our customers to achieve improvements in service delivery and performance. We will do this by tracking and analysing the performance of the repairs service, and by working with customers through a range of involvement initiatives for instance, mystery shopping, customer groups, repairs, and maintenance forums etc. to identify areas for improvement and monitor the delivery action plans. We will consult customers and external stakeholders on any revision to this policy.

We aim to deliver an efficient and effective business, demonstrating Value for Money to our customers with a high standard of service delivery provided at a reasonable cost. We have a range of mechanisms in place to demonstrate and improve our service delivery, including benchmarking cost and performance data.

Feedback from customers on the quality of the service is important to us to help in the continuous improvement of the service. Regular Customer Satisfaction surveys will be carried out following the completion of a repair. We will work closely with our customers to ensure this information, and other feedback, to track and improve service performance and quality and ensure we are delivering an efficient and effective service. We operate a feedback procedure for customers who wish to inform us where our service fails to meet our standards.

Post Inspections of jobs carried out will be undertaken when a customer is dissatisfied because:

- The Quality of the workmanship is not acceptable.  
and / or
- The repair carried out has not rectified the problem.

We aim to complete non-emergency repairs on the first visit and will monitor our performance against this measure. Sometimes, during the course of a repair,

additional works may be required. We have procedures in place to ensure the repair is completed within our target timescales and the satisfaction of the customer. These procedures give us flexibility to complete the repair at the first visit without the need to make a new appointment.

## **16. ACCESS TO YOUR PROPERTY**

Our Aim is to provide our customers with easy access to our service through different routes to meet their needs and at a time and place to suit them.

### **ACCESS**

We expect customers to provide us with Access to the property to carry out repairs at the appointed time, to remove belongings to allow Access for work to be undertaken and to provide a clean, smoke free environment for SHA's employees or contractors to work in.

For internal repair work we offer a Repairs and Inspection by appointment scheme.

As a minimum requirement we will offer you an appointment to carry out or inspect work on an AM or PM basis.

If our Contractor or Inspector is unable to attend the appointment, for any reason, you will be notified as soon as practicably possible.

In the event that customers persistently fail to meet more than one pre –arranged appointment for a specific repair, SHA will reserve the right to introduce a **NO ACCESS** charge, subject to further consultation with customers.

Where SHA's contractor fails to attend an appointment at the earliest opportunity we would apologise and explain the reason for the failure to attend and would prioritise the re-appointment of the repair at the next available appointment slot.

Where the Contractor or Repairs Officer calls at an appointed time slot and access is not available, the tenant will be notified by card left at the property. The onus is then on the tenant to rearrange a subsequent appointment. If no new appointment is made, then the original order/ inspection will be cancelled.

Some jobs, including communal repairs, may require an inspection visit before the repair is arranged. These will include:

- Where investigations to identify the problem are required
- Where previous repairs have not resolved the problem
- Where there are boundary or ownership issues.
- Where there are potential policy implications (e.g.: where a generic problem has been identified)
- Where the scale of the work indicated by the customer suggests that it may be appropriate for it to be included in a wider programme of repairs.

SHA may in exceptional circumstances need to gain access to a property, in order to carry out essential emergency repairs, to remedy a serious Health & Safety Risk, or where there is reason to believe the customer is incapacitated or has died in the property.

### **FORCED ACCESS**

If a Forced Access is required the Repairs dept. and Contractor will require a minimum of 48 hours' notice to action the job line.

### **NO ACCESS PROCEDURE**

See below NO Access procedure for each repair category.

Emergency Works	A no access at an emergency will result in a cancellation of the job line and no further attendance will be issues on this line. <ul style="list-style-type: none"> <li>• NO appointment is made for this category</li> </ul>
Right To Repair	A no access at a RTR will result in a cancellation of the job line and no further attendance will be issues on this line. <ul style="list-style-type: none"> <li>• NO appointment is made for this category</li> </ul>
Urgent	1 x appointment is to be arranged with the tenant. A no access will result in a cancellation of the job on the third working day if no contact has been made by the customer to rearrange the job.
R1 – Routine	2 x no access abandon job – must be confirmed appointments with customer. If contractor is unable to make contact with the customer to confirm the appointment the contractor must contact SHA for assistance. All no access evidence, no access card/photographic evidence/card no must be provided on all occasions to SHA. NO job can be cancelled unless agreed with the SHA repairs co-ordinator / Manager and the contractor.
R2 – Routine	2 x no access abandon job – must be confirmed appointments with customer.

	<p>If contractor is unable to make contact with the customer to confirm the appointment the contractor must contact SHA for assistance.                  All no access evidence, no access card/photographic evidence/card no must be provided on all occasions to SHA.                  NO job can be cancelled unless agreed with the SHA repairs co-ordinator / Manager and the contractor.</p>
<p>R3 – Service Request</p>	<p>2 x no access abandon job – must be confirmed appointments with customer.                  If contractor is unable to make contact with the customer to confirm the appointment the contractor must contact SHA for assistance.                  All no access evidence, no access card/photographic evidence/card no must be provided on all occasions to SHA.                  NO job can be cancelled unless agreed with the SHA repairs co-ordinator / Manager and the contractor.</p>

- NO job can be cancelled unless agreed with the SHA repairs co-ordinator / Manager and the contractor.
- All cancellations will be reviewed at weekly contractor meeting.
- Charges may also apply under the recharge policy for No Access

## **17. VULNERABILITY**

Where it has been identified that a customer has a vulnerability or need that would require a prioritised response or directly impacts on their ability to carry out a repair themselves, SHA will assess the case on its merits, and may prioritise the repair or agree to carry out the repair on their behalf.

## **18. COMPLAINTS**

A tenant may submit a complaint if they feel that SHA has failed to apply this Policy correctly, or if they are dissatisfied with the standard of service SHA has provided.

All complaints will be dealt with in accordance with SHA's Complaints Handling Procedure. Tenants also have the right to refer complaints to the Scottish Public Services Ombudsman if they have exhausted SHA's Complaints Handling Procedure and remain dissatisfied with our response.

- Please refer to the separate Complaint Handling Procedure for guidance.

## **19. SAFETY OF STAFF AND CONTRACTORS**

SHA operates a Group Code of Conduct Policy and for contractors who carry out repairs on our behalf have a Contractor Code of Conduct. In addition, we take seriously any action by customers who harass or threaten to harass or sue or threaten violence towards SHA staff, agents, or contractors. We will always take action to protect our staff where such circumstances arise. In extreme circumstances this may involve police action.

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

Attached is Appendix 5 Contractors Code of Conduct.

## **20. RESPONSIBILITIES OF EMPLOYEE**

It is the responsibility of our staff to ensure that:

- The Policy is adhered to in relation to eligibility for repair, categorisation, and any recharge.
- To be familiar with the specification of standards
- To advise customers of the nature and timescale of response
- To ensure that work is allocated to and completed satisfactorily and on time by suitably qualified operatives and / or subcontractors.
- To ensure Value for Money in the delivery of all repairs and maintenance services

It is also the responsibility of all staff and contractors visiting properties to inform SHA of any potential Safety and Disrepair issues, including potentially unauthorised and unsafe installations. This also applies to any potential safeguarding or vulnerability issues.

All staff and contractors should be mindful that they represent SHA at all times and ensure that the Company is not brought into disrepute by any action or omission on their part.

## **21. RESPONSIBILITY OF SHA**

### **Staff Training and Competence**

SHA will ensure that all Repairs and Maintenance staff are competently qualified, and in particular with regard to the Contractors, Gas Engineers and Electricians are in line with the Gas Safety and Electrical safety Policies (still to be written).

All relevant SHA staff will be fully briefed on the implementation of the Policy and associated procedures and any identified training needs be met.

The Director, Depute Director, Head of Housing Services, Repairs Service Manager are all responsible for ensuring the effective and efficient delivery of the Repairs and Maintenance, by monitoring the performance of its in-house workforce and external contractors, including the procurement and management of appropriate third-party contracts.

## **22. EQUALITIES**

SHA is committed to promoting and achieving equality in all aspects of our work. Our workforce includes colleagues who are bi-lingual in a number of community languages, allowing us to meet the diverse communication needs of our tenants. Where we cannot meet these needs in-house, we will access interpretation or translation services from external providers to address any communication barriers our tenants may face.

SHA will meet its obligations under the Equality Act 2010, including the general equality duty in the Act, to ensure we do not discriminate against, harass, or victimise a person because they have one or more of the nine protected characteristics described in the Act.

## **23. DATA PROTECTION**

SHA is fully committed to compliance with the requirements of the Data Protection Act 2018 and the UK General Data Protection Regulations (UKGDPR). SHA will follow our procedures that aim to ensure that all employees, volunteers, contractors, agents, consultants, partners, or other persons involved in the delivery of services by SHA, and who have access to any personal data held by or on behalf of SHA are fully cognisant of their duties and responsibilities under the Data Protection Act 2018 and the UKGDPR.

## **24 POLICY REVIEW**

This policy will be subject to a review every 3 years, or where there is a requirement to update this policy in response to legislative or regulatory developments or updated guidance.



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