

Easthall Park Housing Co-op
Repairs and Maintenance Policy



Approved by Management Committee: October 08

Date of next Review: October 2011

1 Introduction

The purpose of this policy is to outline the broad principles that will be used by Easthall Park Housing Co-operative in the completion of reactive repairs, cyclical and planned maintenance, medical adaptations and void repairs.

2 Aims and Objectives

The core aim of the policy is to provide a framework to support the delivery of a high quality, efficient maintenance service. Underpinning the successful realisation of this aim will be the achievement of the following objectives:

- Compliance with statutory obligations, regulatory standards and best practice;
- Developing a strategic, long-term approach;
- Ensuring value for money;
- Deliver a customer focussed repairs and maintenance service
- Deliver a responsive reactive service and effective cyclical, planned programmes
- Comprehensive performance management systems to control, analyse and improve
- Ensure our properties meet the criteria within the Scottish Housing Quality Standards

3 Equal Opportunities

Easthall Park Housing Co-operative is committed to equal opportunities for all sections of the community. Accordingly, no person will be discriminated against during the implementation of this policy on the grounds of sex, marital status, family circumstances, race, ethnic or national origins, disability, age religion, political or sexual orientation.

In this context, the policy can be made available in a variety of different formats including large print, alternative languages and audiotape.

4 Responsive Repairs

Easthall Park Housing Co-operative's aim is to achieve a high quality responsive repairs service. This involves making sure the right repair is done to the tenants satisfaction at the agreed time and on the first visit.

A responsive repair is maintenance arising from the Co-operative's obligations to carry out repairs to a property.

These type of repairs will generally be at the request of the tenant (emergency, urgent or routine repairs). Or, alternatively, identified during an inspection.

Reporting a Repair

- 4.2.1 Any tenant who reports a repair should find the initial contact easy, helpful and receive the relevant information on what will happen next and when it will happen.

The Co-operative believes to ensure accessibility there needs to be wide and effective range of ways to report repairs. Tenants will be able to report a repair by phone, at the office, in writing, by email and directly to staff out on estates undertaking other tasks. The accessibility and simplicity of reporting a repair will be closely monitored.

Appointments

When the tenant reports a repair the staff member will tell the tenant when the repair should be completed. The staff member will also ask the tenant for access details and these will be passed to the contractor. The performance of the contractor and tenant satisfaction in this context will be closely monitored.

Targets

To deliver an efficient service and allow for tenants to effectively assess repairs performance, Easthall Park Housing Co-operative has categorised responsive repairs into emergency, urgent and routine categories.

Emergency repairs will be attended to within 4 hours and completed within 24 hours. An emergency repair is defined as a repair that presents a threat to the building or property and/or the immediate health or well being of its occupants, if not attended to as soon as possible.

Urgent repairs will completed within 3 working days. An urgent repair is defined as repairs that do not necessarily present a threat to the building or property or health or well being of its occupants, but the Co-operative would like to be carried out within 72 hours to reduce any inconvenience caused.

Routine repairs will be carried out within 7 working days. A routine repair is defined as those that do not fall into the emergency or urgent categories.

Appendix 1 provides examples of the type of repairs that fall under each category.

These targets are well publicised at the office, website, newsletters and information leaflets.

Out of Hours Service

Easthall Park Housing Co-operative operate an out of hours emergency service. The contact details are widely publicised. Generally, the work will involve making a repair safe and returning later to complete follow-up work. The performance and costs of the service will be closely monitored.

Inspections

- 4.6.1 Easthall Park Housing Co-operative will only pre-inspect properties in exceptional circumstances. The aim is to collect enough information from the tenant to carry out the work. We will only pre-inspect if the nature of the work is unclear, or if the repair may be due to misuse or neglect.
- 4.6.2 Easthall Park Housing Co-operative will post-inspect repairs. We believe, however, there is limited value in establishing a set target. Post-inspection will be determined by the nature of the contract, contractor performance and focus on areas that present greater risk to the organisation.

5 Cyclical Maintenance

These are works undertaken on a specified cycle. It includes items like gas safety inspections, environmental management, gutter cleaning and external painting. Details of the Co-operative's cyclical programmes are set out in the 5-year maintenance plan and Life Cycle Costing Plan.

6 Planned Maintenance

These are major works carried out when building components are no longer fit for purpose or working effectively and efficiently. They include re-roofing, kitchen and central heating replacement. These works are programmed within a 30 year Life Cycle Costing Plan. Again, the 5-year maintenance plan provides detail of future planned programmes.

Programmed inspection will be completed on 20% of the stock on an annual basis over a 5-year programme. This is to ensure a comprehensive understanding of the stock condition and the property meets the criteria within the Scottish Housing Quality Standard.

7 Landlord and Tenant Repair Responsibilities

Details of Easthall Park Housing Co-operative's repairs responsibilities are set out in 5.1 of the Co-operative's Scottish Secure Tenancy Agreement.

Details of tenants' repair responsibilities are set out in 5.15 of the Co-operative's Scottish Secure Tenancy Agreement.

8 Rechargeable Repairs

The Co-operative's aim is to make sure tenant is informed at point of fault reporting that repair will be recharged.

Any damage caused wilfully or due to neglect will be charged to the tenant.

A separate policy with procedures is in place that deals exclusively with this area.

9 Right to Repair

The Housing Scotland Act 2001 introduced the Right to Repair. This is a statutory provision that allows tenants to arrange to call one of the Co-operative's approved contractors out, if a qualifying repair is not carried out on time.

The Right to Repair period starts on the **first working day after**, either, the date the Co-operative received the qualifying request from the tenant; or, where the Co-operative requires to inspect the property, the date of inspection.

If the Co-operative's contractor notified of the qualifying repair has not started the qualifying repair by the last day of the Right to Repair period, tenants have the right to instruct the work themselves. However, they have to use the alternative contractor, whose details would have been given to the tenant at the time of reporting on the repairs receipt issued.

Appendix 2 outlines the list of defects, which are qualifying repairs, and maximum timescales for completion.

In the cases where tenants are required to contact the alternative contractor they will be entitled to compensation of:

- a) £15 basic amount, plus
- b) £3 for every day from the day after the repair is late until the day that the repair is completed

- c) The above is subject to a maximum of £100 for any one repair

10 Voids

These are repairs that are carried out to a property when it becomes empty i.e. the tenant gives up the tenancy. The aim of the Co-operative is to turn-round voids quickly. The Co-operative is required by law to complete safety checks and ensure the property is maintained to the minimum standards, as set out in the Co-operatives Void Management policy.

11 Aids and Adaptations

These are work carried out to properties to help our tenants continue to live in their own homes. It would include work such as walk in showers and installation of handrails. This work is generally funded by Glasgow City Council. Funding though is limited. Accordingly, the Co-operative will seek the advice of Occupational Therapists prior to authorising work.

Upon successful receipt of funding adaptations will be carried out within 20 working days.

12 Alterations & Compensation for Improvements

- 12.1 In accordance with the Co-operative's tenancy agreement, written permission will be required if a tenant wishes to alter any fittings or fixtures in the property. However, we will not refuse permission unreasonably. The Co-operative will respond to any request within 28 days.
- 12.2 The Housing Scotland Act 2001, meanwhile, introduced the Tenants Right to Compensation for Improvements. This provides a right for tenants to receive compensation for certain works carried out by them during the course of the tenancy. The Co-operative, however, must have approved the alteration and the tenancy must have ended.
- 12.3 A claim must be received by the Co-operative 28 days before the tenant ends their tenancy or 21 days after it has ended. The Co-operative will respond to any claim for compensation within 28 days of receipt of the claim.

13 Insurance

- 13.1 The Co-operative will only make a claim on buildings insurance if the work costs (excluding VAT) are above the amount of £500. Incidents, however, that occur below this cost level will be

investigated by Maintenance Officer and each one will be judged on its merits as to whether the Co-operative will claim or not.

14 Delegation/Authority to Instruct Work

14.1 The day-to-day management of the service is delegated to the Core Services Manager. This means that staff can undertake all necessary work to the point of contractor selection and tender openings. These actions must be carried out by Committee members.

14.2 Within the Co-operative's financial regulations, authority is given for the use of work orders on the following scales:

Up to £1,000 Works Order	Maintenance Officer
Up to £2,000 Works Order	Core Services Manager
Up to £2,000 Written Quotation	Core Services Manager
Over £2,000 Three Quotations	Core Services Manager /Director/ Management Committee

14.2 To avoid unnecessary delays, emergency repairs are excluded from the tender limit, but any emergency work that exceeds the tender limits will be reported to the next Management Committee meeting.

15 Approved Contractors

15.1 The Co-operative maintains an approved list of consultants and contractors. This list will be reviewed on an annual basis.

15.2 To be admitted to the list, contractors are required to complete an approved application form and provide the following documentation:

- Hourly rates by trade
- Equal opportunities policy (or adopt the Co-operatives)
- Relevant insurance cover
- Health and safety policy
- CIS certificate

15.3 All contractors are required to accept the service standards and management agreement. These documents are provided with the application form.

16 Tendering

16.1 In the majority of instances, contractors selected for the tendering process will be from the approved list. On occasions, other

contractors will be invited – particularly when the work is of a specialist nature.

- 16.2 The Management Committee will identify the appropriate procurement strategy for each contract. The Co-operative will not be restricted to awarding contracts on a competitive tendering basis. Consideration will be given to awarding contractors on a cost/quality basis.

17 Contractor Payments

- 17.1 The contractors from the approved list are expected to submit invoices within 28 days of work being completed. Invoices submitted must include labour, material and plant cost. The contractor must also attach a copy of works order which has to be signed by the tenant.
- 17.2 The Co-operative will pay contractors within 28 days of submission of invoice or as agreed within the maintenance contract tender document.

18 Performance Measurement

- 18.1 The Management Committee will receive regular reports that evaluate tenants' views about the service and assess service in terms of cost and quality.
- 18.2 This performance indicators will include:
- Major and cyclical as % of all repairs spend
 - Responsive repair costs per property
 - Number of responsive repair orders per property
 - Contractor performance on response times
 - Gas maintenance performance
 - Number of recharges made to tenants and % recovered
 - % of housing meeting housing quality standard
 - Customer satisfaction with repairs service
 - Pre-and post-inspection reports
 - Maintenance comparison of actual spend against planned expenditure
- 18.3 The reporting will include benchmark data and trend analysis of previous performance.

19 Complaints

- 19.1 Any user that is dissatisfied with the service experienced should be encouraged to provide feedback. If the problem cannot be resolved informally, the Co-operatives complaints policy outlines the steps to follow.

20 Training

- 20.1 Prior to the implementation of this policy, training will be provided to all relevant staff. Ongoing training requirements will also be regularly reviewed.

Appendix 1

RESPONSIVE REPAIR CATEGORIES

Emergency Repairs

(attended within 4 hours and completed within 24 hours)

- Burst pipes
- Faulty cooker control unit
- No heating
- No water supply
- Blocked flue to open fire or boiler
- Loss or partial loss of gas supply
- Unsafe power or lighting socket or electrical fitting
- Choked toilet (1 toilet in house)
- No lighting or power
- Unsecured external door
- Broken windows
- Blocked or leaking foul drains or soil stacks
- Toilet not flushing (1 toilet in house)
- Any health and safety issue

This list is not intended to be either comprehensive or exhaustive

Urgent Repairs

(completed within 3 working days)

- Partial loss of water supply
- Repairs to mechanical extractor fan
- Blocked sink, bath or basin
- Toilet not flushing (2 toilets in house)
- No hot water

- Loose or detached banister or handrail
- Partial loss of electrical supply
- Choked toilet (2 toilets in house)
- Partial loss of water supply
- Unsafe timber flooring or stair treads
- Door entry repairs

This list is not intended to be either comprehensive or exhaustive

**Routine Repairs
(completed within 10 working days)**

All repairs not included in the Emergency or Urgent categories.

Appendix 2

Right to Repair: List of qualifying defects and repairs

DEFECT	MAXIMUM TIME (Days)
Blocked flue to open fire or boiler	1
Blocked/leaking foul drains, soil stacks, toilet pans (where there is no other toilet in the house)	1
Blocked sink, bath or basin	1
Complete loss of electric power	1
Loss of electric power	1
Partial loss of electric power	3
Insecure external window, door, lock	1
Unsafe access path or step	1
Leak or flooding from water or heating pipes, tanks or cisterns	1
Loss or partial loss of gas supply	1
Loss or partial loss of space or water heating, where no other source of heating is available	1
Toilet not flushing (where there is no other toilet in the house)	1
Unsafe power or lighting socket or electrical fitting	1
Complete loss of water supply	1
Partial loss of water supply	3
Loose or detached banister/handrail	3
Unsafe timber flooring or stair treads	3
Mechanical extractor fan for internal kitchen or bathroom not working	7