



REPAIRS AND MAINTENANCE POLICY

POLICY IMPLEMENTATION CHECKLIST	
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Author:	Area Maintenance Manager
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This document can also be provided in large print, braille, audio or other non-written format, and in a variety of languages

REPAIRS AND MAINTENANCE POLICY STATEMENT:

1 INTRODUCTION

- 1.1 Cordale Housing Association takes pride in being able to provide good quality housing, and high standards are sought through the design and construction process. The Association is equally committed to ensuring its stock is well maintained and to putting in place comprehensive repairs and maintenance services to achieve this. Cordale will also adopt an Asset Management approach to planning its maintenance and property refurbishment activities.
- 1.2 This policy serves to define the Association's broad aims in relation to repairs and maintenance services. It sets out a range of general principles that will guide the organisations activities and the standards of service that shall be implemented.
- 1.3 The generality of Principles, Objectives, Definitions and Methods of Delivery as contained within this policy will be applied in the delivery of factoring services in mixed tenure schemes.
- 1.4 Any works identified in mixed tenure or wholly privately owned schemes which are factored, will follow the prescribed factoring protocols, factoring policy and will be in accordance with the specific title deed requirements therein.

2 CONTEXT

- 2.1 The Repairs and Maintenance Policy is amongst the most critical working documents for the efficient and effective delivery of the Association's housing services and adhere to the particular requirements of the Scottish Housing Quality Standard. (SHQS) and Energy Efficiency Standard for Social Housing (ESSH) by 2020. Property management factoring services in mixed tenure estates shall ensure good operational practices and adhere to the factoring policy and title deeds. It has been developed to take account;
 - Legislative and regulatory requirements
 - Good practice requirements in relation to repairs and maintenance services.
 - The Association shall also ensure adaptations to individual properties of common areas to meet tenants' needs are to a high standard.

Legislation

- 2.2 The legislative requirements include the need to comply with the range of health and safety duties imposed upon landlords including Construction Design Management regulations 2015 and various landlord responsibilities set out in the Housing (Scotland) Act 2001. The Energy Performance and Buildings (Scotland) Regulations 2008. Gas Safety (Installation List) Regulations 1994. Data Protection Act 1998. Property Factors (Scotland) act 2011. Various contractual terms are imposed via relevant tenancy, occupancy and management agreements. The Association shall ensure all its practices accord with these terms and requirements.

Performance Standards

- 2.3 The Social Housing Charter (2012) sets the standards and outcomes that all social landlords should aim to achieve when performing their housing activities. The Charter states in terms of maintenance landlords should:

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.

Quality of housing

Social landlords manage their business so that tenants' homes, as a minimum, have met SHQS and EESSH standards and continue to meet and further improve standards thereafter, and when allocated, are always clean, tidy and in a good state of repair.

Repairs, maintenance and improvements

Social landlords manage their businesses so that tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.

Value for money

Social landlords manage all aspects of their business so that tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay. Getting it right first time principles will be adopted internally within the association and externally with contractors and consultants.

- 2.4 Social landlords are responsible for meeting the standards and outcomes set out in the Charter. The Scottish Housing Regulator is responsible for monitoring, assessing and reporting on how well social landlords, individually and collectively, achieve the outcomes.
- 2.5 In line with the regulatory principles, the Regulator's approach to monitoring landlords' achievement of the outcomes and standards in the Charter is based on the landlords' performance information and their own assessment of their performance. Therefore, for each year ending on 31 March, landlords will be expected to:
- measure and assess their performance in progressing towards or achieving the Charter outcomes and standards;
 - provide the Regulator with some key performance information on their achievement of the outcomes and standards; and
 - report their performance to their tenants and other service users who use their services.
- 2.6 Cordale will undertake to review each element of the Charter with its tenants and agree with them the measures and performance standards required to achieve each outcome. This policy takes into account and the requirement to complete an Annual Return on the Charter (ARC).

SFHA Guidance

- 2.7 The Scottish Federation of Housing Associations (SFHA) has also developed good practice guidance relating to the provision and management of repairs and maintenance services. This policy has been drafted to take account of this guidance.

Business Planning

- 2.8 This policy supports the strategic requirements of the Association's Business and Strategic Development Plans; and the Association's strategies, policies and procedures including our Resident Participation Strategy, Equalities Policy, Risk Management Strategy and Sustainability Policy.

Procedural Guidance

- 2.9 This policy is supported by comprehensive repairs and maintenance procedures that detail the processes involved in the effective delivery of the associated services. The Association will also ensure that all staff and Management Committee members receive appropriate training and support to meet the requirements of this policy and the related procedures.

3 AREAS OF RESPONSIBILITY

- 3.1 Key areas of responsibility in relation to the implementation of the Association's Repairs and Maintenance Policy are detailed below:

- *The Management Committee* - has responsibility for ensuring that this policy complies with regulatory and legislative requirements and meets the Association's Business Plan and budget objectives.
- *Area Director* – has responsibility for ensuring that this policy is applied to ensure compliance with regulatory and legislative requirements and meets the Association's Business Plan and budget objectives.
- *Area Maintenance Manager* – has responsibility for ensuring that appropriate technical support and advice is provided to the Area Director and Management Committee.
- *Caledonia Finance Director* – has responsibility for ensuring that appropriate financial support and advice is provided to the Management Committee, Area Director and other relevant members of staff.

- 3.2 The Association's Management Committee delegates all responsibilities for operational delivery of the repairs and maintenance services to the Association's asset team. The roles and responsibilities of the individual team members involved are detailed in the Repairs and Maintenance Procedures.

4 POLICY AIMS

4.1 Policy Statement

- Cordale Housing Association acknowledges that the provision of a repairs and maintenance service that is easy to access, responsive, fair to all, represents good value for money and is of the highest technical competence is of great importance.

- Cordale Housing Association investment emphasis is on a planned and preventative rather than reactive maintenance. However, providing focussed responsive repairs is key to overall satisfaction.
- This policy relates to responsive repairs carried out in response to tenant requests.

4.2 Aims and Purpose

Cordale Housing Association aims to provide a repairs and maintenance service that:

- Meets the high standards expected by service users, tailoring the service appropriately to meet individual's needs;
- Ensures properties are maintained to a high standard;
- Is cost effective and achieves value for money;
- Complies with all relevant statutory and regulatory requirements; and
- Supports continuous service improvements directed by feedback from Cordale Housing Association tenants.

4.3 The specific objectives of the Repairs and Maintenance Policy are to achieve the following:

- Provide homes 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 is responsive to the needs of tenants and gets repairs **done right, on time, first time.**
- To enable adaptation work to be carried out in order to meet the individual needs of tenants
- Achieve value for money in procurement. In this regard, due consideration shall be given to the provisions of the Group's Procurement Policy and procedures
- Minimise void repair periods
- Ensure effective systems are in place for monitoring, and recording information about stock condition. This information shall underpin the planning of maintenance and improvement work; and the financial planning process
- Ensure effective systems are in place to monitor performance in relation to maintenance and repairs activities and services. These shall underpin the framework for achieving desired levels of work quality and customer service and satisfaction
- Provide customers with regular performance information; and a range of opportunities to be involved in the development of the full range of maintenance and repairs activities and services. In this regard due consideration shall be given to the provisions of the Association's Tenant Participation Strategy
- Enable the Management Committee to exercise due control over maintenance activities; through ensuring appropriate performance reporting systems are in place.

5 REACTIVE REPAIRS SERVICE AND CUSTOMER SERVICE STANDARDS

- 5.1 The reactive repairs service is delivered by the Association's Repairs Maintenance and Customer Services Teams. Team members are tasked with a range of duties relating to the inspection of requested repairs work; the instruction, inspection and monitoring of repair and servicing work; budget control; and general administration of the service. A copy of the Association's Service Standards for the repairs service is attached to this policy at [Appendix 1](#).
- 5.2 The Association shall publicise information about the service in a number of ways. The new tenants handbook and website in particular shall contain information indicating the division of landlord and tenant responsibility for instructing, and paying for, different types of repair work. Publications such as the newsletter shall also be used to provide more general and practical information, including contact details and service performance statistics.
- 5.3 In common with its range of services, the Association endeavours to make the reactive repairs service fully accessible to all who require use of it; and, as far as possible, responsive to the individual needs of tenants. Tenants may inform the Association that repair work is required via telephone, letter, email, the website or in person at our office in Renton, according to their individual preference. The Association shall aim to implement a flexible approach to agreeing to requests for specific appointments to have repair work carried out. As a minimum standard the contractor shall endeavour to arrange for appointments on specific days and or dates, and at a time in either the morning or afternoon.
- 5.4 With all repair works the Association shall aim to ensure that good quality materials are used by repairs contractors and also that high standards of work are achieved. A robust inspection and monitoring system shall be in place for this purpose, a copy of the Association's Inspection Framework is attached to this policy at [Appendix 2](#). Similarly, the Association shall maintain effective systems for monitoring contractor performance and requesting feedback from residents on repair work carried out.

Completion Times

- 5.5 The Association shall categorise reported faults according to the level and nature of response required. The Association shall endeavour to apply a consistent approach to categorisation and ensure the staff team are appropriately trained to achieve this. It shall operate three categories, each with a different target completion timescale, as follows:

a) [Emergency Repairs](#)

Incidents which present circumstances that constitute a safety hazard or which make a property uninhabitable shall be categorised as an Emergency. This will include, but not be restricted to, incidences of fire and flood. Work to remedy interruption to mains services i.e. electricity, gas, water; and Right to Repair items with a one day completion time shall also be placed in this category.

Contractors will be instructed to attend within a maximum 4 hours of the repair being reported with an expectation of responding within 2 hours and shall carry out any repairs to make safe immediately on attendance. Any follow up work required will be allocated a completion category timescale that reflects the extent and nature of the work required.

The Association shall 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**

Faults and incidences that require prompt attention but which do not arise as a result of emergency circumstances shall be categorised as Urgent. This will include, but not be restricted to faulty electrical systems and fittings, leaking pipes, partial loss of water, and repairs required to features of communal areas including doors and roofs. Right to Repair items with a three or seven day completion time shall also be placed in this category.

Contractors shall be instructed to complete the required repair work within 48 hours (commencing the day the repair was reported).

c) **Routine**

All other items of non-urgent work shall be categorised as Routine. Contractors shall be instructed to complete the required repair within 10 working days (commencing the day the repair was reported).

A copy of the target timescales for each individual repair type is attached to this policy at **Appendix 3**.

The Association reserves the right to amend the completion category and timescale for individual repair works to take account of unforeseen or other specific circumstances. These include, for example, a requirement to order parts and materials, very specialist works and additional works being identified when repairs are being carried out. Any amendment to the completion timescale will be clearly recorded in order to create an appropriate audit trail.

5.6 The Association shall periodically review the completion timescales specified in relation to these categories to ensure it is operating in line with its peer organisations, regulatory guidance and relevant good practice.

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

Right to Repair

5.8 The Association shall adhere to the requirements of the Right to Repair scheme defined in the Housing (Scotland) Act 2001. It shall have in place and publicise systems and methods of working that ensure full compliance with this. Staff

members shall be fully trained in implementing these. They will also be advised of the relevant statutory regulations governing the provisions of the scheme.

- 5.9 The Association acknowledges the particular requirement to advise tenants in writing annually of the provisions of the scheme and shall use its newsletter as the principal means of achieving this. Notwithstanding this, the Association shall make information about the scheme freely accessible and available to all tenants; and advise on an individual basis, whenever the provisions of the scheme apply. The Association shall maintain records which enable it to monitor and demonstrate compliance with the Right to Repair scheme.

Rechargeable Repair Work

- 5.10 In the main, the Association shall carry out repair work for which it is responsible in accordance with tenancy or lease agreements. Charges shall be levied where a repair becomes necessary as a result of the wilful, negligent or accidental actions of the tenant's household (rather than through fair wear and tear). A copy of the repair responsibilities of the Association and that of Tenants is attached to this policy at **Appendix 4**. Further information on the process for charging is provided in the Association's Recharges Policy.

Void Properties

- 5.11 The Association aims to let void properties as quickly as possible in order to minimise loss of income. In order to achieve this it shall adopt a systematic approach to undertaking inspections and instructing necessary repair work; to monitoring progress towards completion; and to passing properties fit for let. The Association shall have in place a void property standard. This will define, as far as practically possible, the nature and extent of repair work that will be carried out prior to a property being deemed as fit for let. This standard will be periodically reviewed in consultation with tenants to ensure it is fit for purpose and meets general expectations and best practice.
- 5.12 All repair work in void properties shall be categorised with completion timescales on the following basis:

Void Works	Completion
Minor Works	Within 5 working days
Standard Works	Within 10 working days
Major Works	Within 15 working days

By exception, where work of a much more extensive nature is required, the completion period can be extended. Any property requiring only minor repair work can be passed as fit for let on the basis that the repair work shall be completed as soon as possible post tenancy commencement.

- 5.13 Notwithstanding the nature or extent of any repair work required, it is the Association's policy to instruct a gas safety check on any property that has a gas heating system; and have this carried out before the new tenant moves in. Similarly an electrical safety check will be carried out in all void properties and EPC certificate provided.. The Certificate copies are retained within the Tenant Information Pack;

- Domestic Electrical Installation
- Condition Report Certificate

- Landlord Gas Safety Certificate (CP 12)
- Energy Performance Certificate

6. SERVICING

Gas Servicing and Maintenance

- 6.1 The Association recognises the critical importance of ensuring gas heating and hot water systems in its properties are in good safe working order. It shall meet all statutory duties in relation to gas safety management and associated health and safety legislation. In doing so it shall maintain effective administrative systems to ensure all gas systems in tenanted properties are subject to an annual service; the keeping of appropriate records; and the accurate monitoring of and reporting on progress of the servicing programme and related routine repair work.
- 6.2 In fulfilling its legal responsibilities, the Association shall pursue a clearly defined process in order to secure access to properties for the purpose of enabling servicing work to be carried out. Where necessary this shall include taking appropriate action to gain entry.
- 6.3 The Association will appoint independent Gas Safe Register approved contractors to carry out annually, on a sample basis, a quality assurance check of the principal gas safety contractor's work. The independent contractor will sample at least 5% of the services completed and the outcomes and any actions taken to progress any issues raised will be reported to the Association's Maintenance Officer.

Other Servicing Arrangements

- 6.4 The Association shall maintain appropriate servicing agreements in respect of water supply and drainage disposal arrangements for properties not connected to mains systems; alternative power and heating systems; and also for any other specialist equipment that it is responsible for maintaining.

7. TENANT SATISFACTION AND INVOLVEMENT

- 7.1 In common with its range of services, the Association is committed to monitoring the experiences of tenants using the reactive repairs and other maintenance services. The Association shall use a range of means to obtain feedback from residents on their level of satisfaction with key aspects of these services. The Association shall investigate individual complaints or causes for dissatisfaction and use information obtained in identifying potential service improvements.
- 7.2 More generally the Association will aim to consult with tenants on key aspects of the Repairs and Maintenance Service, including service specification, policy direction and operational practices.

8. PLANNED MAINTENANCE

General Principles

- 8.1 The Association shall implement a robust and transparent system of planning and costing future maintenance work. This shall be based upon the recording of detailed, accurate and up to date information on its properties and their components and features. Regular technical inspections shall be undertaken as a means of collecting this information, while all members of the staff team shall be actively encouraged to feedback information about the condition of any properties they visit. The Association shall ensure that information on repair work carried out will be used to inform the system for planning future maintenance requirements.
- 8.2 The Association shall develop its asset management strategies and policies to ensure future programmed maintenance works take into account factors such as stock popularity, designing out poor quality and or intrinsically expensive items for maintenance purposes;
- 8.3 The Association shall tender contracts for planned maintenance work in accordance with the provisions of its Procurement Policy.
- 8.4 All operators and contractors acting on the associations behalf observe our Code of Conduct attached to this policy at [Appendix 5](#).

Scottish Housing Quality Standard & EESSH

- 8.5 The Association shall maintain SHQS standards and EESSH by 2020. It shall adopt a systematic approach to carrying out required inspections, investment planning and installation or remedial works to ensure these standards are maintained and or improved.

Cyclical Painting Work

- 8.6 The Association shall implement and publicise a programme of refreshing the paintwork on external features and in communal areas. This will be carried out at timescales determined as being appropriate to maintain high standards at the Association's housing developments.

Tenant Involvement

- 8.7 As a matter of course, the Association shall give tenants advance notice of any cyclical and planned maintenance works due in their property. Detailed information about the nature of the work, specification, timescales and any disruption likely to be caused, shall be provided.
- 8.8 As far as possible tenants shall be given the opportunity to exercise choice in the specification of products and works. The Association shall respect the needs of tenants that are frail, vulnerable or disabled, and as far as practical, adopt flexible working practices that recognise their particular requirements.

- 8.9 On completion of individual works the views of tenants involved will be sought via a tenant satisfaction survey. This information will be used to assess the performance of contractors and to identify possible future service improvements.
- 8.10 Residents consultation takes in a variety of ways including
- Association Website
 - Focus Groups
 - Feedback from satisfaction surveys
 - Structured reviews of repairs and estates

9. ADAPTATIONS

- 9.1 The Association shall support and assist the carrying out of works which is funded by the Scottish Government and applied annually, that will enable independent living and enhance the quality of life of tenants with particular mobility or other impairments. In doing so it shall follow best practice and regulatory guidance in relation to procurement of works; and aim to ensure such adaptations are carried out quickly and competently. Detailed and accurate records about adapted properties shall be maintained to enable implementation of appropriate maintenance regimes; and to enable informed decisions to be made about their future allocation to other tenants.
- 9.2 The Association will only refuse to carry out adaptive work in exceptional circumstances. This will include when:
- The location of the property or property layout and type makes it unsuitable for the long-term use of the tenant requesting the adaptation.
 - Suitable alternative accommodation can be made available.
 - The adaptation is technically difficult to achieve without detriment to the property and other tenants.
 - Funding is not available.
 - The specific advice from relevant agencies is that the proposed adaptation would not be appropriate.
- 9.3 In procuring adaptive work the Association shall adhere to the provisions of its Procurement Policy. It shall acknowledge all relevant regulatory guidance on procurement and funding.

10. ASBESTOS MANAGEMENT

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

11 PERFORMANCE MONITORING AND REPORTING

- 11.1 The Association shall maintain internal information systems which are based around ensuring effective monitoring, control and reporting of its repairs and maintenance activities. Comprehensive records of all repairs and maintenance work shall be held

with a view to demonstrating transparency in the way work has been carried out and authorised.

- 11.2 The Association will monitor repairs and maintenance performance using both regulatory and local performance indicators as follows:

Regulatory Performance Indicators

- Number and percentage of repairs completed within the Association's target timescales
- Satisfaction with repairs and maintenance services
- Number of appointments made and adhered to.
- Number of properties with gas appliances that have a current gas safety certificate
- Expenditure against budget

Local Indicators

- Repair pre and post inspections carried out
- Average time taken to complete non-emergency repairs

- 11.3 The Area Maintenance Manager and Area Director will have delegated authority to annually agree targets for the Association's repairs and maintenance services.

- 11.4 Regular performance, financial monitoring and statistical reports shall be presented to the Management Committee for consideration. The structure and content of these reports shall be reviewed periodically to ensure Committee members are able to make informed strategic decisions.

12 EQUAL OPPORTUNITIES IMPLICATIONS

- 12.1 The Association through the Repairs and Maintenance Policy will act to provide services in a manner that encourages equal opportunities and complies with all relevant equal opportunities requirements. The Association's Equalities Policy provides further information on these and the Association's approach to equalities issues.

13 SUSTAINABILITY IMPLICATIONS

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

14 RISK MANAGEMENT

14.1 Risk arises from the Association's Repairs and Maintenance Policy in a number of respects:

- failure to comply with relevant legislation resulting in possible legal challenges
- failure to comply with regulatory guidance
- maintenance costs exceeding budget levels
- rent loss from delay in repairing void properties
- injury to residents or staff resulting from problematic repairs and maintenance works
- early component failure

14.2 Given the importance of these risks it is recognised that these have to be effectively managed. This will be achieved through the cyclical review of the Repairs and Maintenance Policy and the associated procedures, to ensure compliance with all legislative requirements and regulatory and best practice guidance. The Association will also consult with tenants as a key element of this review process. Furthermore, appropriate training opportunities will be made available to members of staff to ensure high standards of service are maintained. Budget monitoring and progress with repairs and maintenance works will be the subject of regular reporting to the Management Committee.

14.3 As regards financial management issues, the Association shall ensure adequate financial resources are in place to support the delivery of its reactive repairs services and meet the defined standards of service; and the carrying out of planned maintenance work. In doing so it shall comply with its Financial Regulations and Scheme of Delegated Authority.

15 COMPLAINTS PROCEDURE

15.1 Any tenant may submit a complaint, using the Association's complaints procedure if it is felt that the Association has failed to correctly apply this Repairs and Maintenance Policy.

16 POLICY REVIEW

16.1 The Association will review the Repairs and Maintenance Policy in 2019, or as required following a substantive legislative or regulatory change.



Cordale Housing Association Service Standards

Responsive Repairs & Re-lets

We will
Provide a variety of simple and convenient ways in which to report repairs
Advise you of your repairs responsibilities as a tenant
Recharge you the cost of any repairs that are your responsibility or have been caused by your neglect of our property
Provide an out-of-hours emergency service
Send confirmation of all repairs – including time scale for completion and contractors contact numbers

We will also	
Type of Repair	Response
Emergency repairs	4 hours
Urgent repairs	48 hours
Routine repairs	10 Full working days
Standard Void Repairs	5 Full working days

Our Standards
Contractor shall ensure a convenient appointment is made when attending to non-emergency repairs
Ensure that contractors carry identification, complete work within the timescales and tidy up after completing repairs
Offer appointments as required for inspections and gas servicing
Provide opportunity for tenants to comment on the quality of completed repairs
Advise you to of the extent and cost of repairs that are your responsibility after you have left your property at the end of your tenancy
Advise you of the minimum letting standards for your new property and seek feedback on your satisfaction with the condition of your new home
Ensure there is a valid EPC (Energy Performance Certificate), gas safety check, Electrical test certificate and other relevant information in your home
Inspect a sample of completed repairs and re-let properties to check for quality

Tenants will
Keep your home in a reasonable state of cleanliness and good decorative order
Report repairs or faults as soon as possible in your own home or the common areas
Allow staff access to inspect your property when required
Make sure our contractors have access to do repairs
Carry out repairs that are your responsibility

Improvements and Alterations

Tenants will
Always ask our permission in writing before you start any improvement work – a form is available to assist in this
Carry out the work to the guidelines we give you and supply any certifications, permissions and approvals requested from third parties
Allow staff access to inspect the alterations / improvements carried out
Contact us prior to moving out to agree if any improvements / alterations carried out can be left at the end of your tenancy
Re-instate or replace the original fixtures and fittings where advised to do so

We will
Not unreasonably refuse permission for any alterations or improvements to your property
Advise you in writing of any guidelines, restrictions or rights to compensation where you are given permission for alterations or improvements to your home
Discuss your request and inspect where appropriate before or after your alterations or improvements have been carried out to ensure the work is done to a reasonable standard
Give a decision within 28 days of receipt of a request to undertake an alteration and state the reasons if permission is refused
Ask you to remove or reinstate any unauthorized alterations / improvements. If you fail to do this and we are required to carry out this work you will be charged the cost

Planned Maintenance and Servicing Contracts

We will
Publish plans in advance in our newsletter and website where we are undertaking major maintenance work and ensure this information is regularly updated
Consult with tenants about the works being planned
Advise how the work will affect the tenant and their occupation of the property
Wherever possible give tenants a choice in colour, design, finishes etc.
Advise when work will commence and how long it will take, ensuring works are carried out at reasonable times
Issue relevant details about each contract, e.g. contractors name and contact numbers
Provide a named member of staff to manage and answer queries or problems associated with a contract
Inspect all works individually at end of contract
React to tenant satisfaction comments resolving any problems
Advise tenants of planned maintenance works completed each year
Advise you of the contribution we make towards any disturbance you have experienced when improvements are made
In exceptional circumstances; find you alternative accommodation and assist you to move if required for major improvement works
Carry out an annual Gas Safety Inspection and any other Landlord safety obligations
Ensure we maintain the common areas where you live and advise you of the terms of our grounds maintenance contract

Tenants will
Allow staff and contractors reasonable access to your property to plan and carry out planned maintenance programmes
Allow access for an annual Gas Safety Inspection to ensure the safety of services and appliances in your home as required
Advise us of any problems or omissions with any of our contracts

Appendix 1A – Key Performance Indicators

Reactive Repair response Times	
Emergency	Completion within 4 hours
Urgent	Completion within 48 hours
Routine	Completion within 10 working days

Completion Targets

Emergency : 98.9% within timescale

Urgent : 97% within timescale

Routine : within timescale

Inspections

Pre-inspection of Reactive Repairs in line with local agreement

Post Inspection of Reactive Repairs 10%
(this will be increased if particular problems are identified)

Voids

Complete re-let repairs within 5 working days of termination date
(this will be increased if particular problems are identified)

Works Orders

Issue works order on the same working day that repair request is received, unless further investigation is required prior to issuing the order.

Tenant Requests to Alter/Improve their Property

Acknowledgement within 3 working days.
Written response within 28 working days of decision.



Appendix 2

CORDALE HOUSING ASSOCIATION

REPAIRS INSPECTION FRAMEWORK

POLICY IMPLEMENTATION CHECKLIST	
Policy Guardian:	Asset Director
Author:	Area Maintenance Manager
Version number:	2.0
Approved by Chief Executive on:	
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Due for review on:	August 2016
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Cordale Housing Association

Repairs Inspection Framework

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4. Alteration Inspections
5. Void Inspections

Appendix A – Scenarios where a pre inspection is and is not required

1. Overview

- 1.1 Cordale Housing Association has clear aims to provide the highest levels of satisfaction to all tenants living within our properties whilst ensuring the service that is delivered covers the individual needs and expectations of our tenants. We also aim to ensure that our services are consistent and achieve value for money.
- 1.2 This framework is designed to ensure that Cordale provides a level of consistency in the way in which the organisation undertakes pre and post repairs inspections and that our efforts are focussed on four key areas.
 1. Tenant need and expectation
 2. Health & Safety
 3. Quality
 4. Cost control and value for money (VFM)
- 1.3 Cordale also understands that many of our tenants have different needs and requirements. This may be in the form of reassurance and guidance from a member of our staff prior to allowing any repair work to be completed on their home. As a result our staff are specially trained to treat each repair request on its merits and will on occasions arrange for a Maintenance Officer to visit a tenant first if this is considered the most appropriate course of action.

2. Pre inspections

- 2.1 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 appropriate repair action to be taken. Our staff are trained and provided with guidance on the various types of scenario that may require a pre inspection and more details of this can be found in Appendix A.
- 2.2 Cordale has a Maintenance Team based within the Renton Office. This team is responsible for all the reactive repairs requirements of our housing stock and will undertake all technical inspections and make decisions on any appropriate repair work to be completed.
- 2.3 Our target for the number of technical pre inspections we will undertake is a minimum of 5% also in line with local agreements, of all the reactive repair work Cordale completes. This is based on industry best practice and ensures that there is not an over reliance on technical officers.

- 2.4 All pre inspections will have a target of 5 working days to be completed from point of contact from the tenant and on all occasions an appointment will be made by the Customer Service Assistant in advance of the visit.
- 2.5 If a pre inspection is required this will not alter the overall priority timescales we set ourselves to complete a repair.
- 2.6 In general Cordale will pre inspect the following types of scenario:
 - Any reported structural defect that is the potential to cause harm or deteriorate rapidly
 - Excessive reports of damp and mouldy conditions
 - All jobs that have the potential to cost more than £300 in value. For example, a request for a new door or window
 - Requests for major plastering repairs
 - Requests for new fencing or garden drainage problems
 - Reports of defective or broken appliance such as a bath or sink unit.

A more detailed schedule of what Cordale will and tend not to pre inspect can be found in appendix A.

3. Post Inspections

- 3.1 Cordale has clear values to provide high levels of customer service through all the services in which we deliver to our tenants and we appreciate that the repairs service is viewed as one of the most important in terms of tenant's expectations and financial cost. As a result the repairs team will undertake a number of post repair inspections to ensure that the quality of repairs completed on our properties are of a high standard and that our preferred contractors are providing us with a value for money service.
- 3.2 In the main Cordale's Maintenance Officer will carry out a number of post quality inspections upon completion of a repair to ensure that the quality continues to be of a high standard and the invoice value is acceptable under our contractual arrangements.
- 3.3 We will undertake to complete a minimum number of post inspections based on a random 10% sample of all completed reactive repairs. From the selected sample the Maintenance Officer will contact the tenants to arrange a suitable date and time for a post inspection visit.
- 3.4 The outcomes of the inspection will be recorded in our IT systems including an assessment of the overall quality of the completed repair and will take into account the views of the tenant. This data will allow Cordale to monitor trends and to feedback performance to our contractors.
- 3.5 The overall quality percentage for post inspections will be reported through our departmental performance indicators on a monthly basis. Specific trends and performance of individual contractor's performance will be monitored by the Area Maintenance Manager.
- 3.6 As standard Cordale will also post inspect 100% of repairs that meet one of the following criteria. These inspections will normally be carried out by the Maintenance Officer:
 - A completed repair that resulted in a formal complaint being logged with the Customer Services Team.
 - A completed repair with a cost/order variance of greater than £500

- Repairs completed that have been subject to a claim with Cordale's insurers.

4. Alteration Requests.

4.1 Cordale currently has in place a procedure to allow tenants to apply for permission to undertake alterations or additions to their homes. This inspection framework outlines in which particular circumstances we will carry out an inspection of that request.

4.2 The requests which we will inspect include:

- Requests from a tenant to install their own fencing to replace an existing boundary
- Requests to install a tenant's own style external door
- Requests to fit a tenant's own bathroom or kitchen suite
- Requests to install tenants own electric fireplace or gas fire

4.3 Requests in which we will tend not to inspect but still grant permission where it is possible to do so:

- Installation of a satellite dish (dependant on building and location)
- Requests to make minor alterations
- To fit an additional kitchen wall or base unit
- To install shelving in a cupboard space
- To replace a gate with tenants own
- Replace door handles with tenants choice
- Make minor alteration to garden layout

5. Voids Inspections

5.1 Cordale's void procedures are clearly documented within the Voids Policy however as standard we will ensure that 100% of void properties are inspected within 48 hours of becoming vacant. This is to ensure that all necessary repairs are identified and allocated to the appropriate contractor in advance of offering a property to a prospective tenant.

5.2 We will also carry out post quality inspection checks on 100% of void properties upon completion of repair works. This is to ensure that a property meets Cordale's 'Lettable Standard Document' which describes in detail the condition that a property must attain before signing up any new tenant.

5.3 A copy of the detailed checklist that must be completed in full before a property is considered 'ready for let' can be found as an appendix to Cordale's Voids Procedure.

Associated documents

Repairs and Maintenance Policy
Reactive Repairs & Voids Procedures
Tenants Alterations Procedure
Voids Policy

Appendix A - Scenario's where Cordale will and will tend not carry out a technical pre inspection

Repair Description	Yes – Pre Inspection required	No – Repair can be raised direct for the contractor
EXTERNAL		
Structural damage	•	
Rainwater goods		•
Fascia's, soffits, bargeboard	•	
Chimneys	•	
Pointing and minor brickwork	•	
Brick wall replacement or rebuild	•	
Roofing tiles		•
Concrete canopies	•	
Coping stones	•	
Uneven pathway	•	
Rotary driers		•
Fence replacement	•	
WINDOWS		
Window repairs		•
Window replacements	•	
Glazing		•
Window ironmongery		•
DOORS		
Door entry systems		•
Door frame replacement	•	
External door replacement	•	
Internal door replacement	•	
Replacement ironmongery		•
Locks and hinges		•
Door numerals		•
Door thresholds		•
Ease and adjust door		•
Communal doors		•
GENERAL JOINERY		
Skirting and architrave		•
Floorboards		•
Joists and stairs		•
Bannister and handrail		•
Dado / picture rail		•

Repair Description	Yes – Pre Inspection required	No – Repair can be raised direct for contractor
ELECTRICAL		
Sockets and light fittings		•
Thermostats		•
Heating failure		•
Fire place breakdown		•
Fire place renewal	•	
Security lights		•
Door bells (mains wired)		•
Heating controls		•
Smoke detectors		•
Carbon monoxide detectors		•
PLASTERWORK		
Floor and wall tile repairs		•
Floor or wall tile replacement to large area	•	
Plaster patching		•
Major plastering	•	
Artex repairs	•	
Damp proof failure	•	
Mold growth	•	
PLUMBING		
Minor leaks		•
Replacement taps		•
Bath replacement	•	
Wash basin replacement	•	
Toilet replacement	•	
Toilets seats (in sheltered property)		•
Silicone sealant		•
Blockages to internal wastes		•
Blocked drains		•
Shower repairs		•
Shower replacement	•	
ALTERATION REQUESTS		
Structural changes	•	
Installation of a sky light	•	
Loft renovation	•	
Install tenants fencing	•	
Request to alter garden layout	•	
External door replacement	•	
Replacement bathroom or kitchen	•	

Fireplace	•	
Repair Description	Yes – Pre Inspection required	No – Repair can be raised direct for contractor
Satellite dish		•
Additional kitchen units		•
Shelving		•
Gates		•
Door handles		•
Garden sheds		•
Minor alteration to garden layout		•
MISCEALLOUS		
Jobs over £300 in value	•	
A variation request 50% more than the order value	•	
Specific tenant request	•	



Appendix 3

CORDALE HOUSING ASSOCIATION

REPAIR TIMESCALES

Repair Description	Emergency Repair (4 hours)	Urgent Repairs (48 hours)	Routine Repair (10 working days)	Exceptions
Plumbing				
Dripping taps			▲	
Leaking tap when used		▲		
Blocked sink or basin	▲			
Loose taps		▲		
Replacement taps		▲		
Blocked WC	▲			▲ Chargeable Repair
Blocked WC due to tenant negligence	▲			▲ Chargeable Repair
Leaking WC	▲			
Replace flush handles if not operational	▲			
Toilet not flushing	▲			
Ball valve to tank		▲		
Leaking overflow		▲		▲ 4 hours if excessive
Broken toilet seat			▲	
Joinery				
Gain access for tenant due to faulty lock	▲			
Gain access due lost keys by tenant	▲			▲ Chargeable Repair
Renew faulty door lock if only means of security	▲			
Insecure external door	▲			
Renew internal door			▲	
Repair Description	Emergency Repair (4	Urgent Repairs (48	Routine Repair (10	Exceptions

	hours)	hours)	working days)	
Replace door handles			▲	
Timber skirting board			▲	
Architrave and frames			▲	
Dangerous and loose floorboards		▲		
Electrical				
Faulty light fittings		▲		
Faulty sockets		▲		
Immersion Heaters		▲		
Thermostats		▲		
Aerial sockets			▲	
No lighting single room		▲		
No power	▲			
Partial power loss		▲		
Dangerous wires	▲			
Corridor lights out		▲		
Security lights		▲		
Faulty shower with bath		▲		
Faulty shower no bath		▲		
Replacement trunking			▲	
Smoke alarms		▲		▲ 4 hours if communal area
Communal areas				
Lift not working	▲			
Communal light out			▲	
All communal lights out		▲		▲ 4 hours if sheltered
Emergency lighting		▲		▲ 4 hours if sheltered
Security lights		▲		▲ 4 hours if sheltered
Door entry system		▲		▲ 4 hours if sheltered
Loose handrail		▲		
No TV reception			▲	
Rotary driers			▲	
Uneven path dangerous		▲		
Uneven path not dangerous			▲	
Heating				
Total failure during winter	▲			
Total failure during summer	▲			
Repair Description	Emergency Repair (4 hours)	Urgent Repairs (48 hours)	Routine Repair (10 working days)	Exceptions

			days)	
Partial Failure		▲		
Radiator leaking		▲		
Storage heater replacement		▲		
Windows				
Broken glass	▲			
Cracked glass		▲		
Loose window		▲		
Window won't close and insecure		▲		▲ 4 hours if ground level
Faulty handle		▲		
Leaking window		▲		
Loose window cill			▲	
Broken vent			▲	
Roofs				
Loose tiles		▲		▲ 4 hours if immediate danger
Make safe after storm	▲			
Rain penetration		▲		
Major roof repair			▲	▲ 48 hours If unsafe
Replace broken slates			▲	▲ 48 hours If unsafe
Rebed ridge tiles			▲	▲ 48 hours If unsafe
Flashings			▲	
Water				
No hot water	▲			
No cold water at all	▲			
No water to single tap			▲	
Faulty stop tap		▲		▲ 4 hours if it will not turn off
External				
Unsafe damaged fencing		▲		▲ 48 hours if dangerous
Renew fencing			▲	
Unsafe damaged gate		▲		
Loose paving not dangerous			▲	▲ 4 hours if in main walkway
Renew flag stones			▲	
Pointing			▲	
Guttering repairs			▲	



Appendix 4

CORDALE HOUSING ASSOCIATION

REPAIRS PROCEDURES - *Who's responsibility is it?*

Repair Description	Association	Tenant	Exceptions
Communal Areas			
Lifts and Stairs	▲		
Redecoration	▲		
Tenants own decorations		▲	
Communal facilities	▲		
Roof			
Chimneys and Stacks	▲		
Roof Structure and covering	▲		
Guttering, rainwater pipes	▲		
Fascia's, Soffits, Barge board	▲		
Walls and Canopies			
External walls and render	▲		
Foundations	▲		
Concrete canopies	▲		
Door canopies	▲		
Coping stones	▲		
Tenants own garden features		▲	
Windows and doors			
Window frames and cills	▲		
Glazing	▲		
Glazing when caused by criminal damage and reported to the police	▲		
Glazing when damaged by tenant/visitor		▲	
Window ironmongery	▲		
Door entry systems	▲		
Door frames	▲		
External doors	▲		
Threshold strips	▲		
Door locks and ironmongery	▲		
Damaged locks by tenants	▲		▲ Tenant responsibility if intentional damage.

			Association will assist if required
Additional Keys		▲	
Gaining entry (lost keys)		▲	
Letter plates	▲		
Repair Description	Association	Tenant	Exceptions
Pipes and drains			
Soil and vent pipes	▲		
Drains and gully surrounds	▲		
Gully grids	▲		
Manhole covers	▲		
Blocked drains	▲		▲ Rechargeable if due to negligence
Underground bursts	▲		
Gardens and Boundaries			
Individual garden maintenance		▲	
Communal gardens maintenance	▲		
Dividing walls or fence (if owned by Cordale)	▲		
External fencing owned by Cordale	▲		
External fencing installed by tenant		▲	
Gates if owned by Cordale	▲		
Paths, steps and other means of access	▲		
Rotary dryers		▲	
Clothes line		▲	
Clothes poles	▲		
Inside your home			
Windows			
Internal cills, UPVC or timber	▲		
Skirting boards	▲		
Window vents	▲		
Internal Doors			
Door handles and latch	▲		▲ Tenant responsibility if own installed
Easing and adjusting	▲		
Walls			
Internal walls	▲		
Major plaster repairs	▲		
Minor plaster repairs	▲		
Hairline cracks in plaster		▲	
Wall tiles	▲		
Re-grouting	▲		
Floors			
Concrete floors	▲		

Loose floor covering		▲	
Floor boards and joists	▲		
Carpets and laminates		▲	
Door strips		▲	
Repair Description	Association	Tenant	Exceptions
Ceilings			
Repairs and renewals	▲		
Hairline cracks		▲	
Patch repairs	▲		
Fireplaces			
Fire surrounds (where applicable)	▲		
Replacement fires due to fault (where applicable)	▲		
Tenants choice fireplace		▲	
Staircase			
Stairs	▲		
Bannister and handrails	▲		
Decoration		▲	
Bathroom			
Bathroom suite	▲		
Bath panels	▲		
Airing cupboard shelves		▲	
Internal pipe boxing		▲	
Toilet roll holders		▲	
Shower curtains		▲	
Kitchen			
Kitchen cupboards and units	▲		▲ Tenant responsibility if due to negligence
Draws and doors	▲		
Handles and plinths	▲		
Catches and hinges	▲		
Worktops	▲		
Electrical Items			
Electrical wiring and trunking	▲		
Hard wired smoke alarms	▲		
Battery smoke alarms		▲	
Plugs to appliances		▲	
TV aerial sockets	▲		
TV aerials	▲		
Sockets and switches	▲		
Consumer units	▲		
Storage heaters	▲		
Electric fires (where applicable)	▲		
Immersion heaters	▲		
Cookers if owned by Cordale	▲		
Disconnection and reconnection of cookers		▲	

Repair Description	Association	Tenant	Exceptions
Extractor fans	▲		
Door bells hard wired	▲*		*Please note we will replace your hard wired bell with a battery operated one
Battery door bells		▲	
Reset trip switches		▲	▲ Recharge if contractor called out of hours
Plumbing			
Water service pipes, overflows and tanks	▲		
Blocked sinks, baths, basins	▲		▲ Rechargeable repair
Taps, stop taps and wheel valves	▲		
Blocked toilets, first time only	▲		▲ Rechargeable repair if problems persist
Blocked toilets due to tenant neglect	▲		▲ Rechargeable repair
Sink units	▲		
Toilet flushing mechanism	▲		
Toilet seats	▲		
Shower trays	▲		
Blocked level access shower	▲		
Plugs and chains		▲	
Showers if owned by Cordale	▲		
Tenants own shower		▲	
Silicone Sealant	▲		
Bleeding of radiators	▲		
Shower heads and hoses		▲	Excluding adaptations
Floor coverings		▲	
Home energy efficiency			
Draught proofing to windows and doors	▲		
Loft insulation	▲		
Cavity wall insulation	▲		
Energy efficient light bulbs		▲	
Lighting			
Light bulbs		▲	
Florescent light bulbs		▲	
Security lighting	▲		
Tenants own security light		▲	
Light pendants and fittings	▲		
Redecorations			
Internal redecoration		▲	
External redecoration (6 year program)	▲		

Glossing and staining		▲	
Redecoration after fire damage or flooding		▲	

▲ Environmental Issues – this is the responsibility of your local Environmental Health Department and you may be charged for this service. Cordale will in exceptional cases assist with pest control issues in communal areas.

▲ Tenant’s responsibility exceptions: vulnerability

Where a tenant indicates that they will have difficulty in carrying out tenant responsibility repair works themselves because of a disability or a physical or mental health impairment, Cordale will undertake the repair. This will be done only in exceptional circumstances and where the tenant has no other relatives who could reasonably be expected to undertake the work.



Appendix 5

Code of Conduct for Operatives and Contractors

- Contractors must arrange assets using details stated on the works order.
- Ask tenants or person present to sign works order to confirm attendance and works carried out.
- During your contracted hours, you must wear your full uniform, safety boots or shoes and ID card at all times and keep them as clean as possible.
- Arrive on time and park your van considerately in authorised areas/locations.
- If you encounter any unforeseen delays, you must notify the resident immediately to advise them on the situation.
- If you enter a resident's home and you have your personal mobile phone with you, this must also have an appropriate ring tone activated or be put on silent or vibrate.
- You must allow plenty of time for the resident to answer the door.
- If you are unable to gain access, you must leave a calling card asking the resident to re-arrange the appointment.
- Greet the resident politely, introduce yourself, explain the purpose of your visit and show your ID card clearly to them before entering their home. If the resident has any concerns invite them to contact Cordale Housing Association for verification.
- Be polite, helpful, courteous and above all, professional. Anger, rudeness and over-familiarity (e.g. asking personal Questions) are not acceptable.
- If the resident is behaving inappropriately or being rude or aggressive, do not engage in any argument. Leave the property immediately and contact Cordale Housing Association.
- Offer to cover your shoes when entering a resident's home.
- Explain clearly to the resident what work you are going to do and discuss how this may affect them. On completion of the work, re-affirm what has been done.

- Where jobs cannot be completed at first visit, explain to the resident what will happen next, including clear steps and timescales where possible.
- Use and/or wear the correct necessary Personal Protective Equipment, as dictated by the work you are going to do.
- Take care of the resident's possessions, protecting them from damage, dust and paint etc. Furniture and carpets should be completely covered by dust sheets where appropriate.

1. Conduct of Work

It will be the Contractors responsibility to:-

- 1.1. Ensure that materials used are to be equal or equivalent type to those existing unless otherwise authorised by the maintenance officer.
 - 1.2. Undertake to carry out work in a professional and workmanlike manner.
 - 1.3. Comply with the Health & Safety at Work Act.
- Ensure that any furniture removed to carry out the work is returned to its original place. If breakable or valuable items are present, explain the potential risk and advise resident to move them to a safer place.

2. Loss and Damage

The contractor will be liable to the Tenant for any loss or damage caused to Tenants' property during the course of the works. Any such incidents must also be reported to maintenance staff immediately.

- Clear and remove all rubbish at the end of each working day and leave your work area in the condition that you found it.
- Offer to reset anything that has been disturbed whilst carrying out the work e.g. digital clock where the power has been turned off.
- Make good any damage to the fabric of the property caused by your work or, if applicable, arrange to have the damage made good through your Local maintenance Officer.
- Where applicable, make sure essential services are connected at the end of each day and/or as soon as you have completed the work.
- You must not enter a resident's home unless there is a responsible adult present.
- Be respectful of the fact that you are working in a resident's home. Do not smoke, play radios, or make or receive private telephone calls.
- Never accept the key(s) to a resident's home unless this has been formally agreed beforehand with the resident and your line manager.
- When working outside, you will take every step possible to avoid damaging flowers, trees and plants.

- Unless you have gained permission, do not take your lunch break in a resident's home, use a resident's toilet, or go into any room in a resident's home.
- You must report any faulty tools or equipment; any incidents or accidents or the presence of suspected asbestos immediately to the Maintenance Officer.
- The association operates a complaints procedure, details of which can be obtained from Cordale Office.

3. Diversity & Equality

- Person alert information should be used to identify where residents may have specific needs. Operatives and contractors should take full account of such needs when carrying out a repair.
- Where residents suffer from visual impairments, you will be expected to provide verbal instructions on how to use any new equipment or adaptations.
- Additional measures may be needed to secure the health & safety of elderly and vulnerable resident; residents with visual impairments or mobility problems or those with learning disabilities. All practical steps should be taken to address potential hazards.

4. Confidentiality

- You must treat residents' details as confidential and in no circumstances should you disclose or discuss any information regarding residents' circumstances to any third party.