



REPAIRS AND MAINTENANCE POLICY

POLICY IMPLEMENTATION CHECKLIST	
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POLICY STATEMENT: REPAIRS AND MAINTENANCE

1 INTRODUCTION

- 1.1 Caledonia Housing Association takes pride in being able to provide good quality housing. 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.
- 1.2 This policy serves to define the Association's broad aims in relation to these repairs and maintenance services. It sets out a range of general principles that will guide the organisation of activities and the standards of service that shall be implemented.

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. It has been developed to take account of legislative, regulatory and good practice requirements in relation to repairs and maintenance services. The Association shall also ensure that its operational practices accord with these requirements, and adhere to the particular requirements of the Scottish Housing Quality Standard.

Legislation

- 2.2 The legislative requirements include the need to comply with the range of health and safety duties imposed upon landlords; and various landlord responsibilities set out in the 2001 and 2010 Housing (Scotland) Acts. 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 came into effect in April 2012 and this 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 relevant outcomes include:

2: Communication

Social landlords manage their business so that tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.

4: Quality of housing

Social landlords manage their business so that tenants' homes, as a minimum, meet the Scottish Housing Quality Standard by April 2015 and continue to meet it thereafter, and when allocated, are always clean, tidy and in a good state of repair.

5: 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.

13: 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.

- 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.

SFHA Guidance

- 2.5 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

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

Procedural Guidance

- 2.7 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 Board 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 Board* - has responsibility for ensuring that this policy complies with regulatory and legislative requirements and meets the Association's Business Plan and budget objectives.

- *Chief Executive* – 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.
- *Asset Management Director* – has responsibility for ensuring that appropriate technical support and advice is provided to the Management Board, Executive Management Team and other relevant members of staff.
- *Finance Director* – has responsibility for ensuring that appropriate financial support and advice is provided to the Management Board, Executive Management Team and other relevant members of staff.
- *Director of Customer Services* – has responsibility for operational delivery of the policy and for the management, supervision and training of the staff responsible. The Director of Customer Services is also responsible for reporting performance information to the Management Board and Executive Management Team on repairs and maintenance issues, including actions taken to achieve performance in line with service targets.

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

4 POLICY AIMS

4.1 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 Procurement Strategy 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 Board 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 Customer Services Team. 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 tenant 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 service users. Tenants may inform the Association that repair work is required via telephone, letter, email, the website, the Connect on-line portal or in person at one of the offices, 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 Association shall aim 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 6 hours of the repair being reported 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 4 full working days (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 full working days (commencing the day the repair was reported).

5.6 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.

5.7 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.

5.8 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.

Non-Emergency Repairs Appointment System

- 5.9 With the aim of continually improving customer service, the Association will offer our tenant's a weekday morning or afternoon appointment for all urgent and/or routine repairs. The appointment will form part of the contractual arrangements with our contractors and be made at the point of receipt of the repair request.

Right to Repair

- 5.10 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.
- 5.11 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

- 5.12 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

- 5.13 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.
- 5.14 All repair work in void properties shall be categorised with completion timescales on the following basis:
- Void 1 Minor Works – completion within 5 working days
 - Void 2 Standard Works – completion with 10 working days
 - Void 3 Major Works – completion 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.

- 5.15 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 inspection will be carried out in all void properties.

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 Executive Management Team.

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 Repairs and Maintenance are a crucial area to tenants and we will regularly update tenants on policies and procedures in a number of ways, including but not limited to the following:

Topic		Source
How to report a repair	•	<ul style="list-style-type: none"> • Tenant Handbook • Newsletter • Website • Connect portal
Response times	•	<ul style="list-style-type: none"> • Tenant Handbook • Newsletter • Website
Emergency Numbers	•	<ul style="list-style-type: none"> • Tenant Handbook • Newsletter • Website • Connect portal
Date of completion of non-emergency repair	•	<ul style="list-style-type: none"> • To the tenant when issuing the repair • Repair confirmation electronic or text survey form
Charges for repairs	•	<ul style="list-style-type: none"> • Tenant Handbook • Tenancy Agreement
Reporting defects (New Build)	•	<ul style="list-style-type: none"> • Tenant Handbook for tenants on new developments
Amendments to any of above	•	<ul style="list-style-type: none"> • Tenant Handbook • Newsletter • Website

7.2 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.

7.3 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; and feed this back into new housing design through its design guide.
- 8.3 The Association shall tender contracts for planned maintenance work in accordance with the provisions of its Procurement Policy.

Scottish Housing Quality Standard

- 8.4 Although the 2015 target date has expired, the Association will continue to review our stock to ensure that, where practicable, all properties continue to meet all SHQS criteria. The Association will maintain accurate records to monitor SHQS compliance for all properties. Where properties do not meet SHQS standards, whether they be exemptions, abeyances, or fails, the Association will review these on an annual basis to assess if circumstances have changed that would enable us to carry out work to meet SHQS.

Energy Efficiency Standard for Social Housing (EESH)

- 8.5 The EESH aims to improve the energy efficiency of all social housing in Scotland by helping to reduce energy consumption, thereby alleviating fuel poverty and reducing carbon emissions. The Association will ensure that, as far as practicable, all properties meet the EESH. As with SHQS, the Association will maintain accurate records to monitor EESH compliance for all properties. Where properties do not meet EESH standards, whether they be exemptions, abeyances, or fails, the Association will review these on an annual basis to assess if circumstances have changed that would enable us to carry out work to meet EESH.
- 8.6 The above will be extended to include the new Energy Efficiency Standard for Social Housing (EESH-2), which is due to be published in late 2023.

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.

9. ADAPTATIONS

9.1 The Association shall support and assist the carrying out of works which 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 More details on this process can be found in our Stage 3 Adaptations Policy & Procedures.

9.4 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.

11 LEGIONELLA MANAGEMENT

11.1 The Association will carry out its legal duties to consider, assess and control the risks of exposure to Legionella to our tenants. This requirement stems from the Control of Substances Hazardous to Health Regulations 1989; Section 3(2) of the Health and Safety at Work Act 1974 making provision for the legislation to apply to landlords of both business and domestic premises.

12 PERFORMANCE MONITORING AND REPORTING

- 12.1 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.
- 12.2 The Association will monitor repairs and maintenance performance using both regulatory and local performance indicators as follows:

Regulatory Performance Indicators

- Number and average time taken to complete Emergency repairs
- Number and average time taken to complete Non-Emergency repairs
- Percentage of Non-Emergency repairs completed right first time
- Tenant satisfaction with repairs and maintenance services
- Number of properties with gas appliances that failed to have an annual gas safety inspection undertaken
- Total stock failing the Scottish Housing Quality Standard (as at 31 March)

Local Indicators

- The number of pre and post inspections carried out
 - All repairs expenditure against specific budgets
 - Average time taken to complete Void repairs
- 12.3 The Customer Services and Asset Management Directors will have delegated authority to annually agree targets for the Association's repairs and maintenance services.
- 12.4 Regular performance, financial monitoring and statistical reports shall be presented to the Executive Management Team and Management Board for consideration. The structure and content of these reports shall be reviewed periodically to ensure Board members are able to make informed strategic decisions.

13 EQUAL OPPORTUNITIES IMPLICATIONS

- 13.1 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.
- 13.2 An initial Equality Impact Assessment has been carried out in accordance with Caledonia Group procedures. This is in the form of a Part 1 Screening of the proposed policy. The result of this initial appraisal is that a full Equalities Impact Assessment is not required as, provided the proposed measures are in place as set out in the policy, there is unlikely to be a negative impact on any particular groups of 'At Risk' people.

14 SUSTAINABILITY IMPLICATIONS

- 14.1 The approach outlined in this policy, working in tandem with our other housing management and maintenance policies, ensures that the Association makes a positive contribution toward the sustainability of our communities.
- 14.2 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.
- 14.3 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.

15 RISK MANAGEMENT

- 15.1 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
- 15.2 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.
- 15.3 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.
- 15.4 Budget monitoring and progress with repairs and maintenance works will be the subject of regular reporting to the Management Board.
- 15.5 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.

16 COMPLAINTS PROCEDURE

- 16.1 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.

17 POLICY REVIEW

- 17.1 The Association will review the Repairs and Maintenance Policy in 2026, or as required following a substantive legislative or regulatory change.

18. Compliance Statement

It is important that all members of staff, in carrying out their duties for the Group, do so in accordance with the Group's policy framework. Our policy framework ensures we comply with laws and regulation, while giving guidance to inform operations and decision-making. Our policies have been designed to be clear and easy to understand, and are available on our website and intranet. If any member of staff is unclear as to their responsibilities under this policy, then they should refer to their line manager and / or the policy author for further guidance. A failure to comply with Group policies can have serious consequences for the Group. Should an employee become concerned about serious non-compliance with the policy, they should speak to their line manager or refer to the guidance set out in the Group Whistleblowing policy.

Caledonia 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
- Advise you of the expected timescale for completion of reported repairs
- Carry out:
 - Emergency repairs in 6 hours
 - Urgent repairs in 4 full working days
 - Routine repairs in 10 full working days
 - Minor & Standard Void Repairs in less than 10 full working days

- Ensure a convenient appointment is passed to contractors when attending to non-emergency repairs
- Ensure that contractors carry identification, complete work within the timescales and tidy up after completing repairs
- Ensure that wherever possible contractors complete repairs 'right first time'
- Where follow up work is required, contractors complete this work timeously and without delay.
- Offer appointments as required for inspections
- Provide opportunity for tenants to comment on the quality of completed repairs
- At the end of your tenancy, advise you of the extent and cost of repairs that are your responsibility
- 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 inspection check and other relevant information in your home
- Inspect a sample of completed repairs and re-let properties to check for quality

You must

- 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 can get in to do repairs
- Carry out repairs that are your responsibility

Improvements and Alterations

You must

- 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 10 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 unauthorised 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

You must....

- 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

CALEDONIA HOUSING ASSOCIATION

REPAIRS INSPECTION FRAMEWORK

POLICY IMPLEMENTATION CHECKLIST	
Policy Guardian:	Customer Services Director
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Approved by Chief Executive on:	December 2016
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Date of Last Review:	August 2023
Date of Next Review::	August 2026
Diversity compliant:	Yes
Equality Impact Assessment required:	Completed
Data Protection compliant:	Yes
Health & Safety compliant:	Yes
Procedure implemented:	In place
QL system changes made:	Not required
KPIs / reporting arrangements implemented:	In place
Training Completed:	
Posted on intranet:	
Posted on website:	
Publicity material issued:	
Business Services – Implementation Review:	

Caledonia Housing Association Repairs Inspection Framework

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1. Overview

- 1.1 Caledonia 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 Caledonia 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 Caledonia 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 trained to treat each repair request on its merits and will on occasions arrange for a Neighbourhood 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 Caledonia has a number of Neighbourhood Officers within the Customer Services Team who are locally based and available to provide housing management services to our tenants. The Neighbourhood Officers will oversee the reactive repairs requirements of our housing stock and will undertake property inspections where required and make decisions on any appropriate repair work to be completed. These officers are supported by a number of Asset Officers from our Asset Management Team, who are available to provide additional technical support where required.

- 2.3 Our target for the number of non-emergency pre inspections we will undertake is a minimum of 5% and up to a maximum of 10% of all the reactive repair work Caledonia 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 2 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 Advisor 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, therefore the days taken to inspect a problem will be deducted away from the overall repair priority when the actual repairs is finally ordered. For example if a repair is considered routine with a 10 day target, and it took 2 days to carry out a pre inspection, the target for the contractor would be 8 days.
- 2.6 In general Caledonia will pre inspect the following types of scenario:
- Any reported structural defect that is the potential to cause harm or deteriorate rapidly
 - Where damp and mouldy conditions persist following application of initial corrective advice
 - All jobs that have the potential to cost more than £1000 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.
 - Other randomly selected smaller repairs to ensure that the proportion of repairs receiving pre-inspections stated in 2.3 above is achieved

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

3. Post Inspections

- 3.1 Caledonia 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. The Customer Services Team will be responsible for undertaking post repair checks 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 Caledonia 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 a Customer Services Advisor will contact the tenant to confirm that the repair has been completed and work undertaken is of a satisfactory standard.
- 3.3 Where the tenant indicates that the repair has not been completed or not completed satisfactorily, a workflow will be created for the Neighbourhood Officer to visit to take details. The Neighbourhood Officer will follow this up with

the relevant contractor to ensure that there is a satisfactory resolution for the tenant.

- 3.4 The outcomes of the post inspection contact 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 Caledonia 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 Operational Managers Team.
- 3.6 As standard Caledonia will also post inspect or check 100% of repairs that meet one of the following criteria. These inspections will normally be carried out by the Neighbourhood Officer or Team Leader:
 - A completed repair that resulted in a formal complaint being logged
 - A completed repair with a cost/order variance of greater than 20% or £500
 - All repairs with a final cost exceeding £1,000 (ties in with 1.6 above)
 - Repairs completed that have been subject to a claim with Caledonia's insurers.

4. Alteration Requests.

- 4.1 Caledonia 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 a pre-inspection of that request.
- 4.2 The requests which we will inspect include:
 - A request to make structural changes to a property. For example removing an internal wall or installing a sky light
 - Requests from a tenant to install their own fencing to replace an existing boundary
 - Loft renovations
 - 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 Caledonia'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 Caledonia'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 Caledonia's Voids Procedure.

Associated documents

Repairs and Maintenance Policy
Reactive Repairs & Voids Procedures
Tenants Alterations Procedure
Voids Policy
Stage 3 Adaptations Policy & Procedures

Appendix A - Scenario's where Caledonia 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		•
Fascias, 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 the 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	•	
Mould growth	•	
PLUMBING		
Minor leaks		•
Replacement taps		•
Bath replacement	•	
Wash basin replacement	•	
Toilet replacement	•	
Toilets seats (in sheltered property)		•
Silcone 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	•	

Repair Description	Yes – Pre Inspection required	No – Repair can be raised direct for the contractor
Request to alter garden layout	•	
External door replacement	•	
Replacement bathroom or kitchen	•	
Fireplace	•	
Satellite dish		•
Additional kitchen units		•
Shelving		•
Gates		•
Door handles		•
Garden sheds		•
Minor alteration to garden layout		•
MISCEALLOUS		
Jobs over £1000 in value	•	
A variation request 20% more than the order value	•	
Specific tenant request	•	

CALEDONIA HOUSING ASSOCIATION

REPAIR TIMESCALES

Repair Description	Emergency Repair (6 hours)	Urgent Repairs (4 days)	Routine Repair (10 days)	Exceptions
Plumbing				
Dripping taps			▲	
Leaking tap when used		▲		
Blocked sink or basin	▲			
Loose taps		▲		
Replacement taps		▲		
Blocked WC	▲			
Blocked WC due to tenant negligence	▲			▲ Chargeable Repair
Leaking WC	▲			
Replace flush handles	▲			
Toilet difficult to flush	▲			
Ball valve to tank		▲		
Leaking overflow		▲		▲ 6 hours if excessive
Broken toilet seat		▲		▲ General Needs Tenants responsibility
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	▲			
Renew faulty door lock if two forms of security on door		▲		
Insecure door	▲			

Repair Description	Emergency Repair (6 hours)	Urgent Repairs (4 days)	Routine Repair (10 days)	Exceptions
Renew internal door			▲	
Replace door handles		▲		
Timber skirting board			▲	
Architrave and frames			▲	
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 & other detectors	▲			
Communal areas				
Lift not working	▲			
Communal light out			▲	
All communal lights out		▲		▲ 6 hours if sheltered
Emergency lighting		▲		▲ 6 hours if sheltered
Security lights		▲		▲ 6 hours if sheltered
Door entry system		▲		▲ 6 hours if sheltered
Loose handrail		▲		
No TV reception		▲		
Rotary driers			▲	▲ General Needs Tenants Responsibility
Uneven path dangerous		▲		

Repair Description	Emergency Repair (6 hours)	Urgent Repairs (4 days)	Routine Repair (10 days)	Exceptions
Uneven path not dangerous			▲	
Heating				
Total failure	▲			
Partial Failure		▲		
Radiator leaking – not controllable	▲			
Radiator leaking - controllable		▲		
Storage heater replacement		▲		
Windows				
Broken glass – make safe	▲			
Cracked glass		▲		
Loose window		▲		
Window won't close		▲		▲ 6 hours if ground level
Faulty handle		▲		
Leaking window		▲		
Loose window cill			▲	
Broken vent			▲	
Roofs				
Moss removal			▲	
Roof felt replacement			▲	
Loose tiles		▲		▲ 6 hours if immediate danger
Make safe after storm	▲			
Rain penetration		▲		
Major roof repair			▲	▲ 4 days If unsafe
Replace broken slates			▲	▲ 4 days If unsafe
Rebed ridge tiles			▲	▲ 4 days If unsafe
Flashings			▲	
Water				
No hot water	▲			
No cold water at all	▲			
No water to single tap		▲		
Faulty stop tap		▲		▲ 6 hours if it will not turn off

Repair Description	Emergency Repair (6 hours)	Urgent Repairs (4 days)	Routine Repair (10 days)	Exceptions
External				
Damaged fencing			▲	▲ 4 days if dangerous
Renew fencing			▲	
Damaged gate		▲		
Loose paving not dangerous		▲		
Trip hazards		▲		▲ 6 hours if in main walkway
Renew flag stones			▲	
Pointing			▲	
Guttering repairs			▲	

CALEDONIA HOUSING ASSOCIATION

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

Repair Description	Association	Tenant	Exceptions
Communal Areas			
Lifts and Stairs	▲		
External redecoration	▲		
Tenants own decorations		▲	
Communal facilities	▲		
Roof			
Chimneys and Stacks	▲		
Roof Structure and covering	▲		
Guttering, rainwater pipes	▲		
Fascias, 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
Additional Keys		▲	
Gaining entry (lost keys)		▲	▲ Rechargeable
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	▲		
Repair Description			
Association			
Tenant			
Exceptions			
Gardens and Boundaries			
Individual garden maintenance		▲	
Communal gardens maintenance	▲		
Dividing walls or fence (if owned by Caledonia)	▲		
External fencing owned by Caledonia	▲		
External fencing installed by tenant		▲	
Gates if owned by Caledonia	▲		
Paths, steps and other means of access	▲		
Rotary lines		▲	▲ Except communal lines
Concrete line posts	▲		
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	▲		
Regrouting	▲		

Repair Description	Association	Tenant	Exceptions
Floors			
Concrete floors	▲		
Vinyl floors tiles	▲		
Loose floor covering	▲		
Floor boards and joists	▲		
Carpets and laminates		▲	
Door strips		▲	
Ceilings			
Repairs and renewals	▲		
Hairline cracks		▲	
Patch repairs	▲		
Artex ceilings, patch repairs	▲		▲ Tenant responsibility if installed privately
Artex full ceiling		▲	
Fireplaces			
Fire surrounds	▲		
Chimney sweeping		▲	
Replacement fires due to fault	▲		
Tenants choice fireplace		▲	
Staircase			
Stairs	▲		
Bannister and handrails	▲		
Gloss painting		▲	
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	▲		

Repair Description	Association	Tenant	Exceptions
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	▲		
Electric meter and supply	▲		▲ Tenants responsible for supplier
Immersion heaters	▲		
Cookers if owned by Caledonia	▲		
Disconnection and reconnection of cookers		▲	
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		▲	▲ General needs only
Shower trays	▲		
Blocked level access shower	▲		
Plugs and chains		▲	

Repair Description	Association	Tenant	Exceptions
Showers if owned by Caledonia	▲		
Tenants own shower		▲	
Silicone Sealant	▲		
Bleeding of radiators	▲		
Shower heads and hoses		▲	
Home energy efficiency			
Draught proofing to windows and doors	▲		
Hot water cylinder jackets	▲		
Loft insulation	▲		
Cavity wall insulation	▲		
Energy efficient light bulbs		▲	
Lighting			
Light bulbs		▲	
Florescent light bulbs		▲	▲ Except communal lights
Security lighting	▲		
Tenants own security light		▲	
Light pendants and fittings	▲		
Redecorations			
Internal redecoration		▲	
External redecoration (5 year program)	▲		
Glossing and staining		▲	
Redecoration after fire damage	▲		▲ If works to be completed through insurance

▲ **Pest Control** – this is the responsibility of your local Environmental Health Department and you may be charged for this service. Caledonia will only deal with pest control in communal areas or where it may result in significant damage to its property.

▲ **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, Caledonia 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.