

FORTH HOUSING ASSOCIATION LIMITED

REPAIRS AND MAINTENANCE POLICY

Code: M10

Approval: June 2022

Review Date: June 2025

Cross Reference:

Gas safety and maintenance Contract - gas central heating\hot water installations.

M11 Rechargeable Repairs Policy

M15 Right to Repair Policy



This document can be made available in alternative languages or formats (such as large print, audio etc). Please contact staff as required.

Repairs and Maintenance Policy

Introduction

The purpose of this document is to set out Forth Housing Association's principles in the provision of its Repairs and Maintenance Service.

1 Landlord's Duties

- 1.1 Forth Housing Association aims to ensure that its properties are maintained to a high standard, and that its tenants are in receipt of a high quality and responsive repairs service.
- 1.2 The Association will adhere to the common law and the statutory duties placed upon it and will endeavour to ensure that it complies with all legislative, guidance and health and safety obligations conferred upon it as a Registered Social Landlord.
- 1.3 Forth Housing Association will detail the duties and obligation of both tenant and Landlord within the Tenancy Agreement, Tenants' Handbook, Web site (www.forthha.org.uk) and any other appropriate means.

2 Reporting a Repair Request

- 2.1 Repairs to properties can largely be defined under three headings – reactive, planned and cyclical. Both planned and cyclical repairs are carried out on the basis of an identified programme. Reactive repairs are repairs which are carried out on an ad-hoc basis either at the request of a resident who has reported a fault or has been identified through an inspection process carried out by the Association.
- 2.2 A repair request may be made to the Association by telephone, letter, email, via the website, in person/on a tenant's behalf at the Association's office, or to a member of staff who is visiting a tenant's household or development.

Repair request's will generate a Repair Order and will detail:

- The tenant's name, address, and contact telephone number (if applicable).
- The location and nature of the repair.
- The priority of the repair.
- Access arrangements.

- 2.3 Repair requests made between the hours of 9.00 AM – 5.15 PM Monday – Thursday and 9.00 AM – 4.00 PM Friday will be processed that day.

- 2.4 Other than Emergency repairs, where urgent access is required, the contractor will normally contact the tenant to arrange a mutually convenient time for access.

3 Category of Repair

- 3.1 In order to prioritise repair requests the following categories and response times shall apply:

3.1.1 Emergency Repairs (E)

This refers to repairs necessary to prevent serious damage to the property, danger to health, risk to safety, risk of serious loss or damage.

For example:

- Electrical supply to the property, excluding the mains supply and meter which are the responsibility of the utility provider.
- Gas supply to the property, excluding the mains supply pipe work to/and the meter which are the responsibility of SGN.
- Internal water supply to the house, excluding the pipe work and mains supply which are the responsibility of Scottish Water.
- Security of property.
- Access to property.

These repair requests **should be attended to by the contractor within 4 hours of notification**, 24 hours a day seven days a week, to make safe or complete the necessary repair.

3.1.2 Urgent Repairs (U)

This refers to repairs necessary to prevent a serious loss of facility to the occupier, or where delay is likely to cause further serious deterioration to the property; for example;

- Sanitary defects.
- Defects affecting the heating and hot water

These repair requests **should be completed by the Contractor within 2 working days or at a time agreed with the Tenant.**

3.1.3 Routine Repairs (R)

This refers to work which can be deferred without causing a serious inconvenience to the occupier or further adversely affecting the property. These repairs **should be completed by the Contractor within ten working days or at a time agreed with the Tenant.**

3.1.4 “Qualifying Repair” (Q)

Forth Housing Association will adhere to the Landlord's duties set out within the Scottish Secure Tenants (Right to Repair) Regulations 2002 and aims to complete all qualifying repairs within the target times specified. Forth Housing Association has a separate Right to Repairs Policy which should be consulted. [..\M15 Right to Repair Policy.adopted.docx](#)

3.1.5 Rechargeable Repairs/Work

- Forth Housing Association may recharge tenants/former tenants for repair works carried out on their behalf, which are considered to be their responsibility.
- Where a repair is necessary as a result of a tenants/visitors, misuse, neglect, vandalism, or Police access the tenant may be recharged for the cost of the repair incurred by the Association.
- Rechargeable works shall be confirmed in writing to the tenant/former tenant.
- Forth Housing Association aims to ensure that tenants understand their obligation to pay rechargeable repairs and the options available for doing so.
- When a tenant makes an arrangement with a contractor for work to be carried out but fails to keep this appointment the Association may recharge the tenant any costs incurred by the contractor for an abortive call. When a contractor fails to gain entry to a property a card should be left advising the tenant of their visit.
- The Association has a separate Rechargeable Repairs Policy which should be consulted. [..\M11 Rechargeable Repairs Policy.adopted \(2\).doc](#)

3.1.6 New Build Property - Defects

- When a tenant takes up residency of a 'new-build' property it is covered by the Defect Liability Period (D.L.P.) which runs for one year from the time the property is handed over to the Association by the Developer.
- Tenants will be made aware at the time of signing their Tenancy Agreement that the Developer will normally be responsible for any defects which are required to their home within the D.L.P.
- The separate contractual procedures will be explained to the tenant. This information will be included in the Tenants' Handbook with details of the Contractor's emergency service and how defects should be reported to the Association.

3.1.7 The Association's ability to complete repairs may be restricted by the lack of specialist parts or materials. The Association will attempt to provide temporary repairs whilst waiting on specialist parts.

4 Pre-Inspections

The Association will undertake to pre-inspect a minimum of 10% of repair requests when it is deemed necessary in order to

- Gain additional technical information which the customer is unable to provide.
- Gain additional technical information which would be of use to the Contractor in carrying out the repair.
- Establish/clarify the nature/cause of the repair request.
- Establish the Association's responsibility for the repair request.

5 Post Inspections

The Association shall under take to post-inspect a minimum of 10% of work orders completed to monitor

- Quality control.
- Contractors' Performance.
- Customer satisfaction: with the repair and service delivery of the Association and contractor.

6 Emergency Repairs – Out with office hours

Forth Housing Association provides an out of Office hours emergency repair service. All tenants of the Association will be made aware of this service when signing their Tenancy Agreement and the information will be included within the Tenants' Handbook and web site.

7 Annual Gas Safety Inspection and Service.

- 7.1 The Gas Safety (Installation and Use) Regulations 1998 places a legal duty on the Association to complete an annual inspection of gas appliances, pipe work and flues provided by the Association within a 12-month period of the previous inspection.
- 7.2 In addition a Gas Safety Inspection shall be undertaken at a change of tenancy.
- 7.3 In order to fulfil its duties the Association shall engage a suitably qualified service provider to undertake these works on its behalf.
- 7.4 The Association shall;
- Provide a copy of the Landlord Gas Safety Record certificate to the tenant of an inspected property within 28 days of the safety check.
 - Keep a copy of all Landlord Gas Safety Record certificates for a minimum of 2 years after the date of completion.

- Ensure that all work carried out on its behalf to gas appliances or flues is carried out by a suitable qualified and Gas Safe registered Service Provider
- Make a copy of the Landlord Gas Safety Record available for inspection by any lawful occupier of the inspected property when given reasonable notice.

7.5 The Association shall implement robust procedures in an endeavour to ensure that the annual inspection is carried out to each property within the 12 month period.

Ultimately the Association shall either cap the gas supply or force entry to any property where access has not been made available by the tenant. Any costs incurred by the Association in ensuring access shall be recharged to the tenant of the property.

8 Planned/Cyclical Maintenance

8.1 The Association shall undertake Planned and Cyclical maintenance works in a timely and cost effective manner that will:

- Maximise the useful life of the Association's housing stock.
- Prolong the useful life of the building components.
- Provide a comfortable living environment for tenants.
- Provide value for money

8.2 A 30 year life cycle programme of works for the entire stock will prepared and updated as required.

8.3 Regular review of the planned/cyclical maintenance provision will be undertaken to provide strategic direction and to identify appropriate programmes and cycles.

8.4 The programme of works will be subject to regular review to ensure that works are carried out effectively and responsively.

8.5 Tenants will be given advanced notice of planned /cyclical maintenance works. Wherever possible tenants will be consulted on the works and given choice where appropriate e.g. in the colour of new kitchens.

8.6 On completion of works tenants' views will be sought by appropriate means, for example, tenants' surveys, attendance at tenant meetings, personal interviews etc. The information will be used to

- Assess the performance of contractors.
- Assess the Association's performance.
- Bring about service improvements in the future.
- Remedy any problems for future contracts.
- Develop policies, procedures or practices identified by tenant feedback.
- Advise Committee of performance and satisfaction levels

9 Monitoring

- 9.1 In order that the Management Committee may monitor and control the maintenance function reports will be submitted on a quarterly basis. The report shall detail
- Works Orders issued by category
 - Response Performance- Works orders completed against target date
 - Pre and post inspections
 - Spend against budget
 - Medical adaptations
 - Cyclical Maintenance
 - Planned Maintenance
 - Gas Safety Inspections
 - Rechargeable Repairs
 - Any other maintenance information as required or requested by Committee
- 9.2 The Management Committee shall review key documents and give consideration to the business of the Repairs and Maintenance service. Decision making in relation to matters of policy shall remain with the Management Committee.

10 Contractors Performance

- 10.1 Forth Housing Association shall review its List of Contractors for the provision of the Repairs and Maintenance service on a four year cycle or as deemed appropriate to ensure the effective delivery of service.
- 10.2 Forth Housing Association aims to appoint competent and reliable contractors to provide its Repairs and Maintenance service and will continually monitor contractors' performance.
- 10.3 The Association will monitor all contractors to ensure that they meet the Forth Housing Association timescales and provide job completion times at the earliest opportunity. This will ensure that Forth Housing Association is collating the correct information with regards to the job completion times. Contractors must supply Forth Housing Association with a weekly job returns sheet, detailing the position of repair lines and if they are in danger of missing completion times. The contractor must also inform the Association of any jobs that they know will fail the target in advance of failing the target date. This is to allow The Association to inform our tenants of the position of the repair.
- 10.4 Quarterly meetings with contractors will be undertaken assessing the contractor's performance reviews , quality of the service and customer satisfaction or if there is cause of concern with the contractor, additional meetings with be scheduled to assess and manage the contractor. Minutes of the meeting will be undertaken by the Contractor Administrator and will be provided to participants of the meeting prior to attendance. By carrying out this approach the association with be ensuring that best efforts are taken to ensure that right first time is met and maintaining a high tenant satisfaction rate.

11 Service Provision

- 11.1 The Association will monitor tenants' satisfaction with the Repairs and Maintenance service by questionnaires and other appropriate means depending on the nature of works and number of tenants affected by this work. This information may be used for reporting purposes.
- 11.2 Once a completed reactive repair has been invoiced the Association shall send a text message asking `How satisfied are you with the Repairs Service provided by Forth, return text messages are recorded and figures included within reports.
- 11.3 Prior to undertaking Post Inspections, where the invoice has been received, the Works Order should be checked to confirm the satisfaction text has been returned, where eligible; if no text return received then at the time of the inspection the tenant should be encouraged to respond by text.

12 Repairs and Maintenance Service

The Association will keep residents informed of the Repairs and Maintenance service through the publication of information: publicity pamphlets, quarterly Newsletters, Annual Report, Web site and any other appropriate means

13 Review Period

- 13.1 This Policy shall be reviewed three years from the date of approval.
- 13.2 Consideration will be given to any changes in legislation, good practice or operational changes which may affect the content of the policy.