



REIDVALE HOUSING ASSOCIATION

Maintenance Policy

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| Author | Maintenance Manager |

POLICY SUMMARY

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| Purpose: | The purpose of this policy is to covers the areas of reactive maintenance, cyclical maintenance and major repairs and outlines the Association's broad aims in relation to our repairs and maintenance service. It sets out a range of general principles that will guide the activities and standards of service that we aim to implement. |
| Legislation/Guidance: | The Association is a company under the Co-operative and Community Benefit Societies Act 2014, and a company regulated by the Financial Conduct Authority (FCA). Statutory Guidance The Scottish Social Housing Charter Requirements of the Scottish Housing Regulator |
| Regulatory Compliance | Standard 1: The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users. Standard 2: The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities. Standard 4: The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation's purpose. |
| Linked policies | Right to Repair Policy, Alterations and Improvements Policy, Adaptations Policy, Procurement Policy, Rechargeable Repairs Policy, Risk Register |
| Financial Impact | [Low / Medium / high] |
| Risk Assessment | [Low / Medium / high] |
| Equalities Impact Assessment | Low |
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1. INTRODUCTION AND POLICY AIM

The Maintenance Policy aims to ensure that Reidvale Housing Association (RHA) provides an effective housing maintenance service that complies with its landlord obligations.

2. COMPLIANCE WITH REGULATORY STANDARDS

The Scottish Housing Regulator has identified a number of key indicators relevant to Property Maintenance as part of the Scottish Housing Charter by which it will measure landlord performance, including the following:

- Meet the Scottish Housing Quality Standard (SHQS)
- Meet the Energy Efficiency Standard for Social Housing (ESSH)
- When properties are allocated, they are always clean, tidy and in a good state of repair.
- 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.
- Tenants receive services that provide continually improving value for the rent and other charges they pay.

3. POLICY OBJECTIVES

The objectives of the Policy are as follows: -

- Ensuring that properties are well maintained, safe, secure and meet the relevant standards including SHQS and ESSH.
- Maximising the percentage of reactive repairs carried out that were completed right first time and minimising repeat repairs;
- Reducing the number of repairs per property through robust specification in both component replacement contracts and improvement projects;
- Optimising tenant satisfaction with service delivery;
- Delivering value for money;
- Maintaining our stock in accordance with the relevant and applicable legal requirements placed on us and our responsibilities set out in our tenancy agreement;
- Providing an efficient, effective and value for money housing maintenance service aimed at prolonging the useful life of our properties and delivering tenant satisfaction through high standards of service;
- Collecting and using business intelligence on the condition of our stock and demonstrate that we are using this to make informed financial decisions to maintain and improve our stock;

- Regularly reviewing our arrangements for the procurement of repairs and maintenance works; and
- Taking positive steps to inform and listen to tenants about continuous improvements to our maintenance service.

4 LEGISLATION

The Policy will comply with a wide range of legislative requirements including:

- Housing (Scotland) Act 2001;
- Housing (Scotland) Act 2006;
- Housing (Scotland) Act 2010;
- Housing (Scotland) Act 2014;
- Tenements (Scotland) Act 2004;
- Property Factors (Scotland) Act 2011;
- Gas Safety (Installation and Use) Regulations 1998; and
- The Electrical (Safety) Regulations 1994.

The legislative requirements include the need to comply with the range of health and safety duties imposed upon landlords. Various contractual terms are imposed via relevant tenancy, occupancy and management agreements. RHA will ensure it complies with all its legal obligations and contractual requirements.

5 MAINTENANCE POLICY

5.1 Reporting and Handling Reactive Repairs

RHA has service standards for responsive repairs and void relets (appendix 1) which ensures that our housing stock and related assets meet the needs and standards required now and in the future:

- Reactive / urgent repairs – addressing necessary day to day repairs as they arise and thereby preventing deterioration of the stock condition; and
- Void repairs – carrying out necessary repairs to houses as they become empty so that they meet the minimum lettable standard

The Maintenance Department will manage all aspects of our response service, including pre inspection of defects, repairs ordering and post inspection of completed works.

We will carry out all repairs, which are necessary to:

- maintain the property in a ‘wind and watertight’ condition;
- ensure that there is constant provision of services such as water, gas and electricity; and
- maintain fixtures and fittings installed by RHA.

5.2 **Repair categories and completion times**

We will categorise reported repairs according to the level and nature of the repair /response required. We will aim to apply a consistent approach to categorisation and ensure that staff are appropriately trained to achieve this. We will operate the following categories, each with a different target completion timescale as follows

Statutory Right to Repair (See Right to Repair Policy)

RHA will adhere to the requirements of the Right to Repair scheme as defined in the Housing (Scotland) Act 2001. However, while these are minimum statutory timescales we may carry out this work sooner.

We shall have in place and publicise systems and methods of working that ensure full compliance with these requirements. Staff shall be fully trained in implementing these. They will also be advised of the relevant statutory regulations governing the provisions of the scheme.

We acknowledge the particular requirement to advise tenants in writing annually of the provisions of the scheme and will use our newsletter as the principal means of achieving this. We will also make information about the scheme freely accessible and available to all tenants and advise on an individual basis whenever the provisions of the 5 scheme apply. We will maintain records which enable us to monitor and demonstrate compliance with the Right to Repair scheme.

Full details including timescales are contained within the Association’s Right to Repair Policy. Timescales are included as Appendix 1 in this policy.

Emergency Repairs:

To be responded to and made safe within 4 hours of when repair was notified. If not completed it will be re-attended to under the urgent category) and a separate line raised. In line with the Scottish Housing Regulator’s guidance the interpretation of “completion of the work necessary to remove the emergency nature of the repair” is when the contractor stops the immediate problem e.g. turns off the water, gas or power supply or makes the home safe. N.B. – Emergency heating repairs will be responded to within the 4 hour notification, and if works cannot be completed will be made safe and temporary heating provision will be offered to all tenants until the repair can be completed. Emergency repairs shall include any incidents which may be a risk to health and safety, which make a property uninhabitable or are required to avoid serious damage to a property. Examples of repairs are contained in appendix 2.

Contractors will be instructed to attend within 4 hours of repair being reported and shall carry out repairs to make safe. Any follow up work will be allocated a completion category timescale that reflects the extent and nature of the work required.

Urgent Repairs:

To be completed within 2 working days of when repair was notified. (the first date is the day the repair was reported by the service user and the end date should be the date it is signed off as completed.) Pre-inspection visits are to be included in the time taken and time taken due to receipt of faulty parts or delays due to inclement weather must also be included. Faults and incidents that require prompt attention but which do not arise as a result of emergency circumstances shall be categorised as urgent. Examples are contained in appendix 2

Contractors will be instructed to complete the required repair work within 2 full working days (Commencing the day the repair was reported).

Routine Repairs:

To be completed within 8 working days of when the repair was reported.

All other items of non-urgent work shall be categorised as Routine. Contractors shall be instructed to complete the required repair within 8 working days (commencing the day the repair was reported). 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.

Complex Repairs:

- Jobs over £1000 and requiring quotes
- Jobs requiring scaffolding or a cherry picker
- Major water ingress/leaks which require to be dried out prior to further works being undertaken (i.e. plasterwork)
- New doors/windows which are not covered under the planned budget
- Dampness/Rot Works that require further investigation/specialist works

Completed Right First Time

Due to the nature of some repairs, one or more visits may be necessary to complete the works. If the works are delivered as planned and discussed with the tenant, the repair is considered completed right first time. This includes all non-emergency repairs completed during the reporting year with the following exceptions:

- Responsive repairs where the work will be done as part of a cyclical or planned maintenance programme.
- Complex repairs, where investigation work needs to be done e.g., reports of dampness or breakdowns affecting specialist equipment.
- Repairs to voids.
- Repair jobs where the tenant has failed to provide access. In order to meet the definition of 'Completed Right First Time' a reactive repair must be completed:
 - Within the appropriate target timescale; and
 - Without the need to undertake return visits because the repair was inaccurately diagnosed and/or, the operative did not resolve the reported problem.

Tenant Responsibilities

Certain repairs are the responsibility of tenants and these are detailed within the Tenancy Agreement and Tenant's Handbook (e.g. decoration). The tenant will be advised in cases when such a defect is reported or inspected.

RHA also advises tenants to take out home contents insurance.

5.4 Rechargeable Repairs

The cost of some repairs and abortive visits will be charged to the tenant. These are called 'rechargeable repairs'.

The tenant's and landlord's obligations regarding repairs are stated in the Tenancy Agreement and the Tenants Information Pack.

We can carry out repairs deemed to be a tenant's responsibility, however the cost of the work will be recharged to the tenant. The tenant will be advised at the time or in the case of voids they will be notified within 10 working days that they will be recharged, and the estimated cost of the repair.

We will allow tenants to make arrangements to repay rechargeable repairs over a mutually agreed timescale in accordance with our Rechargeable Repairs Policy and

Procedures. This agreement will be made prior to any work being undertaken, where possible.

If any tenant subsequently fails to repay any outstanding debt, we will pursue the debt, in accordance with our Rechargeable Repairs and procedures. Full details of the Association's policy and procedures for addressing rechargeable repairs are given in the Rechargeable Repairs Policy and procedures documents:

5.5 Responsibilities of Owner Occupiers

Specific repair responsibilities of owners are conferred in accordance with the relevant Deed of Conditions.

In general, sharing owners will be held entirely responsible for all repairs and maintenance works to their own property.

They also have a shared responsibility for repairs and maintenance to common parts and jointly owned items.

Where failure to meet these obligations and responsibilities results in damage or deterioration to RHA's property RHA will take preventative action to protect its investment.

This is likely to mean that RHA will carry out the work required and recharge the costs back to the owner, which may include any reasonable admin charges as detailed in RHA's Factoring Procedures.

5.6 Classification of Repairs and Response Times

Repairs requests will be prioritised based upon their urgency. We will use the following repairs categories and target timescales for responding.

| Category | Type of repair | Overall timescale |
|--------------------------|---|--|
| Emergency repairs | Investigate and make safe immediately. Make good or provide adequate temporary alternative facilities | Respond within 4 hours and make safe |
| Urgent Repairs | To repair any defects that significantly detract from the tenant's use of the property and which would cause rapid deterioration if not attended to. | Respond and complete within 2 working days |
| Routine repairs | Any repairs which are identified as responsive repairs and which cannot be completed the same day or cannot be delayed until a future cyclical maintenance programme or planned programmed renewal (such as double glazing replacements). | Respond and complete within 8 working days |

Examples of 'Emergency, Urgent and Routine Repairs' are included in appendix 2

5.7 Maintenance Monitoring

Introduction

RHA aims to provide an excellent repairs service and will closely monitor Contractors performance to ensure that quality standards are maintained and that there is continuing value for money.

Pre and Post Inspections

Not less than 10% of reactive repairs will be pre-inspected prior to instruction which will be based on risk. This will include all pre inspections carried out by Maintenance Officers, Housing Officers and Consultants for complex works based on risk.

Not less than 10% of reactive repairs will be post-inspected after completion. This will include all post inspections carried out by Maintenance Officers, Housing Officers and Consultants.

The following specific types of repairs will be pre inspected: -

- Dampness, including water ingress, condensation and fungal growth on walls.
- Door entry systems.
- Window Safety Catches.
- Water leaks from above.
- Paving slabs and roads.
- Roof repairs
- The nature of the work is not clear (i.e. for diagnostic purposes)
- A random selection to make the sample up to 10%

The following specific types of repairs will be post inspected: -

- The invoice is higher than anticipated
- The tenant is dissatisfied in any way with the repair
- The repair is communal
- All void repairs
- A random selection to make the sample up to 10%

All work packages to be carried out as part of cyclical or major repairs programmes will be pre-inspected and supervised whilst works are ongoing until completion.

Any individual repair, estimated to cost over £500.00, will be pre and post inspected.

Not less than 50% of a new contractor's work will be both pre and post inspected during the first 3 months.

Where a problem arises with a specific contractor, not less than 50% of their repairs will be pre and post inspected, as part of special monitoring arrangements, until the performance issue has been addressed.

Customer Satisfaction Surveys

In line with the Charter / ARC requirements, RHA will regularly seek tenant's views on completed work and contractors performance.

Tenant's views will be sought on satisfaction with the completed work, access arrangements, delays, performance of contractor and any other comments.

Where problems are identified, they will be followed up and resolved by Maintenance Department. Satisfaction survey results will be completed and used to drive service improvement and reported to the Management Committee.

5.8 **Right to Repair**

Tenants have a right to have small urgent repairs carried out within a given timescale. If we do not complete the work on time, tenants have a right to ask another contractor approved by us to carry out the work and may also be eligible for compensation. This is called the 'Right to Repair' scheme.

Examples of qualifying defects are contained in our Right to Repair leaflet

5.9 **Right to Compensation for Improvements**

This enables tenants to claim compensation for certain improvements that have been made to their home. Tenants must receive written permission before they can make any improvements, in accordance with RHA's Alterations / Improvement Policy. Compensation can only be claimed after the tenancy has ended.

The right to compensation applies to improvements such as:

- bath or shower;
- cavity wall insulation;
- double glazing;
- draught proofing of external doors and windows;
- insulation of pipes and loft;
- water tanks or cylinders;
- kitchen sink;
- rewiring;
- space or water heating;
- storage cupboards in bathroom or kitchen;
- radiators or valves;
- wash hand basin;
- water closet (WC); and
- work surface for food preparation.

5.10 **Void Properties**

RHA aims to relet our vacant properties quickly and to our minimum void letting standard.

Pre-termination inspections will be carried out jointly where possible, with a representative of RHA and the tenant.

Where no notice has been given, the pre-termination inspection becomes the void inspection. RHA will inspect all voids in accordance with our Void Property management procedures.

The tenant will be responsible for clearing out the property completely. Any costs incurred by RHA for clearing out will be recharged to the tenant.

The tenant will also be responsible for rectifying any damage and/or any alterations which have not been approved by RHA and are substandard.

Any costs incurred by RHA for rectifying damage or alterations will be recharged to the tenant.

As part of the voids process RHA will:

- Complete all repairs that are the landlord's responsibility - including gas and electrical safety checks.
- Complete all repairs that are necessary to bring the property up to the lettable standard.
- Obtain an Energy Performance Certificate if required.
- Ensure that former tenants are recharged for repairs that are necessary to enable the property to be re-let in line with our rechargeable repair policy.
- Secure vacant property to prevent damage by vandalism and prevent unauthorised access

There may be some minor outstanding repairs at the time the property is allocated. Where this is the case the tenant will be advised of the outstanding repairs and access arrangements will be agreed for completion of the works.

5.11 Maintenance Programmes

Introduction

RHA is committed to maintaining the housing stock to the highest possible standard. In addition to the system for day to day repairs, RHA has planned maintenance / major repairs programmes in place.

Planning for future repairs and maintenance is an essential element of RHA's maintenance strategy.

The likely costs and timings of all planned and cyclical maintenance works are estimated and form RHA's life cycle costings information.

This database provides a snap-shot of what maintenance / replacements are likely to be required in the longer term.

It should be noted that the information held in the life cycle costings database is only an estimate and may change over time due to:

- Components lasting for a longer or shorter period of time than originally anticipated.
- Replacement costs being affected by labour and/or material costs.
- The introduction by the Government of any new legislation or quality standard.

Cyclical Maintenance Programme

RHA will make provision for the planned maintenance of the stock through a cyclical programme, based on anticipated need.

The budget for such works will be set on an annual basis through the revenue budget process.

The programme will be preventative and protective, dealing with the deterioration of components and finishes.

The cyclical programme will be in place as a comprehensive plan detailing work packages, inspections, timings, estimated and actual costs.

The programme will be subject to annual review to ensure a rolling programme is in place at all times.

Full reports on progress will be made to the Housing Services Sub Committee at the beginning (start and future year) and half way points of the financial year.

The plan will be updated regularly to ensure slippage and the conclusion of inspections are accounted for.

Examples of Cyclical Maintenance Works

Although not a complete list, the following provides examples of the type of work normally falling into this category:

- Gutter cleaning (carried out annually)
- Close painting (carried out every 5 years)
- External painterwork (carried out every 5 years)
- Open space maintenance (carried out annually)
- Gas safety inspection and servicing (carried out annually)
- Electrical inspection & condition reports (EICR) (carried out every 5 years)

The cyclical maintenance programme will be agreed on an annual basis and will be updated by the Maintenance Manager.

As part of the cyclical maintenance programme, RHA carries out programmes of gas and electrical inspections.

Gas Safety Inspections are carried out annually and are required by law (the Gas Safety (Installation and Use) Regulations 1998).

As part of the Gas Safety inspection the engineer will test all smoke, heat and CO detectors within the property, ensure they meet legislation and record this information on the Gas Safety Certificate (CP 12).

RHA employs competent Contractors (where all of the fitters are Gas Safe registered) to carry out inspections. Tenants are provided with a copy of the inspection form (CP12) detailing the Contractor's findings and any follow-up repairs that are ordered.

RHA takes its obligations under this legislation very seriously, and therefore will take all reasonable steps to ensure that there is access to all properties where there is a gas supply or gas appliance.

All tenants will receive correspondence detailing when the Contractor intends to carry out the annual inspection, and will be asked to contact the Contractor/RHA to make an alternative appointment if this does not suit. Full details of the procedures for access for gas safety inspections can be found in RHA's Gas Safety Procedures

There is statutory and legal obligations placed upon RHA to carry out electrical checks every 5 years and to maintain and replace smoke, heat and CO detectors every 10 years (this date can be sooner if the property becomes void within a year of this date).

Planned Maintenance Programme

RHA will make provision for renewals of stock components through a major repairs programme as determined by the life cycle costing exercises.

The programme will include works that will become necessary following improvement works including replacement of, or repair to features of the property which have reached the end of their economic life.

The major repairs programme will be in place as a comprehensive 5-year plan detailing work packages, inspections, timings, estimated and exact costs. The programme will be subject to annual review to ensure a rolling 5-year programme is in place at all times. Full reports on progress will be made to the Housing Services Sub Committee at the onset, future year and half way points of the financial year.

The plan will be updated regularly to ensure slippage and the conclusion of inspections are accounted for.

Inadequate provision for planned maintenance / major repairs presents a risk to RHA and it is therefore our policy to ensure that the information held is kept under review. This is achieved by:

- Day to day inspections by Maintenance Department staff when undertaking their general duties.
- RHA publishes its proposed planned maintenance programme and will take account of tenant preferences before finalising its schedule of planned maintenance works for any given year. However, tenants will also be made aware that RHA is required to take decisions based on risk and efficient asset management that are right for the organisation and its stock as a whole and not all preferences can or will be accommodated.
- For example, while it may be ideal to accelerate the kitchen replacement contract in a specific block or street, essential roof or structural works at the same or different location may be more pressing and take precedence.
- Review of general labour and material costs – This allows Maintenance Department staff to assess the affordability of the programmed maintenance works at the start of each year.

Examples of Planned Maintenance Works

Although not a complete list, the following provides examples of the type of work normally falling into this category:

- Replacement central heating systems
- Replacement boilers
- New windows
- New kitchen units
- New bathrooms
- New roofs
- Electrical re-wiring
- Re-plumbing
- Replacement external doors and/or controlled entry doors
- Replacement of electric fans
- Re-rendering
- Re-building or replacement of boundary or retaining walls

5.12 **Inspections**

RHA will ensure that the housing profile is fully understood and that maintenance plans are kept up to date through a system of inspections to determine stock condition.

Works packages in maintenance programmes will be pre inspected to determine actual needs and the work will be instructed or re-timed as appropriate.

Full use of background knowledge will be made and research will be carried out as required.

When visiting properties, staff will note any evident deficiencies.

Estate inspections to generally assess overall conditions will be carried out every four months by the Maintenance Officer/ Assistant Maintenance Officer. All other staff and Committee should however notify the office of any repairs as soon as identified.

Life Cycle Costings

RHA will make provision for lifetime maintenance of completed improvement work.

Life cycle costings will be prepared as soon as development works are completed.

The Maintenance Manager will ensure this is carried out by appropriate consultants as required.

An independent Stock Condition Survey will be commissioned every 3 years to reflect stock condition and component performance.

The Maintenance Manager will ensure there is close liaison with finance staff and other departments in the planning of new projects to assist with long term maintenance.

5.13 **Delegated Authorisation Limits**

Delegated authorisation limits are contained within appendix 3 and should be adhered to in conjunction with RHA's Financial Procedures

5.14 **Contractor Selection**

The Association is governed by Procurement legislation and must advertise appropriately for the appointment of all contractors for maintenance works. In order to meet its repair obligations and to effectively and efficiently implement its repair and maintenance service RHA will establish and maintain a framework of maintenance contractors who can promote the Association's commitment to providing a first class repairs and maintenance service.

The establishment of a Framework of contractors allows the Association to call on its Framework contractors for day to day repairs and approach them where appropriate to tender planned and cyclical works without the requirement to advertise each contract.

5.15 Health & Safety and Insurance

Approved contractors must have either their own policy in place relating to health and safety or agree to adopt RHA's Policy.

Where a contractor's existing policy fails to meet that required of RHA, they will be requested to adopt RHA's.

- Contractors must complete all works in line with the Construction Design and Management 2015 Regulations and any updates and amendments to these which may arise.
- Contractors are expected to inform RHA immediately of any incident which constitutes a breach of health and safety regulations.
- Contractors must maintain an adequate level of public liability and employers insurance and provide RHA with the relevant up to date documentation at each renewal period the Maintenance Assistant will be responsible for updating the file.
- Contractors employed by RHA are responsible for any damage caused whilst working in a property.

RHA will maintain appropriate buildings insurance for our properties.

RHA does not insure home contents; this is the tenants' responsibility.

5.16 Performance Monitoring

To ensure that the reactive maintenance service offers value for money and is continually improved, RHA will manage and monitor the following:

- Our performance and the performance of contractors in achieving targets.
- Maintenance costs, in respect of value for money.
- The expenditure of the maintenance budgets.
- The quality of the works carried out.
- The tenant's satisfaction with the service provided.

Performance management and monitoring reports will be reviewed monthly and reported to RHA's Housing Management Committee on an annual basis.

The Maintenance Department staff will be responsible for the following:

- To develop and monitor procedures for the implementation of this policy.
- To monitor the effectiveness of the policy and produce reports for the Management Committee.
- To implement effective liaison with other departments within RHA, to achieve high levels of customer service.
- To update programmes and provide the Finance section with the necessary information for financial planning and budgeting.
- To undertake regular pre and post completion inspections.
- To maintain accurate stock, maintenance and expenditure records.
- To procure works cost effectively and in accordance with RHA's procurement policy and procedures.

5.17 Risk Management

The Association recognises the importance of repairs and maintenance to achieve its strategic aims and objectives through our Risk Management Policy. Risk arises from the Association's Repairs and Maintenance Policy in a number of respects including:

- Failure to comply with relevant legislation resulting in possible legal challenges;
- Failure to comply with regulatory guidance;
- Poor contractor performance;
- Maintenance costs exceeding budget levels through poor cost control;
- Lack of adequate staff skills/training;
- I.T. failure;
- Low levels of Customer Satisfaction;
- Rent loss from delay in repairing void properties;
- Injury to residents or staff resulting from problematic repairs and maintenance works;
- Early component failure;

Given the importance of these risks, the Association recognises that these have to be effectively managed. This will be achieved through a review within 12 months 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. 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.

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.

6 STAFF TRAINING

- 6.1 RHA will ensure that all staff are aware of the Business Continuity Policy and have attended awareness training in relation to the Business Continuity Plan.

7 EQUALITY AND DIVERSITY

- 7.1 Reidvale Housing Association is an equal opportunities organisation. We are committed to providing an environment of respect, understanding, encouraging diversity and eliminating discrimination. No person or group of persons applying for housing and housing services will be treated less favourably than any other persons or groups of persons because of their age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

8 COMPLAINTS

- 8.1 Although we are committed to providing high levels of service, we accept that there may be occasions where a service user may not be satisfied with the service received from the Association. We value all complaints and use this information to help us improve our service. Any service user, complying with the procedure, but remaining dissatisfied with any aspect of the service they have received have the right to submit a complaint to the Association in accordance with the Complaints Handling Procedure.

9 GDPR

- 9.1 Reidvale Housing Association will treat your personal data in line with our obligations under the current General Data Protection Regulation and our Privacy Policy. Information regarding how your data will be used and the basis for processing your data is provided in our Fair Processing Notice.

10 POLICY REVISION

- 10.1 The Association undertakes to carry out a comprehensive review of all aspects of this policy at least every three years. The review will take account of legislative changes, new policy guidance, best practice advice and the views of service users.

APPENDIX 1 – SERVICE STANDARDS

Reidvale Housing Association Service Standards Responsive Repairs & Void 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 carry out:-

- Emergency repairs within 4 hours
- Urgent repairs completed within 2 working days
- Reactive repairs in 8 working days
- Void Repairs-Minor Works in 10 working days

We will:-

- Ensure that contractors carry identification, complete work within the timescales and tidy up after completing repairs
- Offer appointments as required for inspections
- Provide opportunity for tenants to comment on the quality of completed repairs
- Advise you 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, electric safety check EICR, and other relevant information in your home
- Inspect a sample of completed repairs and all works to void properties to check for quality

Tenants should...

- 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

APPENDIX 2 – EMERGENCY - 4 HOURS

Examples below (but not limited to):

Loss of power or electrical faults endangering life or the property.
Water ingress - e.g. flooding to flat below
Burst Pipes and water tanks
Break-in
Loss of Keys
Securing flat after Police attendance
Gain Access inc failure of door entry system e.g. fob failure
Lack of heating and hot water
Unusable toilet facilities
Choked drains up-surfing within flat
Glazing if dangerous i.e. close door, single glazed stair head windows
Falling masonry or structural problems causing a danger to tenants and the general public
Fires
Loss of water supply

URGENT REPAIRS 2 WORKING DAYS

Examples below (but not limited too):

Repairs to locks
Door entry Repairs
Close door repairs
Electrical socket/lamp holder repairs and renewals
Repairs to Kitchen units and handles
Repairs to windows e.g. locks, hinges etc,
Veranda door repairs
Choked sinks W.H.B or bath
Overflows
Extractor Fan repairs
Smoke alarm repairs/renewals
Choked drains causing sewage problems
Loss of heating
Loss of hot water
Containable water leaks

ROUTINE REPAIRS (examples below but not limited to) 8 WORKING DAYS

Plasterwork
Dripping taps
Internal door repairs
Creaking floorboards
Fencing repairs
Bin shed repairs
Renew broken double glazed units

APPENDIX 3 - MAINTENANCE POLICY AND PROCEDURES DELEGATED AUTHORITY LIMITS

| Value (exc VAT) | Primary route | Secondary route(s) | Approval |
|--|---|--|---------------------------------------|
| <£5,000 | <ul style="list-style-type: none"> Suppliers' schedule of rates / price lists | <ul style="list-style-type: none"> three competitive quotations from appropriate suppliers | All maintenance staff |
| £5,000 to £10,000 | <ul style="list-style-type: none"> Framework Agreements* | <ul style="list-style-type: none"> Three competitive quotations from appropriate suppliers | Maintenance/Housing Manager and above |
| £10,000 to £20,000 | <ul style="list-style-type: none"> Framework agreements* | <ul style="list-style-type: none"> A minimum of three competitive tenders should be sought from appropriate suppliers via the Quick Quotes process Competitive Tendering advertised on PCS Website | Committee or Senior Management Team |
| £20,000 to £50,000 | <ul style="list-style-type: none"> Framework Agreements* | <ul style="list-style-type: none"> A minimum of three competitive tenders should be sought from appropriate suppliers via the Quick Quotes process Competitive Tendering advertised on PCS Website | Committee |
| £50,000 to £2,000,000 | <ul style="list-style-type: none"> Competitive Tendering advertised on PCS Website | <ul style="list-style-type: none"> Framework Agreements * | Committee |
| Above £2,000,000 but below PCS threshold (currently £4,733,252) (Regulated) | <ul style="list-style-type: none"> Competitive Tendering advertised on PCS Website | <ul style="list-style-type: none"> Framework Agreements* | Committee |
| Above the PCS threshold (currently | <ul style="list-style-type: none"> Competitive Tendering advertised on PCS Website | <ul style="list-style-type: none"> Framework Agreements* | Committee |

£4,733,25

2)

(Regulated

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* Our own and any we have access to through membership of procurement groups for example SPA