



Asset Management
Repairs & maintenance policy
Approved August 2024
October 2027 (Review Date)

Repairs & Maintenance Policy

1. Introduction

Paisley Housing Association is committed to the provision of a high-quality maintenance service which delivers value for money and puts tenants at the heart of its activities.

This policy details the Association's approach to delivering reactive, cyclical and planned maintenance to meet the changing needs and aspirations of tenants, while ensuring the long-term viability of its assets.

The policy has been developed in accordance with best practice and is designed to meet legislative requirements and our Business Plan Objectives to:

- Strengthen governance and financial control
- Deliver excellent housing services
- Provide quality homes in an attractive environment
- Demonstrate strong financial management and value for money
- Develop our leadership and staff

2. Policy objectives

Key aims of the Association's Repairs & Maintenance Policy include:

- Provide safe, secure and healthy homes and environments for our tenants
- Complete repairs and improvements right first time and at times that suit our tenants
- Provide opportunities for tenants to shape service development and delivery, focusing on 'what matters', to ensure high standards of customer satisfaction
- Achieve and exceed the standards defined in the Scottish Housing Quality Standard (SHQS) the Energy Efficiency Standard for Social Housing (ESSH) and including Social Housing Net Zero Standard (SHNZS) due to be in place from 2025
- Enhance property intelligence and stock information to inform strategic decision making, protecting our assets and improving value for money
- Ensure adequate financial provision for the delivery of maintenance services, including planned improvements
- Monitor performance to enhance value for money and ensure continuous improvement
- Seek opportunities to involve small and medium enterprises through the procurement of services and achieve outcomes which benefit the wider Paisley community
- Enable medical adaptations to be carried out quickly and effectively to support the changing, needs of our tenants.

Repairs & Maintenance Policy

3. Legal and regulatory framework

The following key publications are relevant to this policy:

- Scottish Housing Quality Standard
- Energy Efficiency Standard for Social Housing
- The Scottish Social Housing Charter
- Housing (Scotland) Act 2001
- Management of Health & Safety at Work Regulations 1999
- Gas Safety (Installation and Use) Regulations 1998
- The Electricity at Work Regulations 1989
- The Institution of Engineering and Technology (IET) Wiring Regulations 18th Edition, BS 7671
- The Consumer Protection Act 1987
- Construction Design & Management Regulations 2015
- Building Regulations and Building Standard (Scotland) Regulations
- Procurement Reform (Scotland) Act 2014
- Health and Safety at Work etc Act 1974
- Control of Substances Hazardous to Health Regulations 2002
- The Control of Asbestos Regulations 2012
- The Equality Act 2010
- General Data Protection Regulation (GDPR) 2016 and Data Protection Act 2018
- Freedom of Information (Scotland) Act 2002

4. Associated policies

This Policy should be read in conjunction with the following associated documents:

- Asset management strategy
- Void management policy
- CDM Regulations policy
- Control of legionella policy
- Management of asbestos policy
- Procurement policy
- Complaints handling policy and procedure
- Equality & diversity policy
- Community engagement strategy
- Factoring policy

5. Performance monitoring & service improvement

Repairs & Maintenance Policy

The effectiveness of this policy will be monitored on a continual basis to ensure that the service continues to meet the changing needs of our tenants and provides excellent value for money.

This is achieved by:

- Obtaining customer feedback at the point of service delivery, via telephone surveys, scheduled customer surveys, newsletters, tenants panel meetings and consultation events
- Assessing and learning from complaints relating to service delivery
- Progressing post inspections (5 - 10% of all works) to assess the quality of workmanship and tenant experience
- Carrying out safety audits on key areas of work – i.e. audit 5% of gas safety and electrical inspections
- Scrutinising invoices and comparing performance of contractors
- Providing Clerk of Work services for planned and cyclical maintenance
- Assessing performance against the Scottish Social Housing Charter
- Auditing areas of service through internal audit arrangements
- Benchmarking our performance against other Scottish Registered Social Landlords
- Examining and sharing best practice through peer groups and forums, including West of Scotland Housing Forum and Scottish Federation of Housing Associations

Key areas of performance will be reported to the Management Board and communicated to tenants through our website, newsletters, Annual Report to Tenants and other appropriate methods.

6. Record keeping and reporting

Comprehensive maintenance records will be retained on the Association's housing management suite at an individual property level. This will include works completed, customer feedback, cost and contractor information, together with copies of documentation/certification.

The housing management suit will accommodate reporting against the Scottish Social Housing Charter and key performance Indicators. It will also provide reports on contractor performance and business intelligence to assist strategic decisions relating to component and asset performance.

All data will be processed in accordance with the EU General Data Protection Regulation (GDPR).

Repairs & Maintenance Policy

7. Classification of repairs

The Association has 3 key classifications for repair works. These are:

- 1) Reactive repairs
- 2) Cyclical repairs
- 3) Planned maintenance

7.1 Reactive repairs

Reactive repairs are day to day repairs that are required within a relatively short timescale to ensure the health, safety or security of tenants and prevent damage to or deterioration of property.

7.2 Cyclical maintenance

Cyclical maintenance is carried out at specific intervals to ensure the safety of tenants, preservation of building components and the provision of clean, attractive environments. This includes testing and inspection of appliances/installations to ensure they meet current legislation and guidelines.

Examples of cyclical maintenance include painting programmes, gutter cleaning, roof anchor inspection, water tank inspection, lift maintenance, gas safety inspections and periodic electrical testing.

7.3 Planned maintenance

Planned maintenance involves the planned replacement of external or internal components of a building. This is generally programmed over a thirty-year period in accordance with the anticipated lifespan of components and is informed by regular stock condition surveys.

Examples of planned maintenance include replacement of windows, kitchens, bathrooms, heating systems, rewiring and maintenance of roofs/walls etc.

8. Reactive repairs

8.1 Landlord responsibilities

The Association is responsible for ensuring that properties are fit for purpose and meet the Scottish Housing Quality Standard.

This includes the maintenance of:

Repairs & Maintenance Policy

- All installations providing space heating, water heating, sanitation and ventilation and for the supply of water, gas and electricity
- Fire detection and alarm systems installed by the Association (except batteries)
- Drains, gutters and external pipes (excluding blockages caused by tenant negligence)
- External envelope i.e. the roof, outside walls, windows and doors
- Internal structure i.e. walls, floors, ceilings, staircases, doors, and door frames (excluding decoration)
- Chimneys, chimney stacks and flues (excluding sweeping)
- Pathways, steps or other means of access/egress
- Boundary walls and fences where damage significantly affects the use of common parts of property or poses a danger to any user
- Bin and drying areas
- Communal aerials/satellite dishes (installed by the Association)

8.2 Tenant responsibilities

Tenants are responsible for:

- Repairing or replacing items damaged through neglect or carelessness on their part, or by any member of their household or visitors to their home
- Choked sinks or sanitary ware (where the choke is the fault of the tenant)
- Replacing sink plugs and chains, toilet seats, light bulbs, internal door handles, lost or broken keys and any cost incurred through forced entry, due to lost keys
- Repairing or maintaining nonstandard fittings that they have installed themselves
- Installing and maintaining their own appliances, such as washing machines and cookers, unless provided as part of tenancy or lease agreement
- Decoration, including repairs to minor cracks or holes in plasterwork
- All floor coverings

Full details of repair responsibilities are detailed in Appendix 1

8.3 Reporting

The following reporting methods are available to ensure that tenants can report repairs easily and effectively:

- In person by visiting the office to speak to a member of staff
- By telephone
- Using the on-line reporting tool

Repairs & Maintenance Policy

- Speaking to a member of staff out with the office
- By e-mail to admin@Paisleyha.org.uk

The Association provides an “out of office hours” emergency repairs service. Details of this are available on the office answering machine and via our website and newsletters.

We will embrace new and emerging technology to ensure that reporting methods meet the changing needs and aspirations of tenants.

Upon reporting a repair tenants will be advised of:

- The priority and response time for the repair
- Whether the repair is a qualifying repair under the Right to Repair legislation and if so, the procedure and the timescales that apply, including the right to claim compensation

Wherever possible, attendance will be at a date and time that is convenient to the tenant.

8.4 Access

In accordance with their tenancy agreement, tenants are required to provide Association employees and contractors reasonable access to carry out repairs to their home or adjoining property. Where access is required a minimum of 24 hours’ notice will be provided.

In the event of emergencies, immediate access may be essential and in exceptional circumstances forced access may become necessary. This could arise where:

- There is a danger to life, personal injury or health
- Substantial damage to property is likely
- A property is insecure
- Essential services need to be reinstated
- Inspection or testing is required in accordance with legislation to ensure that installations are safe

Prior to forcing access, Association staff will attempt to contact any recorded key holders or family members. Where forced entry is necessary, the following steps will be taken:

- A member of staff will attend with the contractor and record action taken, supported by photographic evidence

Repairs & Maintenance Policy

- On completion, the house will be secured, and a notice left for the tenant
- All information will be recorded and retained on the housing management suit

8.5 Categories of repair

Repairs are prioritised in accordance with their degree of urgency. Consideration will be given to health and safety, security and inconvenience for tenants and their families.

The Association operates the following repair categories:

Emergency	Urgent	Routine
Attendance within 4 hours <i>These are faults that create a health and safety hazard or where extensive damage to property could arise and primarily relate to making safe.</i> Examples include: no lighting or power, unsafe electrical fittings, faulty cooker control unit, loss or partial loss of gas supply, burst pipes or flooding, blocked toilet (where only toilet in the house), no heating or hot water, no water supply, blocked gas flues, insecure external door, broken windows, blocked or leaking soil stacks or drains, any health & safety issue	Complete within 3 working days <i>These are faults that primarily cause inconvenience and are unlikely to result in damage to the property.</i> Examples include: partial loss of power, partial loss of water, constantly running overflow, toilet not flushing, blocked sink, bath or basin, door entry repairs, repairs to TV aerials	Complete within 8 working days <i>These are faults that only cause minor inconvenience and do not interfere with the daily occupation of the property.</i> Examples include: plaster repairs, leaking taps and minor plumbing repairs, repairs to gutters and down pipes, renewing skirtings and facings, repairing fixtures and fittings, repairs to external walls, paths and fences

Although the Association does not provide a repair by appointment system, where tenants require works to be carried out on a specific day or time i.e. due to work commitments, then we will attempt to accommodate this in liaison with our contractors.

Repairs & Maintenance Policy

8.6 Right first time

The Association aims to ensure that non-emergency repairs are carried out 'right first time', in that:

- 1) They are carried out within the target timescales and
- 2) Without the need to return a further time because the repair was inaccurately diagnosed and/or, unresolved

Due to the nature of some repairs, more than one visit may be required to complete the work. In these circumstances, we will agree a programme and timescale for completion.

8.7 Complex repairs

In certain circumstances, the complexity of a repair may impact upon our ability to carry out the work 'right first time', however, where this arises we will endeavour to keep you fully informed of progress and indicative timescales.

Complex repairs include repairs where:

- Materials require to be manufactured or obtained from specialist suppliers
- The extent or nature of work is such that it cannot be practically and or safely completed within the timescales
- Where work is subject to the provision of planning permission, building warrants or notification periods
- Where weather conditions do not permit work to be undertaken safely (i.e. roof repairs in severe winds)
- Investigation work is required to assist diagnosis
- Scaffolding or specialist equipment is required

8.8 Right to repair

All tenants of Registered Social Landlords have a statutory "Right to Repair" as determined by the Housing (Scotland) Act 2001.

The Scheme covers certain repairs up to the value of £350. These repairs are known as qualifying repairs and if they are not completed within the prescribed period, the tenant has the right to compensation.

Qualifying repairs are detailed in the following table:

Repairs & Maintenance Policy

Right to repair category	Response time in working days
Blocked flue to open fire or boiler	1
Blocked or leaking foul drains, soil stacks or toilet pans where there is no other toilet in the house	1
Blocked sink, bath or drain	1
Loss of electric power	1
Partial loss of electric power	3
Insecure external window, door or lock	1
Unsafe access path or step	1
Significant leaks or flooding from water or heating pipes, tanks, cisterns	1
Loss or partial loss of gas supply	1
Loss or partial loss of space or water heating where no alternative heating is available	1
WC not flushing where there is no other toilet in the house	1
Unsafe power or lighting socket, or electrical fitting	1
Loss of water supply	1
Partial loss of water supply	3
Loose or detached banister or handrail	3
Unsafe timber flooring or stair treads	3

Where a qualifying repair is reported, we will:

- Confirm that the repair is a qualifying repair under 'Right to Repair'
- Advise of the maximum time allowed to carry out the repair
- Confirm the last day of that period
- Advise tenants of their rights under the Right to Repair scheme
- Confirm the name, address and phone number of the main contractor and an alternative contractor, who may be contacted, should the repair not commence on time
- Make arrangements to carry out the repair

Tenants will be entitled to compensation where, the contractor:

- Does not start the qualifying repair within the set time limit (in this situation the tenant can ask the alternative contractor to carry out the repair)
- Contractor has started but does not completed the repair within the maximum time

In these circumstances, the tenant will be entitled to £15 compensation. The alternative contractor has the same period of time to affect the repair and if they fail

Repairs & Maintenance Policy

to do so, the tenant be entitled to a further £3 compensation for each working day, until the repair has been completed. The maximum compensation payment for an individual repair is £100.

8.9 Rechargeable repairs

The Association will recover the cost of repair work, where the cause of a repair is due to the failure or actions of individual tenants. This is important as the overall cost of repairs impacts upon the level of rent charged by the Association.

Circumstances where this may arise include:

- Where damage has resulted from vandalism, neglect or carelessness on the part of the tenant, a member of the tenant's household or visitors to their home
- Where forced access is required due to lost keys – discretion may be used by staff where unforeseen incidents have resulted in a tenant being locked out and this can be evidenced
- To make good unauthorised alterations or works which have not been completed to an acceptable standard, such as, light fittings or showers
- Inappropriate use of the out of hours service, resulting in unnecessary costs to the Association
- Failure to remedy damage or reinstate nonstandard fittings and fixtures when terminating a tenancy as identified at the pre-termination inspection
- Failure to provide reasonable access for annual gas safety check, resulting in additional costs to the organisation

Where reinstatement or repair work is being initiated by a Association member of staff and it is not considered to be an emergency, the tenant shall be granted an opportunity to remedy the situation, prior to work being initiated.

Recoverable repairs will be processed in accordance with the Association's Rechargeable Repairs Procedure.

8.10 Pre and post inspections

To make the best use of resources and ensure that repairs are carried out timeously, pre-inspections will be limited to works that are of a complex nature or where the tenant is unable to identify the fault at the time of reporting.

We will carry out post inspections to 10% of completed repairs to assess the quality of workmanship and tenant experience. Findings from post inspections will be used to inform service delivery, ensuring continuous improvement.

Repairs & Maintenance Policy

8.11 Tenant satisfaction

Feedback will be sought from tenants at the point of service delivery and via follow up email, text or phone surveys. This will focus on customer care, the quality of completed work, timescales for attendance and suggestions for improvement.

9. Cyclical repairs

9.1 Gas maintenance and safety

9.1.1 Landlord responsibilities

To ensure the safety of tenants and that that we meet our requirements under the Gas Safety (Installation and Use) Regulations 1998, the Association will: -

- Ensure all appliances, gas fittings and flues are maintained in a safe condition and that appliances are serviced annually and in accordance with manufacturer's instructions, excluding those installed and owned by the tenant
- Ensure that all installation, maintenance and inspections are carried out by a Gas Safe registered engineer
- Obtain a new Landlord's Gas Safety Certificate for all properties with a gas supply, within the anniversary date of the previous visit and prior to the commencement of any new tenancy, including mutual exchanges/ successions/ transfers/ assignments
- Keep electronic copies of all landlords' certificates for a minimum of two years
- Provide tenants with a copy of the Gas Safety Certificate, no more than 28 days after the safety check has been carried out and new tenants with a copy upon signing for their tenancy - certificates for boilers serving multi-occupancy premises will be also be displayed in a central location within the premises

9.1.2 Gas maintenance contract

The Association will engage a suitably experienced and accredited contractor to carry out annual gas maintenance and safety checks. This will be carried out to all properties with a gas supply, including void properties. Annual servicing and safety checks will progress on a 10-month cycle to ensure that 100% of gas safety records are renewed within their anniversary date.

Repairs & Maintenance Policy

9.1.3 Changes to tenancy

A gas safety check will be carried out to all void properties, prior to the new tenant moving in.

Where voluntary transfers, such as, mutual exchanges, successions, transfers, or assignments take place, a gas safety check will be carried out immediately prior to the change in tenancy. This will not apply when there is a transfer from a single tenancy to a joint tenancy or vice versa.

9.1.4 New installations

In the case of new installations, the installation certificate will be treated as the gas safety record, provided that all gas appliances that require a gas safety check are covered by the installation. Where other gas appliances exist (e.g. if a new boiler is installed in a property which also has a gas fire) a gas safety record will be required on completion of the installation to cover all gas appliances within the property.

9.1.5 No gas supply

In circumstances where no gas supply is available i.e. due to debt, the meter will be capped to ensure that the installation cannot be used until the gas safety check has been carried out.

9.1.6 No access

The Association's contractor and staff will take all reasonable measures to facilitate access during the 2 months prior to the anniversary date of the previous Gas Safety Record. However, where reasonable access is not provided, arrangements will be made for forced access to take place, to ensure the Association meets its statutory obligations relating to gas safety. Forced access will be utilised as a last resort and only after all other measures have been exhausted. Where this becomes necessary, tenants will be provided with at least 24 hours' notice.

9.1.7 Defects

During the annual gas safety check, the contractor will identify any defects and record these on the certificate. Defects are categorised as:

- '*immediately dangerous*' - if any aspect of the system is deemed to be immediately dangerous, the contractor will disconnect the appliance, seal the gas supply and issue a warning label on the appliance. The contractor will inform the Association immediately of the defect to accommodate remedial action

Repairs & Maintenance Policy

- *'at risk'* - if any aspect of the system is deemed to be potentially dangerous, the contractor will issue a warning label on the appliance and advise the resident that it should not be used. The contractor will inform the Association immediately of the defect, to accommodate remedial action (where more than one risks is identified, the 'immediately dangerous' procedure will be adopted)
- *'not to current standards'* - if any aspect of the system is deemed to be 'not to current standards' the contractor will record this on the certificate. Where this occurs, it will often apply to a range of properties, however, changes to standards do not apply retrospectively and as such, there will generally be *no requirement* to carry out remedial work. This information will, however, inform the Association's planned maintenance programme and could result in heating systems being upgraded earlier than anticipated to achieve the current standard.

9.1.8 Quality control

The Contractor will carry out quality control inspections to a 10% sample of gas maintenance work and a further 10% sample will be subject to independent quality audits, to ensure that relevant standards are being achieved.

Association staff will meet regularly with the contractor to discuss performance, including:

- Progress on service visits
- Notifiable incidents (will be notified immediately)
- Documentation
- Quality control

9.1.9 Carbon monoxide detectors and smoke alarms

To ensure tenants safety, carbon monoxide detectors, heat detectors and smoke alarms are installed in all tenant's homes. These will be inspected and tested annually, as part of the Gas safety visit.

9.1.10 Storage of gas

In accordance with the Association's tenancy agreement, the use of paraffin or bottled gas heaters is not permitted within the house or common areas.

Repairs & Maintenance Policy

9.1.11 Keeping tenants informed

To keep tenants informed, we will include gas safety articles within our tenant's newsletters and information will also be available on our website. This will:

- Inform tenants of dangers relating to carbon monoxide poisoning, including early warning signs and symptoms
- Steps to be taken in the event of a suspected gas leak or emergency
- Highlight the importance of providing access to the Association's contractor to carry out annual gas maintenance and safety check.

9.1.12 Decorative ceiling fans:

The Association does not allow ceiling fans to be located within the same room as gas appliances as they can impede safe combustion and prevent effective ventilation. Where a decorative ceiling fan has been fitted and impacts upon the safe operation of an appliance, the appliance will be disconnected, to ensure the safety of occupants.

9.2 Gutter cleaning

Gutter cleaning is carried out to ensure that rainwater goods operate effectively, helping to prevent water ingress or damage to properties. This is progressed annually to tenements with other properties types cleaned every two years.

9.3 External painter work

All properties are painted on a 5-year cycle, to ensure that tenants homes are well maintained and aesthetically appealing. Painter work will generally include:

- External render/fabric as appropriate
- Gutters and down pipes
- Windows and doors
- Internal closes
- Boundary fences and clothes poles etc.

9.4 Electrical maintenance, inspection and testing

9.4.1 Landlord responsibilities

To ensure the safety of tenants and compliance with relevant legislation and regulatory guidance, including:

- The Electricity at Work Regulations 1989

Repairs & Maintenance Policy

- The Management of Health and Safety at Work Regulations 1999
- The Institution of Engineering and Technology (IET) Wiring Regulations 17th Edition, BS 7671
- The Consumer Protection Act 1987
- Amendment to the Scottish Housing Quality Standard by the Housing (Scotland) Act 1987 (Tolerable Standard) (Extension of Criterion) Order 2019

The Association will operate an effective system for installation, repair, maintenance, inspection and testing of electrical installations within all of its properties.

To achieve this:

- All electrical installations will be designed, installed and tested in accordance with BS 7671 with
- Only competent, experienced and accredited electrical contractors will be engaged to carry out works, including inspection and testing on our behalf
- Periodic inspection and testing will be carried out to all properties, including common areas at intervals of no more than 5 years and a copy of the Electrical Installation Condition Report, or an Electrical Installation Certificate will be provided to the tenant
- Appropriate test certificates will be obtained for all modifications and alternations to existing systems, in accordance with current IET guidance
- Copies of all certificates will be retained on our housing management system for use by staff and contractors
- Information arising from periodic inspection and testing will be acted upon to address any defects and or potential safety issues and to inform future investment programmes
- All electrical installations will be tested and certified prior to the commencement of any new tenancy, including mutual exchanges/successions/ transfers/assignation
- We will provide relevant staff with appropriate electrical training
- Audits will be carried out to a sample of all electrical repair work, including inspection and testing

9.4.2 Contract for electrical inspection and testing

Electrical installations deteriorate over time in accordance with age, wear and tear, damage and or corrosion. They can also be affected by alterations to the installation creating excessive loads or impacting upon its suitability.

As a consequence, periodic inspection and testing is essential to:

- Ensure safety of persons against electric shock and burns

Repairs & Maintenance Policy

- Protect property from exposure to fire or heat, arising from a defect
- Ensure that the installation is not damaged or deteriorated, impairing safety
- Identify noncompliance with the current building standards (BS 7671) or defects which could create a danger

To achieve this the Association will engage a suitably experienced and accredited contractor to carry out periodic inspection and testing to all of its properties. To comply with our legislative requirements, inspection and testing will be carried out to all properties, including common areas, at intervals of no more than 5-years.

Systems designed to ensure fire safety within buildings will be subject to more frequent testing in accordance with BS 5839.

9.4.3 Defects

The contractor will identify any defects on the Electrical Installation Condition Report. Defects are categorised as:

- *‘Danger present’* - if any aspect of the system creates a danger, immediate remedial action is required to make the installation safe i.e. switching off or isolating the affected parts until an effective repair can be carried out
- *‘Potentially dangerous’* - if any aspect of the system is deemed to be potentially dangerous, remedial action should be carried out as a matter of urgency to eliminate the source of the potential danger
- *‘Improvement recommended’* – where there is no danger or potential danger but an improvement is recommended to enhance the safety of the installation, this will be used to inform the Association’s planned maintenance programme and could result in planned upgraded works being brought forward.

9.4.4 Changes to tenancy

Periodic inspection and testing will be carried out to all void properties, prior to the new tenant moving.

This process will also apply where voluntary transfers, such as, mutual exchanges, successions, transfers, or assignments take place. This will not apply when there is a transfer from a single tenancy to a joint tenancy or vice versa.

9.4.5 New installations

In the case of new electrical systems (i.e. a complete rewire or new build) periodic electrical testing will commence after 10 years from the date of the initial Electrical

Repairs & Maintenance Policy

Installation Certificate, unless a change in tenancy occurs. Thereafter, periodic electrical testing will progress every 5 years.

9.4.6 No access

The Association's contractor and staff will take all reasonable measures to facilitate access, for periodic inspection and testing. However, where the tenant does not provide access for this purpose, forced access may prove necessary. Forced access will be utilised as a last resort and only after all other measures have been exhausted. Where this becomes necessary, tenants will be provided with at least 24 hours' notice.

9.4.7 Quality control

For quality purposes, the Association will appoint a suitably qualified and competent contractor to carry out independent quality audits to a 10% sample of all electrical repair work, including inspection and testing.

9.4.8 Keeping tenants Informed

To keep tenants informed, we will include electrical safety articles within our tenant's newsletters and information will also be available on our website to:

- Highlight potential risks within the home
- Provide guidance on how to avoid or reduce risk relating to the use of electricity and appliances
- Help identify warning signs that there could be a problem
- Provide guidance on repair reporting
- Advise of steps to take in the event of an emergency

9.4.9 Portable appliance testing

Where the Association provides electrical equipment, either for use in communal areas or as part of furnished tenancies, portable appliance testing will be carried out every twelve months and all appliances labelled appropriately.

10. Planned maintenance

To ensure that the Association's housing stock is properly maintained and that we meet our legislative requirements in relation to the Scottish Housing Quality Standard (SHQS) and Energy Efficiency Standard for Social Housing (ESSH), internal and external components are assessed on a regular basis and replaced in accordance with their condition and anticipated lifespan.

Repairs & Maintenance Policy

The SHQS is the principle measure of housing quality in Scotland and is measured against 5 broad areas with 55 separate elements. To achieve these standards all properties must:

- Meet the tolerable standard
- Be free from serious disrepair
- Be energy efficient
- Have modern facilities and services
- Be healthy, safe and secure

An extract from A Tenant's Guide to the Scottish Housing Quality Standard is attached Appendix 2.

The EESSH sets the minimum energy efficiency standard for social housing and all of the Association's properties must have achieved this standard by December 2020 and beyond this, the Association will need to plan towards achieving the ambitious targets and milestones associated with Social Housing Net Zero Standard (SHNZS). Typical improvements that help to achieve this include:

- Topping up loft or floor insulation
- Installing cavity or external wall insulation
- Improving heating controls
- Installing high efficiency boilers
- Renewing heating systems
- Installing low energy lighting

The Association appoints specialist consultants to carry out stock condition surveys to a proportion of its stock, typically 20% every 3 years. The results are combined with existing stock information to inform the Association's Business Plan and develop planned maintenance programmes. Programmes will generally align with assumed component replacement lifespans and are developed on a 5-year basis.

The table below illustrates assumed component lifespans for key elements:

Component	Lifespan - Years
Kitchen	15
Bathroom	30
Boiler	12
Pipe work and radiators	24
Rewiring	30
Windows	30
External doors	25
Door entry systems	30

Repairs & Maintenance Policy

Roofs	30
-------	----

11. Alterations and improvements

Alterations and improvements are where a tenant wishes to, at their own expense; carry out work inside or outside their home. This could be to replace fixtures and fittings or put up a structure e.g. shed, fencing.

The Association has a duty of care to ensure that its properties are safe, secure and adequately maintained. Where alterations or improvements are carried out by tenants, the Association must ensure that the works are carried out safely, comply with legislation and do not adversely affect the structure, fabric, aesthetics or amenity of the property.

The Association will not unreasonably withhold permission unless it is felt that the work will:

- Contravene building regulations
- Be detrimental to the property or the Association by:
 - Negatively impacting upon the value of the property
 - Adversely affecting demand or future letting
 - Reducing the size of the property or its facilities
 - Creating an unreasonable future expense or liability

11.1 Requesting permission

Any tenant wishing to make alterations or improvements to their home must first obtain written permission from the Association, using the standard alteration and improvements form. This will provide details of the scope and nature of the proposed alterations including:

- Full description of the proposed work
- Details of contractors who will carry out the works
- Copies of contractor's insurance, where appropriate
- Verification of the competency or qualifications of contractors undertaking alterations to gas, electric or water installations
- Estimated value of the work
- Estimated start and completion date of work

11.2 Communicating the decision

The Association aims to respond to all requests for alterations, in writing, within 28 days.

Repairs & Maintenance Policy

Where permission is granted, the letter will state any conditions attached to the permission and, advise if the alteration is eligible for compensation at the end of tenancy.

Where permission is refused, the letter will state the grounds for refusal.

Copies of applications and decisions will be retained within the tenants personal file and this will be used to determine compensation levels, where applicable.

11.3 Inspecting alterations and improvements

As part of the approval process maintenance staff may require to inspect the completed work, to ensure that it has been carried out correctly and as originally described.

Where work has not been carried out in a professional manner or as requested in the application, the Association reserves the right to have the property reinstated to its original condition, at tenants expense.

11.4 Right to compensation

Under the Housing (Scotland) Act 2001 tenants may be entitled to claim compensation for improvements that they have carried out to the property, when their tenancy ends. This will only apply where they received written approval for the alterations to take place and in relation to specific alterations or improvements.

The following alterations or improvements may be considered for compensation:

- A bath or shower;
- Cavity wall insulation
- Sound insulation;
- Double glazing, replacement external windows or fitting secondary glazing;
- Draught proofing external doors or windows;
- Pipes, water tanks or cylinders;
- A kitchen sink;
- Loft insulation;
- Rewiring, providing power or lighting, or adding other electrical fixtures (including smoke detectors);
- Security measures other than burglar alarms;
- Space or water heating;
- Storage cupboards in a kitchen or bathroom;
- Thermostatic radiator valves;
- A wash hand basin;

Repairs & Maintenance Policy

- A toilet;
- A work surface for preparing food;
- Mechanical ventilation in bathrooms and kitchens.

The level of compensation is based upon the initial cost of the work and takes account of depreciation in relation to the age and condition of the alteration when the property is vacated.

The maximum compensation that may be awarded is £4,000 but where the assessment is less than £100 no compensation will be paid. If the applicant owes the Association monies at the end of the tenancy these may be deducted from any compensation due. To qualify for compensation, applications must be made within 28 days before or 21 days after the tenancy comes to an end.

11.5 Alterations carried out without permission

Where improvements or alterations have been carried out without seeking permission, the Association will take a reasonable and considered approach, in relation to the following potential options:

- Grant retrospective permission or permission subject to additional conditions
- Instruct the tenant to reinstate the property to its original condition and make good defects.
- In extreme situations legal proceedings may become necessary

Where permission is granted retrospectively, tenants will not have a right to compensation at the end of their tenancy.

12. Decoration allowances

In accordance with the Association's tenancy agreement, decoration is the responsibility of tenant's. In certain circumstances, however, a decoration allowance may be provided by the Association to assist tenants with the cost of decoration.

A decoration allowance may be awarded in the following circumstances:

- *Following response repair work* - where the execution of essential repair works results in extensive damage to décor, including partially stripped rooms or badly torn wallpaper. This excludes damage that has arisen, due to incidents that tenants should be insured for i.e. due to leaks, floods or accidental damage.
- *Allocation of a house* - where the décor in a property is deemed to be poor

Repairs & Maintenance Policy

and the provision of a decoration allowance will make the difference between a prospective tenant taking or refusing the property.

- *Planned maintenance and improvements* - where planned maintenance or improvement work carried out by the Association results in unavoidable and extensive damage to décor.

Decoration allowance amounts are as follows:

Standard	Amount	Description
Minor Decoration	£60	1 room requiring décor
Medium Decoration	£120	2 rooms requiring décor
Major Decoration	£200	decor required throughout
Major Decoration (Large Property)	£240	Poor décor throughout, including stairway

All decoration allowances will be issued in the form of B & Q gift cards or similar that can be redeemed by tenants to purchase goods and materials.

14. Void management

The Association has a separate Void management policy. The policy ensures that void works are carried out effectively and that properties let to new tenants meet the Association's re-let standard. The Letting Standard is attached - Appendix 3.

15. Legionella

The Association has a separate policy concerning the control of legionella. This details the management arrangements that are in place to comply with legislation and control legionella bacteria within our properties water systems. Some of the actions taken to control risk include:

- Replacing cold water storage tanks in favour of a direct cold-water supply - eliminating risk
- Inspect and clean/treat cold water storage tanks, hot water cylinders and thermostatic mixer valves (where present) to ensure that conditions do not favour the growth of legionella bacteria and or other microorganisms
- Where possible, ensure that hot water is circulated at temperatures above 60°C to prevent the growth of legionella bacteria or introduce additional control measures to manage the risk
- Identify and remove redundant pipework

Repairs & Maintenance Policy

- Flush out systems where water is not regularly in use, i.e. prior to letting void properties
- Controlling the release of water spray from outlets
- Provide regular information to tenants, in relation to legionella and steps to take to reduce risk i.e. clean showers heads and regularly flush outlets which are not in everyday use

16. Management of asbestos

The Association has a separate Asbestos management policy, which details the steps taken to ensure that the Association complies with its legislative requirements in relation to the management of asbestos within its properties.

17. Construction design and management (CDM) regulations

The Association has a separate, Construction design and management regulations policy, to ensure compliance with legislative requirements and that health and safety is managed effectively throughout the construction process.

The regulations govern the management of health, safety and welfare for construction projects, specifying key roles and duties.

Key principles relate to:

- Managing the risks by applying the general principles of prevention:
 - Avoid risks where possible
 - Evaluate those risks that cannot be avoided
 - Put in place proportionate measures that control them at source.
- Appointing the right people and organisations at the right time
- Making sure everyone has the information, instruction, training and supervision they need to carry out their jobs in a way that secures health and safety
- Duty holders co-operating and communicating with each other and co-ordinating their work
- Consulting workers and engaging with them to promote and develop effective measures to secure health, safety and welfare.

Key roles and duties are detailed in the following table:

Repairs & Maintenance Policy

CDM duty holders	Summary of role/main duties
<p>Clients are organisations or individuals for whom a construction project is carried out.</p>	<p>Make suitable arrangements for managing a project. This includes making sure:</p> <ul style="list-style-type: none"> • other duty holders are appointed • sufficient time and resources are allocated <p>Make sure:</p> <ul style="list-style-type: none"> • relevant information is prepared and provided to other duty holders • the principal designer and principal contractor carry out their duties • welfare facilities are provided.
<p>Designers are those, who as part of a business, prepare or modify designs for a building, product or system relating to construction work.</p>	<p>When preparing or modifying designs, to eliminate, reduce or control foreseeable risks that may arise during:</p> <ul style="list-style-type: none"> • construction • the maintenance and use of a building once it is built. Provide information to other members of the project team to help them fulfil their duties
<p>Principal designers are designers appointed by the client in projects involving more than one contractor. They can be an organisation or an individual with sufficient knowledge, experience and ability to carry out the role.</p>	<p>Plan, manage, monitor and co-ordinate health and safety in the pre-construction phase of a project.</p> <p>This includes:</p> <ul style="list-style-type: none"> • identifying, eliminating or controlling foreseeable risks • ensuring designers carry out their duties. <p>Prepare and provide relevant information to other duty holders.</p> <p>Provide relevant information to the principal contractor to help them plan, manage, monitor and co-ordinate health and safety in the construction phase.</p>
<p>Principal contractors are contractors appointed by the client to co-ordinate the construction phase of a project where it involves</p>	<p>Plan, manage, monitor and co-ordinate health and safety in the construction phase of a project. This includes:</p> <ul style="list-style-type: none"> • liaising with the client and principal designer • preparing the construction phase plan

Repairs & Maintenance Policy

more than one contractor.	<ul style="list-style-type: none"> organising co-operation between contractors and co-ordinating their work. <p>Ensure:</p> <ul style="list-style-type: none"> suitable site inductions are provided reasonable steps are taken to prevent unauthorised access workers are consulted and engaged in securing their health and safety welfare facilities are provided
Contractors are those who do the actual construction work and can be either an individual or a company.	<p>Plan, manage and monitor construction work under their control so that it is carried out without risks to health and safety.</p> <p>For projects involving more than one contractor, co-ordinate their activities with others in the project team – in particular, comply with directions given to them by the principal designer or principal contractor.</p> <p>For single-contractor projects, prepare a construction phase plan.</p>
Workers are the people who work for or under the control of contractors on a construction site.	<p>They must:</p> <ul style="list-style-type: none"> be consulted about matters which affect their health, safety and welfare take care of their own health and safety and others who may be affected by their actions report anything they see which is likely to endanger either their own or others' health and safety co-operate with their employer, fellow workers, contractors and other duty holders.

18. Procurement

The Association has a separate Procurement policy which sets out the principles that will be applied to all procurement activity. In doing so, it ensures that the acquisition of supplies, services and works are progressed in accordance with best practice, meeting legislative requirements and Business Plan Objectives.

All procurement activities will be carried out in a fair, transparent and responsible

Repairs & Maintenance Policy

manner.

The key aims of the policy are to:

- Comply with all relevant legislative requirements
- Work collaboratively to improve efficiencies and enhance value for money
- Ensure that all procurement is proportionate to the size and scale of the requirement
- Ensure best practice in procurement is applied consistently across the organisation
- Consider small and medium enterprises in the design of procurement activities
- Ensure sustainability is considered throughout our procurement activities
- Incorporate community benefits which positively impact upon the wider Paisley area
- Ensuring that there is a clear audit trail associated with the procurement of all contracts

19. Contractors

All contractors will be appointed in accordance with the Association's Procurement policy and will be required to comply with our contractors' code of conduct.

19.1 Contractors' Code of Conduct

Contractors must ensure that works are carried out in accordance with the Association's core values and with minimum of disruption to tenants.

They are required to:

- Be appropriately dressed/wear designated uniforms
- Introduce themselves to the customer and show proof of identity
- Explain the nature and purpose of the job
- Behave in a proper and professional manner at all times, refraining from smoking, vaping, bad language, playing radios and working under the influence of alcohol or illegal drugs
- Take care of the customers' property and possessions and protect them at all times from dust, paint, etc.
- Refrain from using customers facilities without permission
- Keep safe all materials and equipment used on site to avoid danger to occupants and visitors

Repairs & Maintenance Policy

- Reconnect and test services such as water, gas and electricity at the end of each working day and ensure they are in safe working order
- Minimise disruption to customers home
- Clear any rubbish arising from works from the garden and other areas outside the property
- Make good any damage to decoration
- Recompense customers for cost of gas and electricity if usage is significant
- Comply with health and safety legislation and relevant codes of practice
- Comply with our equalities policy
- Where major works are involved, agree the extent of removal of carpets, furniture, etc. and their condition, before the work commences

20. Tenant involvement

To help shape services and ensure they evolve to meet the changing needs and aspirations of tenants, the Association ensures that tenants:

- Are provided with information that is easy to read and understand
- Can participate in and influence decisions at a level they feel comfortable with

To achieve this, we provide a wide range of information and engagement opportunities. These include but are not limited to:

- Newsletters, information leaflets and tenant's handbook
- Website, text messages, emails and social media
- Surveys and feedback forms
- Focus groups, open days, drop in events and Tenants Panel meetings.

To ensure that our services are continually improving, we also:

- Involve tenants in the design and specifications for improvement works
- Seek feedback and suggestions for improvement at the point of service delivery for reactive maintenance, and after major improvement works or adaptations

More detailed information is included within the Association's Community engagement strategy.

Repairs & Maintenance Policy

21. Risk management

In implementing this policy, the Association will ensure the delivery of a high-quality maintenance service, which delivers value for money and puts tenants at the heart of its activities.

Key risks to the business include:

- Failure to deliver the planned maintenance programme - adversely impacting upon tenant's expectations, demand, income and reputation
- Failure to comply with health and safety legislation - resulting in serious injury or a fatality
- Failure to meet requirements of Energy Efficiency Standard for Social Housing (EESH)/ Social Housing Net Zero Standard (SHNZS) leading to regulatory engagement
- Poor performance in relation to service delivery and key performance indicators – adversely impacting upon demand, income and reputation

The above risks will be carefully monitored, and prompt corrective action taken where concerns are identified.

22. Equality and diversity

Equality and diversity reflect the core values of the Association. We strive to ensure these values are embedded throughout all of the services we provide in addition to our policies, procedures and decision-making. We are committed to promoting an inclusive and diverse culture that treats every individual with dignity, respect and fairness. We will actively challenge discrimination and empower people to succeed.

We will ensure that the Repair and maintenance policy is applied in a manner that is consistent with our Equality and Diversity Policy. We will not discriminate against anyone because of their age, sex, marital status, sexuality, disability, race, nationality, language or social origin, or other personal features including beliefs or opinions such as religious beliefs or political opinions.

Reference can be made to our Equality and Diversity Policy for further details.

23. Dealing with complaints

All complaints will be recorded and dealt with in accordance with the Association's Complaints Handling policy and procedure.

Repairs & Maintenance Policy

24. Policy review

This policy shall be reviewed every three years or sooner as deemed necessary by the Board.

Repairs & Maintenance Policy

Appendix 1 - Repair responsibilities

Environmental

Item	PHA	Tenants	Comment
Garden clearance & maintenance		x	
Metal fencing/gates	x		unless erected by tenant
Timber fencing/gates	x		unless erected by tenant
Brick walling	x		unless erected by tenant
Whirligigs		x	
Clothes poles (common areas)	x		
Clothes drying ropes		x	
External drainage	x		
Driveways	x		
Paths	x		
Steps	x		
Decking		x	
Car ports	x		unless erected by tenant
Insect/vermin infestation		x	Environmental Health
Communal bin stores	x		
Individual wheelie bins		x	

External Structure of Building

Item	PHA	Tenants	Comments
Roof	x		
Chimney stacks/pots/cowls	x		
Roof anchors	x		
External walls (render/brickwork/cladding etc)	x		
Window frames/hinges	x		
Glazing	x		Unless damaged by tenant
External doors	x		
Damp proof course	x		
Stair lighting (communal)	x		
Sky lights	x		
Guttering	x		
Down pipes	x		
Door entry system	x		
Replacement keys/fobs		x	

Repairs & Maintenance Policy

Handrail common stairs	x		
Common stair flooring	x		
Balcony	x		
Balcony balustrades	x		
Loft hatch	x		
Door canopies	x		

Internal of Building: Electrical

Item	PHA	Tenants	Comments
Electric wiring/sockets/switches/lights	x		Unless altered by tenant
Electric distribution board/circuit breakers	x		
Electric meter		x	
Light bulbs/starters/strip lights		x	
Electrical appliances		x	Unless supplied by Association
Smoke alarms	x		
Smoke alarm batteries (if required)		x	
Electric storage heaters	x		
Electric panel heaters	x		
Door bell	x		Unless installed by tenant
Mechanical extract fans	x		
Electric immersers	x		
Fuse to plugs		x	
Door entry phones	x		

Internal of Building: Plumbing

Item	PHA	Tenants	Comments
Baths	x		Unless installed by tenant
Wash hand basin	x		Unless installed by tenant
Shower	x		Unless installed by tenant
WC & cistern	x		
Sink	x		
Hot water cylinder	x		
External taps		x	
Waste plugs & chains to bath/WHB/sink		x	
WC seat		x	
Water supply	x		

Repairs & Maintenance Policy

Chokes to bath, shower, sink, WHB, WC	x	x	Tenant must first try to clear. If due to misuse they must clear at own cost
---------------------------------------	---	---	--

Internal of Building: Gas

Item	PHA	You	Comments
Gas piping	x		
Gas meter		x	
Gas central heating	x		
Cooker bayonet fixing		x	
Gas cooker		x	Unless supplied by Association
Gas fire	x		Unless installed by tenant

Internal of Building: Joiner

Item	PHA	You	Comments
External doors	x		
Internal doors	x		
External door locks	x		Unless you have lost the keys
Door name plate		x	
Door letter plate	x		
Internal door handles/latches		x	
Window handles	x		
Internal stair banisters	x		
Floor boards	x		
Laminate flooring		x	
Floor coverings		x	Unless supplied by Association
Kitchen units/worktops	x		Unless altered/ changed by tenant
Internal stairs	x		
Internal stair handrails	x		
Skirting boards/door facings	x		

Internal of Building: Other Items

Item	PHA	You	Comments
Internal decoration		x	
External painting	x		
TV aerials/dishes	x		
TV aerials/dishes (individual)		x	
Telephone installation		x	

Repairs & Maintenance Policy

Telephone extensions		x	
Broadband service		x	

Appendix 2 - A Tenant's Guide to the Scottish Housing Quality Standard

A Tenant's Guide to the Scottish Housing Quality Standard

Who is this guide for and what is it about?

Scottish Government is responsible for setting policies on the physical quality of social housing i.e. housing owned by councils or Registered Social Landlords, for example, housing associations. The Scottish Housing Quality Standard (SHQS) is the main measure of housing quality that we use to establish if properties reach the required minimum. The SHQS is not new. It was introduced in February 2004 and social landlords have until April 2015 to bring their houses up to the Standard. This short guide is for anyone who has an interest in the quality of social housing in Scotland, but it is aimed at tenants in particular.

Why is updated guidance required?

The original 2004 SHQS guidance for landlords needs to be refreshed and expanded to provide more technical detail.

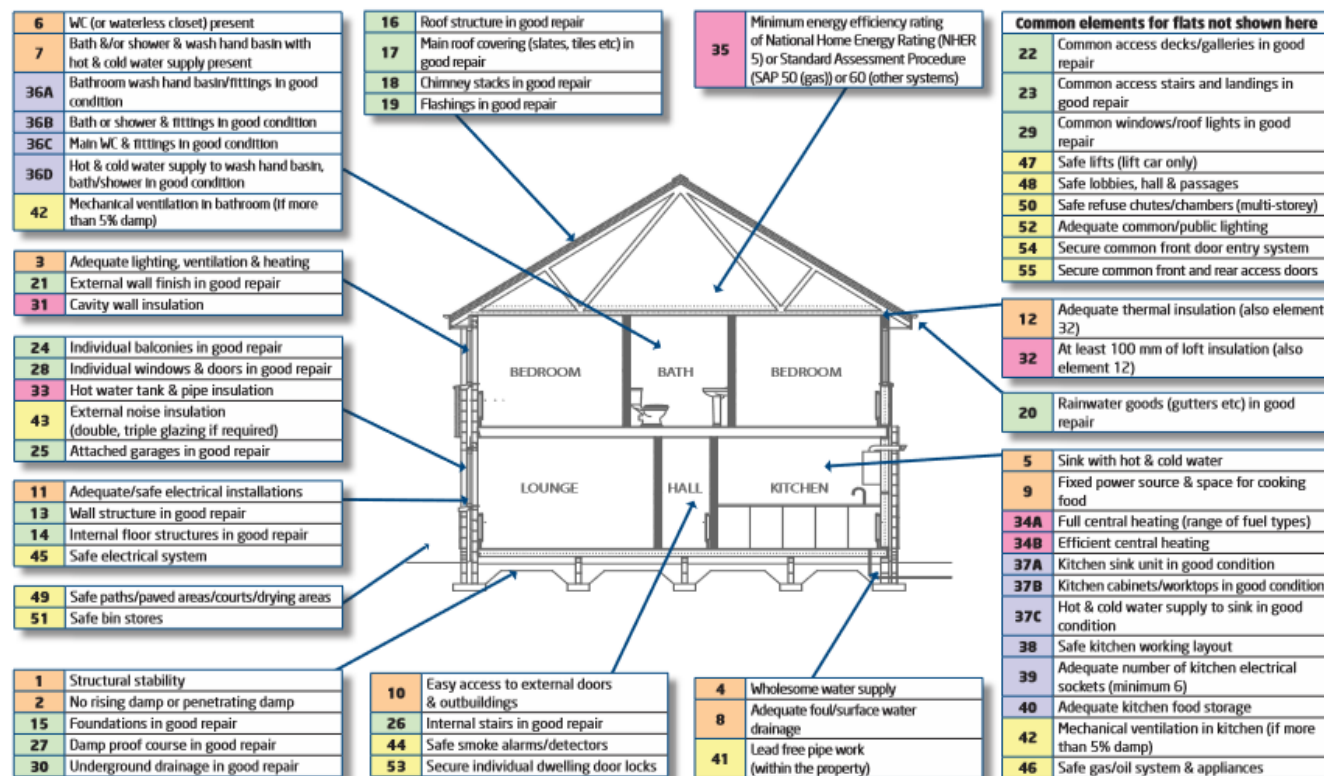
Recent research has also shown that tenants have very low awareness of the SHQS, despite it being in place for some time. We would therefore encourage tenants to make their fellow tenants aware of this guide.

So what is SHQS exactly?

There are 5 broad areas (called criteria) that social rented properties should satisfy by April 2015. The 5 broad areas are coded by letters (A-E) and colours (orange, green, pink, blue and yellow):

Broad area (or criteria)	Code	Element numbers	Colour code
Must meet the Tolerable Standard (i.e. the basic legal minimum standard)	A	1-12	Orange
Must be Free from Serious Disrepair	B	13-30	Green
Must be Energy Efficient	C	31-35	Pink
Must have Modern Facilities and Services	D	36-40	Blue
Must be Healthy, Safe and Secure	E	41-55	Yellow

Within these 5 broad areas, there are 55 separate elements (some of which are subdivided) which are shown in the diagram opposite. The reason for these colour and number codes is that sometimes the description of certain elements of SHQS is quite complicated and coding them, we believe, makes understanding SHQS more straightforward. Not all of the common elements (eg. common stairs, hallways etc.) can be shown in the diagram as they mainly relate to flats. These are, however, listed in the top right-hand corner of the diagram.



Colour key:

Must meet Tolerable Standard (the basic legal minimum standard)	Must be Free from Serious Disrepair	Must be Energy Efficient	Must have Modern Facilities and Services	Must be Healthy, Safe and Secure
---	-------------------------------------	--------------------------	--	----------------------------------

Appendix 3 – Lettable Standard

Paisley Housing Association Lettable Standard details the standard that all properties must achieve prior to being re-let.

Lettable Standard	
Tenant Safety and Security	
Gas	All properties with gas central heating will have a full gas safety check done and a copy of the compliance certificate (CP12) issued to the new tenant. In exceptional circumstances if there is no available power supply the gas will be capped and when the new tenant gets a supply on, the full gas safety check will be carried out the next working day.
Detectors; <i>Smoke</i>	The smoke detector(s) will be checked as part of the annual gas safety check and 5 year electrical safety check. All properties will be LD2 compliant.
<i>CO</i>	CO detectors will be in place in each room that the gas central heating flue passes through, including the location of the boiler.
<i>Heat</i>	Heat detectors are fitted as part of rewiring programmes.
Electrics	A new 5-year periodic inspection will be carried out before re-let. A copy of the new 5-year periodic inspection will be given to the incoming tenant. Alterations carried out to the electric system by the previous tenant e.g. wall lights, will be removed.
Water Stored Water	During the months of December to January or during severe cold spells the property will be drained down. On instruction from the new tenant the water will be put back on the next working day, providing the heating can also be put on, to prevent burst pipes. Where appropriate, and if our subsidiary Paisley South Property Services (PSPS) factor the building, attic tanks will be treated annually to prevent Legionella.
Decoration	Polystyrene tiles and any other decorative item of health and safety concerns will be removed or encapsulated.
Walls	All walls will be free from any evidence of damp.
Windows/Glass	All windows should be fully operational and checked for safety. They will be fitted with locks or effective safety catches.

Repairs & Maintenance Policy

	<p>2 window keys will be issued to tenants where we have fitted locks.</p> <p>All cracked and broken glass will be replaced. Glass will not be replaced for minor scratches.</p>
Ventilation	<p>All properties will have a provision for ventilation by either:</p> <ul style="list-style-type: none"> • natural means- manual trickle vents, windows or doors • mechanical means-in rooms where opening windows are not present or where most water vapour and/or pollutants are released • a combination of natural and mechanical means (mixed-mode) <p>Sandstone tenements and our multi storey have a communal ventilation system (dual fan in the loft area)</p>
External Doors/Front Door	<p>External door(s) will be secure and will open and close properly. A minimum of a mortice, or one security lock will be fitted.</p>
External lighting	<p>If provided this will be working.</p>
External wall insulation	<p>External Wall insulation is checked annually for any minor damage that could cause deterioration. There will be no fixings allowed to the exterior of the building that could cause water ingress.</p>
Observable hazards	<p>Reasonable action will be taken to rectify observable hazards that are identified within the boundary of the property.</p>
Oliphant Court fire safety	<p>The fire door inside the hall of flat will be checked before re-let to ensure its ease of opening.</p> <p>For safety reasons only wet electric heating is fitted in the multi block.</p> <p>The landings and stairwell will be clear of obstacles and any items left will be removed</p>
Close fire safety	<p>The landings and stairwell will be clear of obstacles-any items left will be removed in accordance with our Estates Policy.</p> <p>Attics and cellars in common use will be checked for items that may cause a fire risk and need to be removed e.g. flammable liquids.</p>
Close safety & security	<p>Where there is a Door Entry system in our closes or PSPS factored property, this will be working. Two door entry keys will</p>

Repairs & Maintenance Policy

	<p>be issued. If there is no factor we cannot guarantee a working door entry system.</p> <p>All common windows will be fully operational, checked for safety and have effective window catches. All cracked and broken glass will be replaced. Glass will not be replaced for minor scratches.</p> <p>Close lighting will be working.</p> <p>Backdoors will have a working lock and be operational.</p> <p>Where a building is not factored by PSPS, any common repair issue will have been reported to the factor.</p>
Inside the home	
Energy Performance Certificate	This will be provided for every property
Alterations/Items left by tenants	<p>We will either remove any tenant alteration or adopt and maintain it.</p> <p>Attics and cellars solely belonging to the property will be emptied.</p> <p>If the previous tenant has left a gas or electric cooker this will be removed as we cannot certify its safety.</p> <p>Any carpets or laminate in good condition may be left for the next tenant but will not be maintained or replaced.</p>
Cleanliness	The property will be cleared of items. Floors will be swept out, paintwork, doors, kitchen and bathroom fixtures and surfaces will be washed down.
Decoration	<p>Any offensive graffiti or decoration will be removed. This can be by stripping off wall paper.</p> <p>All large plaster cracks (i.e. over 4mm in width) or holes (i.e. over 20 x 20mm in diameter) in walls or ceiling will be filled or re-plastered.</p> <p>The cooker area space will be painted if its condition requires it.</p> <p>Apart from the above, we will not normally carry out redecoration in a property.</p> <p>However where Housing Management determine Ready to Let decoration is likely to affect acceptance the property <u>or</u> the</p>

Repairs & Maintenance Policy

	property has been refused on 2 occasions because of decor, minimum decoration will be carried out.
Internal pass doors	All pass doors, including cupboard doors, will have 19mm clearance, be in a serviceable condition and operating properly. A kitchen in a flat will have a fire door. Bathroom doors will have a locking device. Door closers will be operating where fitted and replaced if found to have been removed.
Floors	All loose and missing floorboards to be re-secured or replaced. Squeaking floorboards will be tightened. In tenement flats floors may run. This cannot be altered.
Skirtings and facings	Missing or badly damaged skirtings/facings will be replaced if they cannot be repaired. If possible to repair, they will be re-secured and filled as needed.
Central Heating	Gas central heating will be provided unless there is no mains gas supply to the property or is not appropriate for safety reasons. Heating will be provided in the living room, bedroom(s), hall, kitchen and bathroom. . To comply with gas safety legislation access panels will be created to allow flues to be checked, and in some cases sections of the flue may have to be exposed. For properties with Common Heating a manual will be issued.
Windows	Where a property does not have double glazed windows, work will not be done while empty but will be done as planned maintenance work.
Kitchen	Kitchen units, doors and drawers will be in a serviceable condition. All kitchen units will be checked and hinges replaced or adjusted where necessary. Damaged drawers and doors will be replaced. Minor chips/scores to worktops will be left but worktops damaged as a result of burning/water ingress will be replaced. If the colour/style is not available an alternative will be fitted. This may not match the rest of the kitchen. The kitchen sink will be clean and will be free from damage, excluding general wear and tear. The sink will have matching taps. The sink unit and all work surfaces will have a tiled splash back or wall panelling above them, which will be of an approximate height of 300mm (12 inches).

Repairs & Maintenance Policy

	<p>There will be a minimum of 6 sockets and 1 cubic meter of storage space.</p> <p>The central heating boiler will usually be in the kitchen. Central heating pipework will be boxed in.</p> <p>Space left for a standard fridge or fridge freezer is dependant on the size and design of the kitchen. Wherever possible, a space will be left for a standard washing machine. We will not redesign a kitchen for a new tenant's white goods.</p> <p>In some properties, usually without a back court area, we provide a washer dryer. We maintain these.</p> <p>The whole kitchen will not be changed as part of void works unless already programmed in as part of an ongoing planned maintenance contract.</p>
Bathroom	<p>All properties have either a bath and/ or a shower.</p> <p>The toilet, bath/shower, overbath shower (if fitted) and hand basin will be clean and serviceable.</p> <p>The bathroom suite will be checked for chips/cracks. But we will not replace the suite for minor damage.</p> <p>The whole bathroom will not be changed as part of void works unless already programmed in as part of an ongoing planned maintenance contract.</p> <p>Individual components will be replaced with white if replacement/part replacement is needed-even if the suite is coloured.</p> <p>There will be a tiled splash back above the hand basin and bath, if applicable, to a height of 150mm (if space available).</p> <p>Any damaged tiles will have been replaced with standard tiles. The taps on the hand basin and bath may not match one another</p> <p>Ventilation will be by either a window or wall vent. Vents connected to the common ventilation system will be cleaned</p> <p>Some flats have grab rails and a low bath which may be shorter than a standard bath. We will not remove these features.</p> <p>Any shower with a cubicle and tray, fitted previously by the tenant or the Association will be tested as part of the 5 year electrical test to ensure that it is safe.</p>

Repairs & Maintenance Policy

Medical adaptations	<p>All medical adaptations are inspected to ensure that they are fully operational. Temporary adaptations will be removed.</p> <p>Properties are allocated on the basis of permanent adaptations, for example walk in showers. These will not be removed.</p> <p>We maintain any adaptations that we have fitted either inside or outside the home (e.g. handrails/ramps).</p>
Bedroom	<p>Some properties have fitted wardrobes in the bedroom. If there, they will have a level shelf and clothes rail below. Sliding doors must be secure on their runners. Mirrored doors will be replaced at void with plain doors.</p> <p>Any built-in cupboards in poor condition will be removed and will not be replaced.</p>
Inside the close	
Close	<p>Close ground floor and stairs/landings will be clean We will take our turn at stair cleaning if the flat has been empty over 2 weeks.</p> <p>The close will be free of graffiti</p> <p>Where a building is not factored- any common repair issue will have been reported to the factor.</p> <p>If there is no factor- we will do work where there is a Health and Safety hazard.</p>
Outside the building	
Roof/exterior of building	<p>In factored properties- roof, gutters and down pipes to show no evidence of leaks. External walls to show no evidence of water ingress.</p> <p>Where a building is not factored- any common repair issue will have been reported to the factor.</p> <p>If there is no factor- we will do work where there is a Health and Safety hazard.</p>
T.V. aerial/Communal Satellite system	<p>On houses this is the tenant's responsibility.</p> <p>As a minimum an aerial will be provided on flatted property and our multi storey.</p> <p>There will be a tv aerial point and a phone point.</p> <p>We assist digital connectivity through our programme of switching flats to a communal satellite system. Where this is in place new tenants will not get permission to put up an individual dish.</p>

Repairs & Maintenance Policy

Fencing/Handrails	Renewal of fencing or replacement of missing fencing will be a planned maintenance item.
Paths/Steps	Renewal of paths/steps will be a planned maintenance item.
Binstore	<p>This will be clear of rubbish and a refuse bin provided if required prior to let. The bin will not be replaced if subsequently lost/damaged. Any bulk uplift items will be removed.</p> <p>Renewal or removal of bin stores will be a planned maintenance item.</p>
Clothes poles or whirly gig	Properties will be provided with a drying area with either clothes poles or a whirly gig. Flats with no back court will be provided with a washer dryer, maintained by us.
Common garden	The grass/any planted area will not be overgrown and be free of bulk items and rubbish. The Association will take its turn at cutting the drying green if the flat has been empty over 6 weeks.
Private garden	If the grass/planted area has not been left in a manageable condition or contains bulk items or rubbish it will be done by the Association and the outgoing tenant recharged.
Permissions	<p>All driveways should have a Council approved dropped kerb to the road. If a previous tenant has created a driveway without a dropped kerb we will not rectify this.</p> <p>Where permission has been given for an alteration to the garden area, we will either remove it, or adopt and maintain it.</p> <p>Where permission has been given for a hut or any external building we will either remove it, or if in satisfactory condition permit it to be taken on by the new tenant. We will not maintain it.</p> <p>Any alterations/huts etc. done without permission will be removed</p>