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Policy Name	Maintenance Policy
Policy Author	Assistant Director (Property Services)
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West Whitlawburn Housing Co-operative will provide this policy on request at no cost, in larger print, in Braille, in audio or other non-written format, and in a variety of languages. Please contact the office.

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Registered society under the Co-operative and Community Benefit Societies Act 2014



1. Introduction and Policy Aim

The Maintenance Policy aims to ensure that WWHC provides an effective housing maintenance service that complies with its landlord obligations.

This new policy incorporates the following stand-alone policies previously in place:

Maintenance Monitoring Policy
Maintenance Programmes Policy
Maintenance Funding Policy
Classification of Repairs and Response Times Policy

1.1 Compliance with Regulatory Standards

The Scottish Housing Regulator has identified a number of key indicators relevant to Property Maintenance as part of the 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) by March 2020
- 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.

1.2 Policy Objectives

The objectives of the Policy are as follows

- Ensuring that properties are well maintained, safe, secure and in line with 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.
- Ensuring that all properties are safe, secure and meet relevant standards;

- 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.

1.3 Legislation

We will comply with all relevant legislation and associated regulations, including:

- The Health & Safety at Work Act 1974;
- The Housing (Scotland) Act 1987, 2001 & 2010;
- Managing Health and Safety in Construction (Design and Management) Regulations 2015;
- Data Protection Act 1998; and
- The Scottish Social Housing Charter.

1.4 Equalities

Our Maintenance Policy is written in line the Co-operative's Equality and Diversity Policy to ensure equality of treatment for all tenants without discrimination or prejudice. At all times the Co-operative will therefore consider all tenants, regardless of sex, faith or religion, race, ethnic origin, sexual orientation, mental or physical health, disability or marital status.

1.5 Data Protection

When processing personal information for repairs and maintenance work, WWHC will ensure compliance with the requirements of legislation in line with the Data Protection Policy.

1.6 Risk Management

When risks are identified and rated, they will be added to WWHC's risk management strategy, which details the control systems on how the Co-operative will minimise/negate the risk identified.

The control actions and systems detail preventative measures in place to minimise and manage risks and possible scenarios identified.

2. Maintenance Policy – Reactive Repairs

2.1 Reporting and handling response repairs

WWHC is developing an Asset Management Strategy which ensures that our housing stock and related assets meet the needs and standards required now and in the future:

- planned programme renewals – replacing components towards the end of their life and before there is a requirement for significant response repairs;
- cyclical maintenance – complying with statutory requirements and preventing deterioration in the physical condition of the stock through routine maintenance;
- response 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 Property Services team will deliver 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 the Co-operative.

WWHC operates a 24-hour service for reporting emergencies, for example defects that could be a risk to health or safety or could lead to serious structural damage, such as:

- no heating or hot water;
- no electricity; or
- burst pipes.

We will issue full instructions to our contractors for all property maintenance work. Where required, our Concierge Team will assess repairs to determine the correct trade during evening and weekends.

2.2 Repairs by appointment

In order to provide a service that is responsive to the needs of tenants, we will provide repairs by appointment system for most urgent and routine repairs.

Appointments will be available on working days, with a choice of morning or afternoon timeslots. Morning timeslots will cover 8am to 12noon and afternoon timeslots will cover 12noon to 4pm.

If due to unforeseen circumstances a contractor is unable to keep the appointment, Property Staff will contact the tenant before the specific appointment time to explain the difficulty and to make an alternative appointment or access arrangements. We will continuously monitor the appointments system and investigate broken appointments in order to refine how the service works and minimise service failures in the future.

The Assistant Director (Property) may determine that there are circumstances, such as severe weather, where we may require to temporarily suspend our repairs by appointment service. Where this occurs we will notify tenants, seek to minimise the period of suspension and reschedule appointments as quickly and practically as possible once normal service resumes.

2.3 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.

WWHC also advises tenants on taking out home content insurance.

2.4 Rechargeable repairs

The cost of some repairs will be charged to the tenant. These are called 'rechargeable repairs'. This is covered within our Rechargeable Repairs Policy.

3 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	Attend 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.	Attend and complete within 3 working days
Routine repairs	Any repairs which are identified as responsive repairs and which cannot be delayed until a future cyclical maintenance programme or planned programmed renewal.	Attend and complete within 7 working days

Examples of 'Emergency Repairs' include the following:

- significant water ingress to property where the tenant is unable to stem the ingress;
- significant leaks from water or heating pipes, tanks or cisterns where the tenant is unable to stem the flow;
- burst pipes;
- no water supply;
- blocked or leaking foul drains or soil stacks;
- choked toilet, where there is only one toilet in house;
- toilet not flushing, where there is only one toilet in house;
- no heating;
- blocked flue to boiler;
- loss or partial loss of gas supply;
- full loss of lighting and / or power, where the household includes a child or vulnerable adult;
- dangerous or unsafe electrical power or lighting socket, or electrical fitting;
- no lighting or power;

- faulty cooker control unit;
- unsecured external door or windows on a lower level;
- broken windows; and
- any Health & Safety related issue.

Examples of 'Urgent Repairs' include the following:

- leaks from water or heating pipes, tanks or cisterns;
- partial loss of water supply;
- no hot water;
- blocked sink, bath or basin;
- choked toilet, where there is more than one toilet in house);
- toilet not flushing, where there is more than one toilet in house;
- partial loss of electrical supply;
- repairs to mechanical extractor fan;
- loose or detached banister or handrail;
- unsafe timber flooring or stair treads; and
- door-entry repairs.

'Routine repairs' include all other repairs that are the WWHC's responsibility and that cannot be delayed until a future cyclical maintenance programme or planned programmed renewal.

4 Maintenance Monitoring

4.1 Introduction

The Co-operative 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.

Contractors will be subject to closer monitoring should problems be identified, with specific performance targets set.

4.2 Pre and Post Inspections

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

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

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

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- Dampness, including water ingress, condensation and fungal growth on walls.
- Door entry systems, Low-Rise & MSF, where any doubt exists whether the fault is the latch or the keeper.
- Window Safety Catches.
- Water leaks from above.
- Paving slabs and roads.
- Cladding repairs.
- Roof repairs

4.2.4 Where there is any doubt about the nature, extent or cost of a repair, a full inspection will be carried out.

4.2.5 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.

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

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

4.2.8 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.

4.3 Response Time Monitoring

All repairs reported are categorised and given a target response time as detailed in section 3.

The Assistant Director (Property) will monitor these response times on a monthly basis.

Actual meeting of response times performance against target will be reported to the Property Sub a Committee quarterly.

4.4 Expenditure Monitoring

Maintenance expenditure across all budget heads will be closely monitored, and reported to Property Sub a quarterly basis. Definitive maintenance costs will also be provided to and monitored by the Finance Sub Committee on a quarterly basis.

4.5. Customer Satisfaction Surveys

In line with the Charter / ARC requirements, the Co-operative will regularly seek tenants views on completed work and contractors performance.

Tenants views will be sought on satisfaction with the completed work, were access arrangements honoured by the contractor, were there any delays, performance of contractor and any other comments.

Where problems are identified, they will be followed up and resolved by Property Staff. Satisfaction survey results will be completed quarterly and reported to the Property Sub Committee.

5 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 / repairs include the following:

Qualifying defects / repairs	Maximum timescale
• Blocked flue to boiler	1 day
• Blocked / leaking foul drains, soil stacks, toilet pans (where there is no other toilet in the house)	1 day
• Blocked sink, bath or basin	1 day
• Complete loss of electric power	1 day
• Loss of electric power	1 day
• Partial loss of electric power	3 days
• Insecure external window or door lock	1 day
• Unsafe access path or step	1 day

Qualifying defects / repairs	Maximum timescale
• Significant leaks or flooding from water or heating pipes, tanks or cisterns	1 day
• Loss or partial loss of gas supply	1 day
• Loss or partial loss of space or water heating, where no other source of heating is available	1 day
• Toilet not flushing (where there is no other toilet in the house)	1 day
• Unsafe power or lighting socket or electrical fitting	1 day
• Complete loss of water supply	1 day
• Partial loss of water supply	3 days
• Loose or detached banister / handrail	3 days
• Unsafe timber flooring or stair treads	3 days
• extractor fan in internal kitchen or bathroom not working	7 days

6 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 WWHC's Alterations 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.

7 Void Properties

WWHC aims to relet our vacant properties quickly and to our minimum lettable standard. All void houses will be jointly pre-inspected and post-inspected by a Housing Officer and Property Officer.

All properties at void stage will have an Electrical Safety Check carried out. Within the new build stock, a gas void safety check will also be carried out.

The current target for void repairs is 7 days.

8. Maintenance Funding

The Co-operative's repairs and Maintenance is funded from an annual allowance, determined by the Management Committee, from rental income.

The Co-operative is committed to maximising spending on the upkeep of its property but at all times the tenants' welfare and comfort will be considered as a priority.

The preparation of the Annual Maintenance Budget is in 3 stages: -

- (i). Work Required.
- (ii). Calculating Money Available & How to Fund Requirements.
- (iii). Setting the Budget.

(i). Work Required

This will be considered following on consultation with the Finance, Housing & Development Sections and under the following headings: -

- Contingency (Day to day / Reactive repairs.)
- Void repairs .
- Cyclical / Planned maintenance.
- Minor improvements - spend for this item would come from the Co-operative's sinking fund in accordance with the policy on life cycle costings.

(ii). Assessing Costs

Historical Costs

- If historical costs are not available, the average cost of routine works orders can be used.

Inflation

- The current level of inflation, including information about inflation

Additional Costs

- Any new works or maintenance of items coming out of defects period.
- Increased staffing level.
- Any change in funding of major repairs completely or partly funded from the maintenance budget.
- Cost implications of customer levels of satisfaction with existing service, staff training and tenant participation.

(iii). Setting the Budget

- After assessing the requirements and likely costs, and considering the priorities in line with maintenance policy objectives, the draft maintenance budget can be set.
- The budget will then be presented to Committee as part of the annual rent setting process and once approved will be implemented.

9. Maintenance Programmes

9.1 Introduction

The Co-operative is committed to maintaining the housing stock to the highest possible standard. In addition to the system for day to day repairs, the Co-operative has planned maintenance programmes in place.

9.2. Cyclical Maintenance Programme

The Co-operative will make provision for the planned maintenance of the stock through a cyclical programme, based on anticipated need.

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

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

9.2.3 The cyclical programme will be in place as a comprehensive 5-year plan detailing work packages, inspections, timings, estimated and out turn costs.

9.2.4 The plan will be updated on a monthly basis to ensure slippage and the conclusion of inspections are accounted for.

9.3 Inspections

The Co-operative 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.

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

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

9.3.3 When visiting properties, staff will note any evident deficiencies.

9.3.4 Estate inspections to generally assess overall conditions will be carried out quarterly by the Property Officer. All other staff and Committee should however notify the office of any repairs as soon as identified.

9.4 Life Cycle Costings

The Co-operative will make provision for lifetime maintenance of completed improvement work.

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

The Assistant Director (Property) will ensure this is carried out by appropriate consultants as required.

9.4.2 Life cycle costings will be reviewed on a regular basis to reflect stock inspections and component performance.

9.4.3 The Assistant Director (Property) will ensure there is close liaison with finance staff and other departments in the planning of new projects to assist with long term maintenance.

9.5 Major Repairs Programme

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

9.5.1 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.

9.5.2 The major repairs programme will be in place as a comprehensive 5-year plan detailing work packages, inspections, timings, estimated and out turn costs.

9.5.3 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 Management Committee at the beginning (out turn and future year) and half way points of the financial year.

9.5.4 The plan will be updated on a monthly basis to ensure slippage and the conclusion of inspections are accounted for.

9.6 Major Repairs Fund

The Co-operative makes financial provision for major repairs required to the housing stock.

9.6.1 The life cycle costing exercises enable a major repairs programme to be developed with anticipated costs.

9.6.2 These anticipated costs will enable an annual contribution per unit to be calculated and a major repairs sinking fund for these contributions.

This will form part of the overall annual revenue budget process.

9.6.3 The sinking fund requirements will be reviewed on an annual basis taking into account the contribution requirements, spend to date, anticipated spend during the coming year and the total fund available.

9.6.4 Longer-term projections will be available for the lie of the major repairs plan.

10. Maintenance Policy Implementation and Review

10.1 The Assistant Director (Property) has responsibility for the implementation of this policy.