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<b>Policy Name</b>	<b>Maintenance Policy Statement</b>
<b>Policy Author</b>	<b>Assistant Director (Property Services)</b>
<b>Approved by Sub Committee</b>	<b>N/A</b>
<b>Approved by Management Committee</b>	<b>February 2017</b>
<b>Latest date of Next Review</b>	<b>June 2021</b>

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.



**Registered with the Scottish Housing Regulator No. 203**  
**Registered Charity No. SC038737, VAT Registration No. 180223636**  
**Registered society under the Co-operative and Community Benefit Societies Act 2014**

## **Policies and Procedures**

The Co-operative will maintain the housing stock in accordance with all legal requirements and guidance by having appropriate policies and procedures, approved by the management committee, in place.

All policies and procedures will pay due regard to health and safety, equal opportunities, and disability discrimination act requirements. Health and safety files for completed projects will be available to maintenance contractors as required.

The Co-operative will review all maintenance policies and procedures on a regular basis to ensure objectives are being met.

## **Classification of Repairs and Response Times**

The Co-operative will have target response times for reactive repairs which take account of the safety, security and comfort of tenants, and will have adequate procedures for monitoring quality and performance, taking any necessary remedial action.

## **Maintenance Programmes**

In addition to day to day repairs systems, the Co-operative will carry out cyclical and major repair programmes of work through the implementation of the Maintenance Policy.

Whole life cycle costing exercises will be carried out for all completed development work and appropriate funding for future renewals will be put in place.

Regular surveys of the housing stock will be carried out to ensure the accuracy of maintenance programmes.

## **Procurement of works and Value for Money**

In line with the Co-operatives Procurement Policy, the Co-operative shall achieve best value for all goods and services including property improvement and maintenance contracts and appointment of consultants procured by the Co-operative. This will be achieved through the operation of efficient and effective procurement procedures, recognising that lowest cost will not always represent best value and ensuring that the most economically advantageous tender is always selected. The Co-operative shall ensure compliance with

statutory legislation and guidance when carrying out of any procurement activity.

### **Tenant Information**

Information on the division of repair responsibilities will be detailed in the tenancy agreement with further information contained in the tenant's handbook. This information will be reviewed on at least an annual basis and tenants will be kept informed through regular newsletter articles and an annual report on performance. Feedback from tenants on maintenance services will be encouraged and any problems identified will be addressed. A copy of works orders will be available for tenants as a receipt, as required.