REACTIVE MAINTENANCE POLICY

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INTRODUCTION

Castlehill Housing Association (CHA) aims to provide a high quality, prompt and efficient service for day-to-day reactive repairs and an effective emergency repair service inclusive of out-of-hours cover.

We expect high standards of workmanship and service from contractors and aim to ensure value for money in all aspects of reactive repairs.

The policy operates to meet obligations in Common Law and within the statutory legal framework.

The policy aims to ensure compliance with the published SFHA, CoSLA and Scottish Government Performance Standards and to reflect good practice.

We aim to provide an efficient and effective responsive repairs service for all our tenants. All services are carried out in line with our Equality and Diversity policy.

SCOPE

Reactive repairs are those arising at the request of tenants or staff. These repair requests are processed in accordance with this policy, which details the division of responsibility between landlord and tenant, response times, rechargeable items, and contractual arrangements.

Reactive maintenance also covers the servicing of equipment such as gas boilers and routine maintenance of gardens and landscaped areas.

New build schemes that are within their defects liability period will fall under the remit of reactive maintenance for all repairs reported by tenants or staff following handover to CHA.

Only those contractors who meet all criteria for inclusion on CHA's approval list will be appointed to carry out repairs.

The purpose of this policy is:

- To deliver a responsive service to tenants, owners and sharing owners in a way that is sensitive to individuals' own circumstances.
- To provide a quality, safe, secure, and healthy living environment for tenants in a cost-effective way.
- To ensure that legal requirements and contractual obligations under the Tenancy Agreement are met.
- To enable the Management Committee to monitor the repairs function and quality of service delivery.
- To achieve a high level of tenant service by ensuring agreed target response times for requested repairs are met.

- To minimise void repair times limiting rental loss to CHA.

- To protect the asset value of CHA's housing stock through maximising the life of components and minimising the risk of defects occurring.

- To promote tenant involvement in the maintenance process and ensure tenant feedback is at the core of service improvements.

Links to other Policies

The Reactive Maintenance Policy has direct links to the following policies, and the content should be cross referenced with these documents:

- Void Management Policy
- Estate Management Policy
- Planned Maintenance & Major Repairs Policy
- Procurement Policy
- Health & Safety Policy
- Development Strategy
- Finance/Budget Policies
- Equalities & Diversity Policy
- Tenant Participation Policy
- Scottish Secure Tenancy Agreement
- Debt Recovery Policy
- Damp & Mould Policy
- Recharge Policy

Tenant Involvement

CHA recognises **"the importance tenants place on receiving a high-quality responsive repairs.**

To ensure that tenants know how to access the service and have accurate advice on the repairs we carry out, detailed information can be found on the CHA website. In addition, maintenance responsibilities are fully explained during the tenancy sign-up process, and are revisited at the Post Allocation Visit.

CHA will give consideration to tenants with additional support needs, including those who experience communication difficulties, or have limited literacy skills.

Regular updates on how to report repairs, emergency contact details and information on issues such as the Right to Repair are provided through the CHA website and tenant's newsletter.

CHA will collect feedback from tenants as to their satisfaction with repairs undertaken in their property. Each repairs instruction will be sent to the tenant via their preferred method of communication. If their preferred method of communication is digital, they will receive an SMS text survey on completion of the works order on our system. If the preferred method of communication is by mail, they will receive a satisfaction survey document in the post to complete and return. Responses will be monitored by the Property Services Manager and reported quarterly to the Management Committee within the Property Services update report. CHA will investigate all complaints or negative comments on satisfaction regarding repair work, and provide a full response to the tenant outlining any actions taken. This will be undertaken by the Property Services team and

overseen by the Property Services Manager. Property Services Officers will also seek and record comments from tenants on satisfaction with repair work that is subject to a post-inspection visit.

CHA's Tenant Participation Strategy establishes the framework for tenant consultation and CHA will seek out, and listen to, the views of tenants on relevant maintenance issues or proposed changes to the service which would impact tenants. This process may take place through CaRTO (Castlehill Registered Tenant Organisation) or on a scheme-by-scheme basis dependent on the relevant issue.

ROLES AND RESPONSIBILITIES

The Management Committee is responsible for the overall control and monitoring of CHA's maintenance functions, including reactive repairs. The Director of Property Assets will ensure that the Committee is advised of all relevant information relating to reactive maintenance to enable it to effectively monitor the service, and will be responsible for the implementation of Committee decisions.

The Director of Property Assets has responsibility for reviewing the performance of the reactive maintenance function and for carrying out appropriate monitoring through internal audit measures in line with CHA policy.

The Director of Finance & Corporate Services is responsible for incorporating appropriate finance for reactive maintenance into the annual budget, and will do so in consultation with the Director of Property Assets and Property Services Manager.

Operational responsibility for the reactive repairs service lies with the Property Services Manager, under the supervision of the Director of Property Assets. Implementation of this policy on a day-to-day basis will be carried out by the Property Services Manager who will ensure that comprehensive procedures are in place to guide staff in applying policy correctly.

POLICY REQUIREMENTS

The Property Services Manager will co-ordinate and supervise the work of reactive maintenance staff and monitor the work of contractors, preparing and presenting performance reports to the Management Committee as follows:

Quarterly

- Review of performance against set response times and targets.
- Report on tenant satisfaction returns.
- Performance in relation to Gas Safety Certificates including access issues.
- Spend against quarterly budget.

- Narrative report on any other relevant issues e.g. processing of "Right to Repair" jobs or tenants' requests for compensation for improvements.

Annually

- Detailed report on individual contractors' performance.
- Report on review of approved contractors list.

Complaints

Any tenant who is not satisfied with any aspect of the repairs service can pursue a complaint in accordance with CHA's published Complaints Procedure. Details of how to access the procedure are available on the CHA website.

Repair Responsibilities

CHA is responsible for repairs detailed in Section 5 of the Scottish Secure Tenancy Agreement. Section 5 outlines the responsibilities and rights of tenants regarding repairs. The Property Services Manager will take all reasonable steps to ensure that tenants comply with these conditions, in relation to damage to property and the replacement of items such as keys. Full details of repair responsibilities are available on the CHA website.

Lettable Standard

Repairs will be undertaken either in tenanted, or void properties in preparation for letting, to ensure that the lettable standard is maintained in all CHA's rented properties. **Please see Appendix 1.**

Repairs Reporting

Tenants may inform CHA that repair work is required in a variety of ways.

- Telephone
- My Home Portal
- Letter
- E-mail – either direct or via CHA's website.
- Through contact with CHA staff e.g. scheme-based staff in independent living and very sheltered housing will liaise directly with Property Services staff to report repairs requested by tenants.
- In person at CHA's office.

Additionally, reactive repairs may be identified by Property Services Officers or Housing Services staff whilst visiting developments. This would apply, in particular, to repairs required in common parts of the building which may not otherwise be reported by individual tenants.

Repairs can be reported between 9:00am and 5:00pm, Monday to Thursday 9:00am to 4:00pm on a Friday. Details of contact numbers are published on our website, with regular reminders in the Newsletter.

An emergency repairs service is provided to deal with emergencies arising out with office hours. If a reported repair is of a minor and straightforward nature, an instruction will be passed to an appropriate contractor for action. If the repair is more complex, or clarification is required as to the exact nature of the repair needed, an Officer will arrange to visit the property to carry out an inspection.

Tenants can access the works order via the My Home portal, or will receive a notification from Home Master. The works order includes confirmation of the work instructed, contractors' details, the

priority attached to the work, target times for its completion, and information on whether the work is deemed a “qualifying repair” under the Right to Repair Scheme contained within the Housing (Scotland) Act, 2001. At the time the repair is reported, the tenant will be asked to provide contact and access details which will be passed on to the contractor to arrange a suitable time to carry out the work. Tenants will have an option to provide tenant satisfaction feedback.

Emergency and Assisted Access - If an emergency should arise that risks danger to life or property, then emergency access to the property can be taken without notice being given to the tenant. For example, from fire, flood or explosion. If there is not an emergency risk to life or property then assisted access should be considered and approval sought from Senior Property Services Officer Repairs/ Compliance, Property Services Manager or a member of the SMT. If access to the property is required and it is not an emergency, 24 hours’ notice must be given and reasonable attempts must be taken to gain access with 3 letters being delivered. The first being classed and the green letter, second amber letter and third red letter. If access is still not obtained a fourth letter will be issued advising of legal action that will be taken to gain access. When access is taken to a property there must always be two people either a staff member and a contractor or two staff members.

Emergency Repairs Out with Office Hours

CHA will appoint a suitable multi-trade contractor to provide emergency repair cover out with office hours. Tenants can access the emergency repairs service by calling 01224 625822. The emergency contractor may contact maintenance staff if advice or assistance is required.

If the work turns out to be of a “non-emergency” nature the tenant may be recharged.

Specific arrangements for gas central heating breakdowns are made in the gas servicing contract, and contact numbers for this type of out of hours emergency can also be obtained by calling 01224 625822. For calls received between 17.00 to 9.00 Monday to Friday and 16.00 to 9.00 Saturday & Sunday, the contractor will attend immediately if it is judged that there is an immediate risk, otherwise they will attend the following day after advising the tenant how to make the situation safe. All gas heating emergency calls: e.g. total loss of heating, total loss of hot water, escape, or suspected escape of gas, and burst heating pipes that cannot be isolated, will be attended by the contractor within 4 hours. The contractor will provide regular reports to evidence their attendance within the target time.

In CHA’s Independent Living schemes, should an emergency arise out with the Scheme staff’s duty hours, tenants are advised to follow the same procedure as the general needs tenants. In Very Sheltered schemes the onsite staff are provided with the out of hours contact number.

A list of local contractors is provided to all staff in Independent Living schemes.

Complex Repairs

Where a repair is identified as complex after a works order has been raised, and requires multiple visits due to its complexity and in some cases the involvement of multiple trades are required the repair category must be reviewed. The works order should then be re-categorised to allow a reasonable time frame for completion of the works, In all cases the works should be carried out as soon as reasonably practical If a repair is identified as complex prior to it being raised it should be raises as complex.

Response Times and Priority Indicators

CHA will respond to repair requests within the following timescales:

Table 1

Category	Urgency	Target Response Time for Attention
1	EMERGENCY REPAIRS Repairs necessary to prevent serious damage to the building, danger to health, risk to safety or risk of serious loss or damage to the occupier's property.	6 HOURS
2	URGENT REPAIRS Repairs that seriously affect the comfort or convenience of the occupier	3 WORKING DAYS
3	ROUTINE REPAIRS Repairs that will not seriously interfere with the comfort and convenience of the occupier.	11 WORKING DAYS
4	COMPLEX REPAIRS These are repairs that may need multiple trades, multiple visits and where materials need to be ordered with prolonged delivery times. There may also be a need for access equipment such as scaffolding.	65 WORKING DAYS

Table 2

Trade	Job Description	Priority Indicator
Plumbing	Burst Pipes / Tanks / Cylinders	1
	Cold Water Fault	1
	Hot Water Faults	2
	Faulty WC's and Cisterns	1
	Leaking Pipes / Tanks / Cylinders	1
Electrical	Complete Loss of Power	1
	Lights, Switches, Sockets	2
	Storage Heaters, Panel Heaters	3

	Extract Fans and Ventilation	3
	Cookers and Kitchen Equipment	3
Door Entry	All repairs	2
	Repairs if awaiting parts	3
Fire Alarms	Call Outs	1
	Routine Repairs/Servicing	2
	Repairs if awaiting parts	3
Drainage	Blocked External Drains	1
	All Other Drainage Works	3
	Choked Wastes (internal) if agreed with the tenant to clear	2
Central Heating	Complete Loss of Heating	1
	Leaking Pipes/Radiators	1
	Repairs to Boilers and Equipment	2
	Repairs if awaiting parts	3
Laundry Equipment	All Repairs	2
	Repairs if awaiting parts	3
Glazing	Broken and Unsafe Glass	1
	Temporary Glazing	1
	Replacement Double Glazing Unit	3
Painting	Minor Decorative Repairs	3
	Small Jobs and Voids	3
Joinery	Emergency Repairs to Door/Windows	1
	Door Locks and Locking Systems	1
	All Other Categories of Joiner Repairs	3
Slater/Roofer	Roof Leaks (Slates/Tiles)	2
	Bitumen Felt Roofing	3
	Gutters and Down Pipes	3
Keys and Locks	All Repairs/Replacements	1
	Awaited Suited Systems	3
TV Aerial Systems	All Repairs	2
	Replacement Systems	3

The above list is not exhaustive but provides a guide to typical repairs for each trade. The Property Services Manager will award an appropriate priority indicator to any job not included in the above table.

Performance targets for contractor's response within emergency, urgent, and routine repairs will be set annually by the Director of Property Assets and the Property Services Manager, subject to approval by the Management Committee. Performance against these targets will then be monitored through regular performance monitoring.

Pre and Post Inspections

CHA will aim for 10% pre and post inspections were deemed appropriate, but this may be lower should KPI performance justify the decision to do so. As a result of improved call handler training and repairs diagnosis, the communication process with contractors has also improved and a minimum of 10% of jobs may not always be deemed necessary. The Property Services Manager will regularly meet with the Director of Property Assets to review KPI performance. This excludes damp and mould cases where 100% of reported cases will receive pre and post inspections.

Examples of repairs that may be pre inspected are:

- Those estimated to cost over £1,000.
- Those where the tenant has been unable to give sufficient information to enable the contractor to be instructed.
- Those in void properties prior to re-let.
- Those qualifying for the Right to Repair where inspection is considered necessary.

Examples of repairs that may be post inspected on completion are:

- The cost of the repair exceeds £1,000.
- Follow up work may be required.
- The tenant reports an aspect of the work as unsatisfactory.
- To check quality and value for money on a random sample of work across various contractors and trades.

The inspection requirements are different for mould and damp cases and 100% are to be pre and post inspected as per the Mould & Damp Policy & Procedure.

Right to Repair

CHA will fully comply with the provisions of the statutory Right to Repair introduced by the Housing (Scotland) Act, 2001. A list of qualifying repairs, together with associated completion timescales, is available on CHA's website.

In line with regulatory requirements, CHA will advise tenants of the provisions of the Right to Repair on the CHA website.

When a tenant reports a repair that qualifies under the Right to Repair regulations they will be notified in writing on the tenant's copy of the works order that this applies, and of the statutory timescale for the work to be carried out. The timescales for works on the majority of qualifying repairs can be accommodated within CHA's existing repair response times.

The tenant will also be advised of their right to instruct another contractor (name and contact details provided by CHA) to undertake work up to the value of £350, if the timescale is not met, and of the compensation payments which may apply. If the repair is not completed within the required timescale tenants will be entitled to compensation of £15 plus £3 for every working day over the maximum period until the repair is completed. (Maximum payment £100)

The Property Services Manager will ensure that detailed procedures are in place to operate the statutory Right to Repair, and that CHA's approved contractors are fully appraised of how the scheme works.

Tenant's Alterations/Right to Compensation for Improvements

Under the Housing (Scotland) Act, 2001, tenants may be entitled to receive financial compensation at the end of their tenancy for improvements they have made to their home at their own expense. These compensation payments only apply to certain types of works, and must only be carried out with the full prior written consent of CHA.

All requests to carry out alterations must be made, in writing, on CHA's standard form, and will be responded to by the Senior Property Services Officer within 28 days. Any requests not responded to within this timescale will be deemed to have been agreed to in line with the conditions of the Scottish Secure Tenancy Agreement. Requests will be recorded on the Housing Management IT system and timescales for response will be monitored.

A list of qualifying improvements is provided in section 5 of the Tenancy Agreement. The legislation establishes the qualifying improvements, the notional life of the improvement, the formula for calculating compensation, minimum and maximum amounts payable, timescales for processing claims and the various qualifications that apply.

The Property Services Manager will implement the policy through detailed procedures to be followed on receipt of a tenant's request, and by providing tenants with information on potential payments, subject to the relevant eligibility criteria being met. Payments will be made in accordance with the published criteria, and calculated on a sliding scale, accounting for the notional lifespan of the component concerned and the time elapsed at the end of tenancy date. Inspections will be carried out in all cases to assess the condition of the property before any compensation is paid.

Rechargeable Repairs

Full details are within the rechargeable repairs policy. In accordance with section 5 of the Scottish Secure Tenancy Agreement, CHA will recharge the tenant for any works that it is required to undertake that are the tenant's responsibility. This policy will apply, for example, to items in need of repair due to wilful or accidental damage, neglect or deliberate damage caused by a tenant, member of the household, or visitors throughout the tenancy.

Where it is not practicable for the tenant to instruct an appropriate contractor themselves, and the property is in an unsafe or insecure condition, CHA will carry out the necessary works and recharge the costs to the tenant.

The principal areas include, but are not limited to:

- Damage to glass, sinks and sanitary ware.
- Replacement of lost or broken keys and costs incurred from forcing entry due to lost keys.

- Replacement of locks when keys are lost.
- Damage to alarms.
- Damage to decoration.
- Damage to internal doors.

Costs are invoiced to the tenant with the exception of supply of replacement keys, which must be paid in advance. Where CHA intends to recharge repairs, the tenant will be advised in writing of the estimated cost before work is carried out. Appropriate repayment arrangements will also be agreed. Payments due will be pursued in line with CHA's Debt Recovery Policy.

Damage found during the tenancy or at the void stage, caused through neglect and wilful damage caused by the tenant, tenants' family, or their visitors, will be recharged to the tenant. This includes smoke damage caused by cigarettes.

When undertaking reactive repairs, the contractor, wherever possible, will pre-arrange a time with the tenant to carry out the work. If no access is given at this arranged time the contractor will leave a card at the property asking the tenant to contact them directly to make an alternative appointment. If a 2nd appointment is not kept the tenant may be charged for the contractors' call-out time. Following discussion with Housing Management and, where appropriate, housing support staff, the Property Services Manager may instruct a recharge to the tenant if this is agreed to be appropriate.

The Property Services Manager may also consider re-charging the tenant for abortive calls, or the additional costs of an emergency call out if, on attendance, it is confirmed that this level of response was clearly not required, and the repair should have been dealt with during normal office hours. Full details regarding recharges are within the recharge Policy and on the CHA web site.

Selection of Contractors

CHA procures contractors following the CHA Procurement Policy, and maintains a list of selected and approved contractors, who are routinely monitored on performance and value for money. This monitoring is carried out by the Property Services Manager with results reported to the Management Committee.

Contractors wishing to apply for inclusion on CHA's approved list must do so via our standard form, and will be asked to provide appropriate insurance details, and details of policies such as Health & Safety and Equal Opportunities.

The Property Services Manager is responsible for ensuring that all approved contractors have full details of response times and repair obligations, and suitable contact information for maintenance staff.

The Property Services Manager will provide full procedural guidance for staff in selecting appropriate contractors from our framework of contractors for each repair request, taking into account availability, location, and cost factors. Material and labour rates will be regularly reviewed to ensure value for money is obtained.

Servicing & Inspection

CHA will meet all statutory duties in relation to Gas Safety Management, Electrical Safety, and other associated Health and Safety regulations. This will include an annual service of all gas systems in tenants' homes including individual and central plant boiler systems, and Electrical Installation

Condition Report (EICR) inspections. All servicing will be carried out by competent and qualified contractors. Comprehensive monitoring and record keeping systems will be maintained to ensure that all the landlord's statutory obligations are met. Robust procedures are in place to ensure access is gained enabling CHA to fulfil its legal duties, and ensure that all tenants are always provided with a valid Gas Safety Certificate for their home.

Where it is considered economically advantageous, the Property Services Manager may facilitate servicing and repair contracts for other equipment provided within the tenants' home for which CHA has a responsibility to maintain. Examples of this would include stairlifts, hoists and laundry equipment.

Defects Liability

During the defects liability period (normally one year from handover of a new development or upgrade) repair work is the responsibility of the original contractor, except for repairs due to damage caused by the tenant.

Repairs are reported to the reactive maintenance staff in the normal way but in most cases the contractor will only undertake emergency or urgent work within CHA's published timescales, and routine work may be left until the end of the defects period. Repairs which qualify under the statutory Right to Repair must be completed within timescale, and compliance with this requirement will be written into original contract for construction of the scheme. If a second contractor must be instructed, or compensation for delay is incurred, the costs of this may be passed on to the original contractor.

Any defects reported during the liability period will be passed to the main contractor, project architect, and tenant with a copy of any instruction retained in the tenant's maintenance file.

The Property Services Manager will be responsible for arranging a full inspection of the scheme/houses at the end of the liability period and will note, and pass on to the contractor, any outstanding items to be attended to within an agreed timescale before retention monies held on the original building contract are released.

Common Repairs in Tenements (Other Owners)

In the absence of a Factoring Agreement, where there are common repairs required in a tenement where CHA does not own all the flats, CHA will encourage other owners to organise repairs and recharge our share.

Where considered urgent or necessary, CHA will undertake work up to a maximum cost of £500. Necessary works exceeding this amount will only be undertaken by CHA with prior signed agreement from all other owners to meet appropriate shares of the cost. Minor works may be invoiced, but for any works exceeding £500 per owner, no repairs will be instructed unless all parties' payments are received in advance.

STAFF TRAINING

“CHA will ensure that staff responsible for delivering the reactive maintenance service receive appropriate training and are kept up to date with relevant legislative, regulatory and procedural requirements.” for example Gas Safety, Electrical Safety, Legionella Safety and Customer Services

Appendix 1

Entrance doors and secure locking systems will be maintained in good order, and 2 No. sets of keys will be handed over to the incoming tenant. All internal doors, including fitted wardrobes, will be maintained in full working condition, with no major surface defects.

Door handles and latches will be maintained in full working order.

Bathroom and toilet doors will be fitted with lock types which allow access from the outside should an emergency occur. Tenants should note that no other types of locks or bolts should be fitted.

Walls and ceilings will be in good condition and be finished to a reasonable standard of internal decoration.

Decoration standards may vary; however, CHA will ensure that all properties are handed over in a reasonable state of internal decor. Incoming tenants should note that colour schemes may not always be to their liking. A limit may be placed on the value of the internal decor required at any property.

Floor surfaces will be maintained in good order, with all loose hatches and flooring secured to allow for suitable floor coverings to be laid.

Sanitary ware will be free from defects and in good working order, including water taps and waste pipes.

Sinks will be replaced where there are defects or damage likely to cause flooding or injury to tenants. Wall tiling/panelling will be in whole condition and fully grouted and sealed at joints between worktops and wall tiles.

Kitchen fitments and worktops will be maintained in good order. Wall tiling/panelling will be in whole condition and fully grouted and sealed at joints between worktops and wall tiles.

Where space is available for a washing machine and/or tumble dryer, suitable connections and vent outlet will be provided. Electrical installations and services are visually checked at change of tenancy, and appliances owned by CHA periodically checked for electrical safety.

A connection point for an electric cooker will be provided and maintained in good working order. Where gas is available, a suitable connection point will be provided at the request of the tenant. (Charges for connection will be updated as required).

Equipment provided by CHA will be maintained in accordance with the manufacturer’s instructions. All tenants will receive a copy of the landlord’s Gas Safety Certificate.

Means of heating provided in the property will be maintained and serviced by CHA in accordance with the manufacturer's instructions.

Where showers are fitted, the equipment will be kept in working order and maintained in accordance with the manufacturer's instructions.

All detectors such as fire, heat, smoke and carbon monoxide, will be checked and left in working order prior to re-letting the property.

All common internal and external areas of the property which are the responsibility of CHA, will be maintained in good order. However, where the whole property is shared by several owners, difficulties can arise with regard to common area repairs. Incoming tenants must accept CHA cannot always arrange common repairs, until all parties concerned are consulted and agreement is concluded.