

Reactive Repairs Policy (3)

AS WITH ALL OF THE ASSOCIATION'S POLICIES and PROCEDURES, THIS GUIDE, IN FULL AND IN PART, CAN BE MADE AVAILABLE IN SUMMARY, ON TAPE, IN BRAILLE, AND IN TRANSLATION INTO MOST OTHER LANGUAGES –

**PLEASE ASK A MEMBER OF STAFF IF YOU WOULD LIKE
A VERSION IN A DIFFERENT FORMAT**

Approved By	Committee of Management at the meeting on 1 st August 2018
Next Review	August 2023
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1. Aim of Policy.

- 1.1 As a landlord, Whiteinch & Scotstoun Housing Association (WSHA) recognises the importance of providing an inclusive, high quality, efficient, and cost effective and customer focussed maintenance service to tenants and owners.
- 1.2 This policy outlines the broad principles in relation to reactive repairs that will be applied by WSHA in the delivery of the reactive repairs service and forms a key part of the Organisation's wider strategic Asset Management Strategy.
- 1.3 The policy will ensure compliance with legislative and regulatory requirements relating to the reactive repairs service including compliance with the relevant health and safety duties, Construction Design Management Regulations 2015, Asbestos Regulations (separate policy) and various landlord's responsibilities set out in the relevant housing legislation.
- 1.4 The Scottish Government introduced The Scottish Social Housing Charter in 2012 to set the standards and outcomes that all Social landlords should aim to achieve when performing their housing activities. The Association fully understands it is accountable to its tenants and has robust systems in place to manage performance against the standards and outcomes of the Charter.
- 1.5 The Scottish Social Housing Charter places a duty that all social landlords shall manage their business so that:

Section 4 – Quality of Housing and Maintenance

'tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) when they are allocated; are always clean, tidy and in a good state of repair; and also meet the Energy Efficiency Standard for Social Housing (EESSH) by December 2020.' And

Section 5 – Repairs, Maintenance and Improvements.

'tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.'

- 1.6 The Association fully understands its obligations to meet the Charter outcomes and statutory duties on repairs and will provide repairs, maintenance and improvement services that safeguard the value of their assets and take account of the wishes and preferences of their tenants. Including setting repair priorities and timescales; setting repair standards such as getting repairs done right, on time, first time; and assessing tenant satisfaction with the quality of the services they receive.
- 1.7 The outcomes of the Charter are reported to the Scottish Housing Regulator annually during May, in the Annual Return on Charter (ARC) and the results are subsequently published on the Regulators web site.
- 1.8 Any works identified in mixed tenure properties where WS Property Management Limited is the factor, will follow the factoring protocols, and will be carried out in accordance with the specific title deed requirements.
- 1.9 Staff will ensure regular performance, financial monitoring and statistical reports are presented to the Committee of Management for consideration and to inform strategic decisions.
- 1.10 The content of this policy has been informed by the best practice guidance provided by the Scottish Federation of Housing Associations (SFHA) and the Scottish Housing Regulator's 'Repairs Services in Scotland – A thematic inquiry February 2018'.

2.0 Key Organisational Objectives.

- 2.1 The central aim of this policy is to ensure that a high quality, cost effective maintenance service is provided to our tenants. This has been set within the framework of the following objectives:
 - to maximise resources in favour of planned and cyclical maintenance and minimise/reduce reactive maintenance,
 - to comply with all legislative and contractual duties as both a landlord and a factor,
 - to comply with and report on The Scottish Housing Regulator Charter outcomes,

- to ensure the Association regularly reviews services and performance standards and introduces best practice,
- to form part of a comprehensive maintenance service including reactive, cyclical and planned services,
- to provide a prompt efficient and reliable service which also offers flexibility to meet the needs of elderly, disabled or vulnerable tenants,
- to consult and include tenants in decisions affecting the repairs service,
- to ensure that tenants have clear information about the maintenance policy including the procedures to be followed and target response times,
- to set out and monitor the performance and quality standards to which the maintenance function will be carried out and to ensure that contractors and/or anyone acting on behalf of the Association achieves those standards,
- to promote a framework for the Management Committee to control and monitor the maintenance function.
- to safeguard and prolong the useful life of the of the building components,
- to be cost effective and achieves value for money,
- to ensure that properties and communal areas are maintained to a high standard,
- to aim to get repairs; done right, on time, first time and keep tenants updated and informed of any changes.

2. Information to Tenants

3.1 The Association will endeavour to involve tenants in all aspects of the maintenance service. Tenants will be consulted prior to any material change in the agreed policy and will have an opportunity to directly influence the following:

- a) Repairs categorisation and response times
- b) Reporting procedures
- c) Emergency repair procedures

The Association will use a range of methods to publicise response times and repairs procedures. Answering service messages, tenant's handbook, the WSHA website, regular newsletter articles and text messaging may be used to inform tenants. All reading material produced will be clear and concise.

- 3.2 The responsibilities of both WSHA, as landlord, and our tenants are clearly detailed in Section 5 of the Association's Tenancy Agreement. Where we lease a property to a third party, the arrangements for repairs to that property are detailed in the lease.

3. Classification of Repairs

- 4.1 In order to give a speedy responsive and clearly understandable service, repairs have been categorised. This will ensure that the most serious problems, i.e. those which may have a risk to health, or damage to property, are given priority.

- 4.2 The categories are:

- 1) Emergency Repairs - Repair within 6 hours from receipt of report.
- 2) Urgent Repairs - Repair within 3 working days from receipt of report.
- 3) Routine Repairs - Repair within 10 working days from receipt of report.
- 4) Right to Repair - Qualifying repairs as outlined in the Housing (Scotland) Act 2001, with timescales of between 1-7 days for completion.
- 5) Complex repair - Repairs which are more complex and may require investigation or specialist action and generally involve multiple trades Timescales will be dependent on the complexity of work and tenants will be kept informed.

- 4.3 The following will provide a definition of the emergency, urgent and routine. The Association's Gas Management Policy and Right to Repair policies are covered by separate policy documents, which should be read in conjunction with the *Reactive Repairs* policy.

4.4 Emergency Repairs

- 4.4.1 The Association's contractors provide a 24/7 emergency call out service with a maximum 6 hours response time. As emergency repairs require a quick response they are generally more

expensive than urgent and routine repairs, particularly when requested outwith normal office hours.

- 4.4.2 Emergency repairs are those which pose a threat to a building/property or the immediate health/wellbeing of its occupants if not attended to as soon as possible. It is important to note that the response time is just that and not necessarily a completion time, as the contractor will attend the tenant's home or the common area and make safe the repair.
- 4.4.3 Where the repair cannot be completed immediately (for example because a part needs to be obtained) the follow-up repair will be dealt with as an urgent or routine repair in the published timescales.
- 4.4.4 Tenants who call out the Association's emergency contractor for anything other than an emergency repair may be recharged for the cost of the call out.
- 4.4.5 Examples of repairs which fall under the 'Emergency' category would be, but are not limited to:-
- Damage to roof such that it proves a danger to the public e.g. falling slates, dangerous chimney subject to weather conditions
 - Full loss of ~~No~~ electricity
 - Full loss of ~~No~~ central heating
 - Blocked drains or soil stacks
 - Water ingress
 - No access to house e.g. tenant locked out or tenant locked in.

4.5 Urgent Repairs

- 4.5.1 Urgent repairs are those which do not necessarily pose a threat to the building/property or immediate health/well being of its occupants, but that the Association would like to carry out within 3 working days to reduce any inconvenience caused.
- 4.5.2 Examples of repairs which fall under the 'Urgent' category would be, but are not limited to:-
- Faulty light switch, socket or pendant

- Loss of TV reception
- Faulty door entry
- Shower leaking but operational
- Broken window handle

4.6 Routine Repairs

4.6.1 This category covers all other repairs i.e. those 'day to day' repairs which do not fall into the emergency or urgent categories.

4.6.2 A routine repair will be attended to within 10 working days but if parts need to be ordered, delivery times may dictate when a repair is actually completed. The tenant will be advised of the reason for delay and given an approximate completion time.

4. Repairs Reporting

- 5.1 During normal office hours repairs can be reported by telephone, on 0141 959 2552, or in person to the office at The Whiteinch Centre, 1 Northinch Court, Glasgow G14 0UG, or by e-mail to wsha_admin@wsha.org.uk. Repairs can also be reported in writing; the letter should be addressed to the Repairs Assistant at the above address.
- 5.2 Out with normal office hours, **emergency** repairs can be reported on the normal office number, 0141 959 2552, which is redirected to our out of hours call centre, who will arrange for attendance by the relevant contractor.
- 5.3 At the point of reporting a repair, the tenant or representative will be advised of the category of repair, the likely response time and whether the 'Right to Repair' is applicable.
- 5.4 When a repair request is received, staff members will endeavour to elicit an accurate description of the repair. This will help establish the extent of work required and identify the appropriate repair classification. This process will also help determine if the repair is the tenant's responsibility or is potentially reclaimable via the Association's building insurance. Where the description of the repair is unclear, it may be appropriate for the Repairs Officer to carry out a pre-

inspection, prior to ordering works.

- 5.5 For all repairs other than emergency, a reported repair will be acknowledged by letter detailing the repairs priority and target date. The repair acknowledgement letter also has a pre-printed satisfaction survey form for tenant's to complete which allows the tenant to feedback to the Association.
- 5.6 The Association endeavours to arrange repair times to suit the needs of individual tenants and passes on access details, availability and tenants contact numbers to Contractors, to minimise inconvenience and abortive visits. Contractors are also advised if the tenant has any particular needs due to age, vulnerability or disability. Tenants will be asked if they would prefer a morning or afternoon appointment and to specify any particular access arrangements.
- 5.7 Should a tenant only offer specific limited access this could, in any given case, define the effective category of the repair. For example, should a repair be reported which would normally be considered urgent but the tenant in question is only offering access a week after reporting, then this will become the timescale and the effective category will be routine. The Contractor's response will then be judged on this agreed timescale.
- 5.8 In the case of emergency repairs, the appropriate contractor will be contacted immediately by telephone. They will be advised of the name, address and telephone number, type of repair and classification.
- 5.9 If a tenant fails to give reasonable access for an emergency or urgent repair, the repair may be reclassified or, after the third failed attempt at gaining access, the job cancelled. The Association reserves the right to charge out to the tenant the call out cost resulting from no access.
- 6.10 Upon completion, the tenant (or someone acting on their behalf) will be asked to sign the contractor's copy of the works order form. Tenants are encouraged to sign the form to allow the Association to accurately monitor contractor performance against the target completion times for each category of repair.

5. Pre and Post Inspection of Repairs

- 6.1 A minimum of 10% of routine repairs will be pre inspected.

Repairs are pre-inspected when one or more of the following criteria applies:

- The nature or extent of the work is unclear
- The work involved is a common repair which will affect owner-occupiers within the block and the estimated cost exceeds £500.
- The repair is the subject of an insurance claim and the estimated repair is likely to cost over £250
- Where there is concern that the work is likely to be rechargeable repair
- Where there are potential structural defects
- Where dampness and/or condensation is evident

6.2 Where practicable, a minimum of 10% of all completed repairs will be post inspected by the Association's Repairs Officer. This is considered an essential part of performance monitoring. Apart from checking whether repairs meet specifications, the inspection is an opportunity to ask tenants face to face whether they are satisfied with the repairs process, from the initial report to the completion of the work.

6.3 Repairs are post-inspected when one or more of the following criteria applies: -

- The tenant has contacted the Association to complain about the quality of the contractor's work.
- The work involved is a common repair which will affect owner-occupiers within the block and the cost exceeds £500
- The repair costs more than £500.
- The actual cost of the repair is significantly above that estimated.
- Where dampness and/or condensation has been identified.
- Structural defects are identified, such as cracking, spalling stonework etc.
- Where significant mould growth has been identified.
- Repairs that are subject to an insurance claim.

6.4 The Association's pre and post-Inspection policy is fully detailed in a separate document.

7.0 What the Association will Repair and Tenant's Responsibilities.

7.1 The Association has a responsibility to keep in repair the structure and exterior of our properties including:

- The drains, gutters and external pipes. However, this does not include clearing blockages caused by the negligence of a tenant

where we may carry out the work but will recharge.

- The roof, outside walls, outside doors, window sills, window catches, sash cords and window frames, including external painting and decoration
- The internal walls, doors and ceilings, door frames and internal staircases and landings. This includes plasterwork, but does not include painting and decoration of the internal areas of our flats and houses
- Unadopted roads path, steps or other means of access to our properties
- Our boundary walls and fences.

7.2 The Association will repair and maintain anything we install ~~for~~ **to** provide heating, heating water and sanitation and for the supply of water, gas and electricity in our properties including:

- The basins, sinks, baths, toilets, flushing systems and waste pipes, showers and water tanks.
- The electric wiring, ~~fireplaces, fitted fires and~~ central heating installations, door entry systems, communal T.V. aerials, and extractor fans.

7.3 The tenant is responsible for timeously reporting repairs and for taking reasonable care of the house.

7.4 The tenant is responsible for any damage to glass, damage to sinks or toilets, plugs or chains, replacing lost or broken keys and other costs incurred through forcing entry through lost keys, whether accidental or not.

7.5 The tenant is responsible for decorating the property internally, including minor plaster repairs and must use a Gas Safe registered Engineer for replacing, repairing and maintaining their own gas appliances and a qualified electrician for their own electrical appliances fixtures and fittings. Including cleaning and lubricating window hinges.

7.6 If a tenant installs something which he or she could remove from the property at the end of their tenancy, then they are responsible for its repair and maintenance and removal and reinstatement at the end of their tenancy.

8.0 Re-chargeable Repairs

- 8.1 Section 5 of the Association's Scottish Secure Tenancy Agreement describes the tenant's responsibilities in relation to rechargeable repairs. In particular, tenants will be responsible for repairing damage caused wilfully or negligently by the tenant, anyone living with the tenant or an invited visitor to the house.
- 8.2 A separate Recharge Policy with related procedures is in place to deal with the issue of re-chargeable repairs.

9.0 Tenant's Requests for Alterations

- 9.1 The Association fully supports its tenants' right to carry out improvements as part of its policy of maintaining its stock to the highest standard and will seek to assist tenants where possible.
- 9.2 The Housing (Scotland) Act 2001 introduced the Right to Compensation for Improvements from 30th September 2002. This gives the tenant the right to receive compensation for certain works (or qualifying improvements) carried out by them during the course of the tenancy for which they have received written permission. The Association has a separate document, Alterations and Improvements by Tenants which details its approach.
- 9.3 The Association has specific guidelines relating to the installation of satellite dishes on its properties. A leaflet outlining the procedure is available from the Office at the Whiteinch Centre.

10.0 The Association's Reactive Repairs Contractor List

- 10.1 The Association will ensure that the reactive repairs contracts are procured in a lawful and ethical manner to ensure best value and compliance with EU, UK and Scottish legislative requirements.
- 10.2 Reactive repairs contracts will be procured in accordance with the Association's separate Procurement Policy and in line with the Scheme of Delegated Authority.
- 10.3 The Association will undertake an annual review of the performance of the reactive maintenance-contractors. Six months before the end of the

contract a further review of the performance of the contract will be made to inform future tendering processes

- 10.4 Some specialist repairs will not be covered by the reactive maintenance contracts, such repairs will be carried out by qualified specialist contractors procured as required and in line with Item 11.3
- 10.5 No company may be used where any Director or Manager is a relative of any Staff or Committee Member of the Association. The Association shall, at all times, comply with relevant regulatory guidance and legislation.
- 10.6 The Association's Approved Contractors ~~operate~~ must follow the associations Code of Conduct for Contractors and a copy is provided to all Contractors when they are appointed.

11. Delegated Authority

- 11.1 The management of the reactive repairs service is delegated to the Property Services Manager and operational day to day delivery of the reactive repairs service is the responsibility of the Senior Repairs Officer.
- 11.2 Committee will monitor the reactive repairs service through ~~bi-monthly~~ quarterly KPI reports and will cover the following
 - 1. Pre Inspections
 - 2. Post inspections
 - 3. Average time to respond and make safe emergency repairs
 - 4. Average time to complete non-emergency repairs
 - 5. Repairs completed Right First Time

The performance target for indicators 3, 4 & 5 will be agreed annually

Where contractors fail to meet the KPI's then their contracts will be reviewed and a programme for improvement will be agreed. Failure to improve may result in early determination of the contract.

Monthly contract management reports will be implemented by the Repairs team to ensure that contractors are achieving the targets and standards agreed by the Association and complying with the terms of the contract.

- 11.3 Property Services Manager will have responsibility for ensuring that all reports required by the Committee are provided in accordance with 11.2 above. Within the Association's Financial Regulations, authority is given for the use of works orders on the following scales:

Estimated Cost of the Repair	Authority
£15,000 or over	Senior Repairs Officer who will coordinate a tendering process in line with the Association's <i>Contractor's Procurement Guide</i>
£2,000 to £14,999	Repairs Officer who will coordinate a tendering process in line with the Association's <i>Contractor's Procurement Guide</i>
£1,000 to £2,000	Repairs Assistant who will obtain two quotes
Up to £999	Repairs Assistant who can single source the work

To avoid unnecessary delays, emergency repairs are excluded from the tender limit, but any emergency works which exceed the tender limits will be reported to the Executive Team at its next meeting.

12. Customer Satisfaction Review

- 12.1 The Association is committed to introducing systems to monitor and evaluate performance and disseminate information relating to customer satisfaction. Techniques will be introduced to help establish tenant's views on the repairs service.
- 12.2 Each repair acknowledgement letter includes a satisfaction survey which tenants are encouraged to complete and return using the Freepost address provided. A summary of the returns is presented to the Committee of Management in the quarterly KPI Reports.
- 12.3 The Association employs a variety of methods to monitor the service including using an external contractor to continuously monitor the Association's services. For example, a sample of tenants may be asked if they were offered a morning or afternoon appointment, if the workmen called at the previously agreed time, was the repair carried out within the stated time, and were they satisfied with the repair and the contractor. The monitoring outputs are reported regularly to the Management Committee and to tenants through the Association's Newsletter.

13. General Data Protection Regulation.

The Association takes the handling of its tenants' and factored owners' data very seriously. All contractors carrying out services for the organisation are required to complete a GDPR pro-forma to assure the Association that they comply with the highest standards of data security, in particular into any sensitive data, such as medical or vulnerability data which may be necessary to offer the tenant the best possible service. Details of the personal data collected and used by our contractors is detailed in the Association's Privacy Policy, a copy of which may be obtained from our offices or downloaded from our website at www.wsha.org.uk.

14. Equal Opportunities Testing.

In accordance with the Association's Equality & Diversity Policy, this policy has been consciously considered to judge whether there is any likelihood that its presentation or operation could in any way lead, no matter how inadvertently, to discrimination. The conclusion of this exercise is that it is believed that the Policy should operate in a non-discriminatory way.

15. Policy Review.

This policy will be subject to review every five years or earlier if this is required by legal, regulatory or best practice changes.