Repairs and Maintenance Policy

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Scottish Social Housing Charter Relevant Standards and Outcomes

STANDARD
Section: The customer/landlord relationship 2. Communication Social landlords manage their businesses so that: • *tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.*
Section: Housing quality and maintenance 4 Quality of housing Social landlords manage their businesses so that:- • *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.* 5 Repairs, maintenance and improvements Social landlords manage their businesses so 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.*

Section: Neighbourhood and Community

6 Estate Management, anti-social behaviour, neighbour nuisance and tenancy disputes

Social landlords, working in partnership with other agencies, help to ensure as far as reasonably possible that:-

- *tenants and other customers live in well maintained neighbourhoods where they feel safe.*

Section: Getting good value from rents and service charges

13 Value for money

Social landlords manage all aspects of their businesses so that:-

- *tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.*

Scottish Housing Regulator – Relevant Standards of Governance and Financial Management and Guidance

STANDARD	
1	The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users. **Relevant standard 1.3.**
2	The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities. **Relevant standards 2.1, 2.2, 2.4.**
3	The RSL manages its resources to ensure its financial well-being, while maintaining rents at a level that tenants can afford to pay. **Relevant standards 3.1, 3.3 and 3.4.**
4	The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation's purpose. **Relevant standard 4.3.**
5	The RSL conducts its affairs with honesty and integrity. **Relevant standard 5.3.**

REPAIRS AND MAINTENANCE POLICY

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1. INTRODUCTION

1.1 The Repairs and Maintenance Policy describes how Lochalsh & Skye Housing Association (the Association) will prolong the useful life of its housing stock, provide a comfortable environment for the tenant, maximise expenditure on planned maintenance (therefore reducing expenditure on day-to-day repairs) to maintain our housing stock to the highest standards possible and ensure that adequate funding is available to achieve this. The repairs and maintenance service provided by the Association must be responsive, efficient and cost effective.

2. PURPOSE OF POLICY

2.1 The Repairs and Maintenance Policy is one of the most critical working documents for the efficient and effective delivery of the Association's housing and property services. It has been developed to take account of legislative, regulatory and good practice requirements in relation to repairs and maintenance services. The Association will also ensure that its operational practices accord with these requirements and are compliant with the particular requirements of the Scottish Housing Quality Standard and the Scottish Social Housing Charter.

2.2 The Repairs and Maintenance Policy aims to:

(i) Maintain clear property records together with a system for recording reported repairs, works instructed costs, response times, rechargeable works and insurance details.

(ii) Ensure that tenants are fully informed of both their responsibilities and the Association's responsibilities for repairs and maintenance.

(iii) Ensure that tenants are fully informed of the procedures for reporting repairs and of the procedures for seeking approval to carry out tenants' alterations/improvements

(iv) Ensure that the Board have effective overall control of and are able to monitor the repair and maintenance service of the Association.

(v) Ensure that there are guidelines for inviting, accepting and selecting contractors and clear procedures for accepting tenders for repair and maintenance work.

(vi) Maintain standard conditions of contract for repair and maintenance contracts.

(vii) Agree clear delegation of responsibilities for the authorisation, execution and monitoring of works.

(viii) Determine clear rules for the re-charging of repairs, where appropriate. For example; introduce a grading for evaluating refurbishments and applying a fixed price to particular levels of repairs, plus labour. This

would ensure that the Association would recover some costs whilst returning the property to a reasonable state of repair.

(ix) Ensure that all works are monitored periodically and to ensure that adequate funding is available to meet current and future repairs and maintenance costs.

(x) Ensure the smooth flow of information within the Association and that adequate procedures exist for dealing with emergencies.

3. REACTIVE REPAIRS SERVICE AND CUSTOMER SERVICE STANDARDS

3.1 The reactive repairs service is delivered by the Association's Property Services. Property Services Officers are tasked with a range of duties relating to the instruction, inspection and monitoring of repair and maintenance work, budget control and general administration of the service. A copy of the Association's Service Standards for the repairs service is attached to this policy at **Appendix 1**.

3.2 The Association will publicise information about the service in a number of ways, in particular on its website which will contain information indicating the division of landlord and tenant responsibility for instructing and paying for different types of repair and maintenance work. Publications such as the Newsletter and Annual Report will also be used to provide more general and practical information, including contact details and service performance statistics.

3.3 In common with its range of services, the Association endeavours to make the reactive repairs service fully accessible to all who need to use it and, as far as possible, responsive to the individual needs of service users. Tenants may inform the Association that repair work is required via telephone, letter, email, the website or in person at the office, according to their individual preference. The Association aims to implement a flexible approach to agreeing to requests for specific appointments to have repair work carried out. As a minimum standard the Association aims to arrange for appointments on specific days and/or dates, and at a time in either the morning or afternoon to suit the tenant's preference. However, if tenants miss the contractor's arranged appointment, they may be recharged the cost of the contractor's abortive time.

3.4 For all repair works carried out, the Association will ensure that good quality materials are used by repairs contractors and also that high standards of workmanship are achieved. A robust inspection and monitoring system is in place for this purpose and a copy of the Association's Inspection Framework is attached to this policy at **Appendix 2**. Similarly, the Association will maintain effective systems for monitoring contractor performance and requesting feedback from tenants on repair work carried out.

Completion Times

3.5 The Association will categorise reported faults according to the level and nature of response required. The Association will endeavour to apply a consistent approach to categorisation and ensure that Property Services staff are

appropriately trained to achieve this. It will operate three categories, each with a different target completion timescale as follows:

3.5.1 Emergency Repairs

3.5.1.1 Incidents which present circumstances that constitute a safety hazard or which make a property uninhabitable will be categorised as an Emergency. This will include, but not be restricted to, incidences of fire and flood. Work to remedy interruption to mains services eg electricity and water. "Right to Repair" items with a one-day completion time will also be placed in this category.

3.5.1.2 Contractors will be instructed to attend within 8 hours of the repair being reported and will carry out any repairs to make safe immediately on attendance. Any follow up work required will be allocated a completion category timescale that reflects the extent and nature of the work required.

3.5.1.3 The Association has arrangements in place to ensure that requests for emergency repairs can be received and responded to 24 hours a day, 7 days a week.

3.5.2 High Priority Repairs

3.5.2.1 Faults and incidents that require prompt attention, but which do not arise as a result of emergency circumstances will be categorised as High priority and completed within two days. This will include, but not be restricted to faulty electrical systems and fittings, leaking pipes, partial loss of water, and repairs required to features in communal areas including doors and roofs. "Right to Repair" items with a three or seven- day completion time will also be placed in this category.

3.5.2.2 Contractors will be instructed to complete the required repair work within two full working days (commencing the day the repair was reported).

3.5.3 Routine

3.5.3.1 All other items of non-high priority work will be categorised as Routine.

3.5.3.2 Contractors will be instructed to complete the required repair within 10 full working days (commencing the day the repair was reported).

3.6 A copy of the target timescales for each individual repair type is attached to this policy at **Appendix 3**. The Association reserves the right to amend the completion category and timescale for individual repair works to take account of unforeseen or other specific circumstances. These include, for example, a requirement to order parts and materials, very specialist works, and additional works being identified when repairs are being carried out. Any amendment to

the completion timescale will be clearly recorded in order to create an appropriate audit trail.

3.7 The Association will periodically review the completion timescales specified in relation to these categories to ensure it is operating in line with its peer group organisations, regulatory guidance and relevant good practice.

3.8 The Association will apply the same process of categorisation of defect repairs required in newly built properties. It will maintain effective working relationships with contractors to ensure as far as possible that works are carried out within the relevant timescales.

Right to Repair

3.9 The Association will adhere to the requirements of the Right to Repair scheme defined in the Housing (Scotland) Act 2001. It will have in place and publicise systems and methods of working that ensure full compliance with this. Staff members will be fully trained in implementing these. They will also be advised of the relevant statutory regulations governing the provisions of the scheme.

3.10 The Association acknowledges the particular requirement to advise tenants in writing annually of the provisions of the scheme and will use its Newsletter as the principal means of achieving this. Notwithstanding this, the Association will make information about the scheme freely accessible and available to all tenants; and advise on an individual basis, whenever the provisions of the scheme apply. The Association will maintain records which enable it to monitor and demonstrate compliance with the Right to Repair scheme.

Division of Responsibility and Rechargeable Repair Work

3.11 The Association will carry out repair and maintenance work for which it is responsible in accordance with tenancy or lease agreements. Charges will be levied where a repair becomes necessary as a result of the wilful, negligent or accidental actions of the tenant's household (rather than through fair wear and tear). A copy of the repair responsibilities of the Association and that of Tenants is attached to this policy at **Appendix 4**.

Void Properties

3.12 The Association's Void Management Policy and Procedures cover all aspects of the repair and maintenance void properties.

4. PLANNED MAINTENANCE

4.1 The Association will operate a system of planning and costing future maintenance work. This will be based on recording detailed, accurate and up to date information on its properties and their components in the Property Portfolio and in accordance with the Statement of Recommended Practice for Component Accounting.

4.2 The Association will develop its Asset Management Strategy to ensure future programmed maintenance works take into account factors such as stock popularity, designing out poor quality and or intrinsically expensive items for maintenance purposes and feed this back into new housing design through its Design Brief and Specification.

4.3 The Association will tender contracts for planned maintenance (and cyclical/ground maintenance and major repairs) work in accordance with the provisions of its Procurement Policy and Tendering Arrangements Policy and Procedures.

4.4 The Association recognises the requirements contained in the Scottish Housing Quality Standard. It will adopt a systematic approach to carrying out required inspections, investment planning and installation or remedial works, to achieve full compliance with the Standard in advance of the target date of April 2015.

5. CYCLICAL MAINTENANCE

5.1 The cyclical maintenance programme will deal with the gradual deterioration of components and finishes and will endeavour to prolong the effective life span of each property.

5.2 A comprehensive programme of cyclical inspections will be carried out at planned intervals and all maintenance work arising from these inspections will be instructed as soon as possible. The inadequate performance and/or frequency of replacement of components will be analysed and it is recognised that early replacement of these may save significant sums in reactive repairs.

5.3 Analysis of this information will assist in determining appropriate cycles, programmes and costing of work on a rolling cycle.

6. GROUND MAINTENANCE

6.1 It is the responsibility of all tenants to maintain the grounds within the curtilage of their property and any other associated ground allocated to them within their tenancy agreement.

6.2 The Association will undertake to maintain all common areas where appropriate and appoint suitable contractors to carry out the work.

6.3 Private owners and shared equity owners within housing estates will be charged a factoring fee for these works under the terms of the Factoring Policy.

6.4 The Association will maintain a comprehensive record of ground maintenance areas, inspections and works carried out.

7. MAJOR REPAIRS

7.1 Major repairs normally refer to the work required for the replacement or renewal of major building components.

7.2 This may be the consequence of ageing, defects in design, defects in construction or the failure of specified materials.

7.3 The Association will identify any major repairs work required through its regular survey programme of its housing stock and will carry out any required works as soon as possible.

8. ADAPTATIONS

8.1 The Association will support and assist the carrying out of works which will enable independent living and enhance the quality of life of tenants with particular mobility or other impairments. In doing so, it will follow its Adaptations Policy and Procedures, best practice and regulatory guidance in relation to procurement of works. It will ensure that such adaptations are carried out quickly and competently. Detailed and accurate records about adapted properties will be maintained in the Property Portfolio via the Disabled Adaptations Database to enable implementation of appropriate maintenance regimes and to enable informed decisions to be made about the future allocation of such properties to other tenants.

8.2 The Association may not be in a position to carry out adaptation work in some exceptional circumstances. This may include when:

- The location of the property or property layout and type makes it unsuitable for the long-term use of the tenant requesting the adaptation.
- Suitable alternative accommodation can be made available.
- The adaptation is technically difficult to achieve without detriment to the property and other tenants.
- Funding is not available.
- The specific advice from relevant agencies is that the proposed adaptation would not be appropriate.

8.3 In procuring adaptation work the Association will adhere to the provisions of its Procurement Policy and Tendering Policy and Procedures.

9. STOCK CONDITION SURVEYS

9.1 The Association will carry out Stock Condition Surveys on all its stock on a regular basis (our aim is to complete 20% of all stock each year) and a record of all reports kept for action and reference by all departments. These surveys will establish the level of defects in the housing stock and will assist in determining the estimated cost of repairs and maintenance in future years.

9.2 The Association will estimate average repair profiles for individual components in order that these can be projected for each type of property using life cycle costing. Repair profiles will project at least 30 years into the future.

10. ASBESTOS MANAGEMENT

10.1 The Association recognises the dangers presented by asbestos and has a detailed Asbestos Management Policy and Procedure document in place. These describe the general approach and particular steps it will take in order to meet relevant legal, health and safety and best practice requirements.

11. GAS SAFETY

11.1 The Association acknowledges that all work (including safety inspections) to be undertaken on gas appliances and fittings will be carried out by a competent person all in accordance with Section 2.9 of the Health and Safety Manual.

12. LEGIONELLA SAFETY

12.1 The Association also acknowledges that it has a duty to reduce the risk of Legionella growth to associated water systems in accordance with Section 2.13 of the Health and Safety Manual.

13. DAMP & MOULD

13.1 The Association also acknowledges that it has a duty to treat any incidents of Damp and Mould found in their properties as per the Housing (Scotland) Act 2025 and Investigation and Commencement of Repair (Scotland) Regulations 2026 which amends the Housing (Scotland) Act 2006 and the Scottish Secure Tenants (Right to Repair) Regulations 2002. The Damp & Mould Policy and Procedures outline the Association's duty and timeline for these repairs.

14. INFORMATION EXCHANGE

14.1 The Association recognises that it has a duty to keep tenants informed of repair procedures and tenant/landlord obligations in respect of repairs and maintenance. Information for tenants will be clear and precise and will incorporate:

(i) The Association's Policy on Repairs and Maintenance;

(ii) The Scottish Secure Tenancy Agreement;

(iii) Periodic Circulars/Newsletters/Letters/Communications on repairs procedures;

(v) Information on Right to Repair and Right to Improvements and Compensation.

14.2 As far as possible, tenants will be given the opportunity to exercise choice in the specification of products and works. The Association will respect the needs of tenants that are frail, vulnerable or disabled, and as far as practical, adopt flexible working practices that recognise their particular requirements.

14.3 On completion of individual works, the views of tenants involved will be sought via a tenant satisfaction survey. This information will be used to assess the performance of the Association and its contractors and to identify possible future service improvements.

15. TENANT'S RIGHT TO CARRY OUT ALTERATIONS AND IMPROVEMENTS

15.1 The Association will fully support its tenants' right to carry out appropriate alterations or improvements. Applications to carry out alterations/improvements (other than internal decoration) will be made in writing to the Association and approval will not be unreasonably withheld. A written request/standard form will be used to enable the tenant to apply for permission.

15.2 If an application to carry out an alteration/improvement is refused, the reason for refusal will be given in writing and the tenant will have the right to lodge an appeal in accordance with the Association's Appeals Procedure.

15.3 The Association may have to grant some compensatory payment in respect of improvements which are covered by the Right to Compensation for Improvement. This will be in accordance with guidelines set out in the Housing (Scotland) Act 2001/Scottish Statutory Instrument 312.

16. PERFORMANCE MONITORING AND REPORTING

16.1 The Association will maintain internal information systems which are based around ensuring effective monitoring, control and reporting of its repairs and maintenance activities. Comprehensive records of all repairs and maintenance work will be held with a view to demonstrating transparency in the way work has been carried out and authorised.

16.2 The Association will monitor repairs and maintenance performance using performance indicators as follows:-

- Number and percentage of emergency, high priority, routine and qualifying repairs instructed and completed within the Association's target timescales
- Satisfaction with repairs and maintenance services
- Number of appointments made and adhered to
- Number of properties with gas appliances that have a current gas safety certificate
- Expenditure against budget
- Total stock failing the Scottish Housing Quality Standard
- Pre and post inspections of repairs carried out

16.3 Quarterly performance, financial monitoring and statistical reports will be presented to the Board for consideration. The structure and content of these

reports will be reviewed periodically to ensure Board members are able to make informed strategic decisions.

17. EQUAL OPPORTUNITIES IMPLICATIONS

17.1 The Association, through the Repairs and Maintenance Policy, will provide services in a manner that encourages equal opportunities and complies with all relevant equal opportunities requirements. The Association's Equal Opportunities and Equalities and Diversity policies provides further information on these and the Association's general approach to equalities issues.

18. SUSTAINABILITY IMPLICATIONS

18.1 The approach outlined in this policy, working in tandem with our other housing management and maintenance policies, will ensure that the Association makes positive contributions toward the sustainability of our housing stock.

18.2 The Association acknowledges the negative impact that poorly maintained properties can have on individual households and communities and aims to ensure that, as far as is practicable, our housing stock will be maintained in excellent condition. Our Repairs and Maintenance Policy and the associated procedures emphasise high quality responsive and planned maintenance services and a customer-centred approach. The overall aim is to maintain the long-term sustainability of our properties and the successful occupancy of our stock.

19. RISK MANAGEMENT

19.1 Risk arises from the Association's Repairs and Maintenance Policy in a number of respects:

- failure to comply with relevant legislation resulting in possible legal challenges
- failure to comply with regulatory guidance
- maintenance costs exceeding budget levels
- injury to residents or staff resulting from problematic repairs and maintenance works
- early component failure

19.2 Given the importance of these risks, it is recognised that these have to be effectively managed. This will be achieved through the cyclical review of the Repairs and Maintenance Policy and the associated procedures, to ensure compliance with all legislative requirements and regulatory and best practice guidance. The Association will also consult with tenants as a key element of this review process. Furthermore, appropriate training opportunities will be made available to members of staff to ensure high standards of service are

maintained. Budget monitoring and progress with repairs and maintenance works will be the subject of regular reporting to the Board.

19.3 As regards financial management issues, the Association will ensure adequate financial resources are in place to support the delivery of all its repairs and maintenance services. In doing so it will comply with its Financial Regulations and Scheme of Delegated Authority.

20. COMPLAINTS

20.1 Any tenant may submit a complaint using the Association's Complaints Handling Procedure if it is felt that the Association has failed to correctly apply this Repairs and Maintenance Policy.

21. GENERAL DATA PROTECTION REGULATIONS

21.1 The Association will treat your personal data in line with our obligations under the current data protection regulations and our own policies and procedures.

21.2 Information regarding how your data will be used and the basis for processing your data is provided in the Association's Privacy Policy.

22. REVIEW

22.1 This document will be reviewed by the Board or Sub-Committee set up for that purpose in accordance with the requirements of the Association's Register of Policies and Procedures.

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LOCHALSH AND SKYE HOUSING ASSOCIATION

SERVICE STANDARDS

Responsive Repairs & Re-lets

We will ……

- Provide a variety of simple and convenient ways for repairs to be reported
- Advise tenants of their repairs and maintenance responsibilities
- Recharge tenants the cost of any repairs that are their responsibility or have been caused by their neglect of the property
- Provide an out-of-hours emergency service
- Send tenants confirmation of all repairs – including time scale for completion and contractors contact numbers
- Carry out:

  Emergency repairs within 8 hours
  High priority repairs within 2 full working days
  Routine repairs within 10 full working days
  Standard Void Repairs within 10 full working days

- Ensure a convenient appointment is made in the morning or afternoon when attending to non emergency repairs
- Ensure that contractors have personal identification, carry out works within the timescales and tidy up after completing works
- Offer appointments as required for inspections
- Provide opportunity for tenants to comment on the quality of completed works
- Advise tenants of the extent and cost of repairs that are their responsibility before they have left the property at the end of their tenancy
- Advise tenants of the minimum letting standards for their property and seek feedback on their satisfaction with the condition of their new home
- Ensure there is a valid EPC (Energy Performance Certificate) and other relevant information in the property
- Inspect a minimum of 10% of completed repairs and re-let properties to check the quality of the completed works

Tenants must ……

- Keep their home in a reasonable state of cleanliness and good decorative order
- Report repairs or faults in their own home or in the common areas as soon as possible
- Allow staff access to inspect their property when required
- Make sure our contractors can gain access to carry out repairs and maintenance
- Carry out repairs that are their responsibility

Improvements and Alterations

Tenants must ……

- Always ask our permission in writing before they start any improvement work – a form is available to allow tenants to apply for this permission
- Carry out the work to the guidelines we give and supply any certifications, permissions and approvals requested from third parties
- Allow staff access to inspect the alterations / improvements carried out
- Contact us prior to moving out to agree if any improvements / alterations carried out can be left at the end of their tenancy
- Re-instate or replace the original fixtures and fittings where advised to do so

We will ……

- Not unreasonably refuse permission for any alterations or improvements
- Advise tenants in writing of any Standard Conditions, restrictions or rights to compensation where they are given permission for alterations or improvements. Rights to compensation are dependent on quite strict conditions which have a descending scale according to the age of the installation. Plus, proof of original installation costs and Invoices must be available for evaluating costs.
- Inspect, where appropriate, before or after alterations or improvements have been carried out to ensure the work is done to a reasonable standard
- Give a decision within 10 days of receipt of a request to undertake an alteration and state the reasons if permission is refused
- Ask tenants to remove or reinstate any unauthorised alterations / improvements. If tenants fail to do this and we are required to carry out this work, they will be recharged the cost of the work

Planned Maintenance and Servicing Contracts

We will…..

- Publish plans in advance in our newsletter and website when we are undertaking major maintenance work and ensure this information is regularly updated
- Consult with tenants about the works being planned
- Advise how the work will affect the tenant and their occupation of the property
- Wherever possible give tenants a choice in colour, design, finishes
- Advise when work will commence and how long it will take, ensuring works are carried out at reasonable times
- Issue relevant details about each contract, e.g. contractors name and contact numbers
- Provide a named member of staff to manage and answer queries or problems associated with a contract
- Inspect all works individually at the end of the contract
- React to tenant satisfaction comments resolving any problems
- Advise tenants of planned maintenance works completed each year
- Advise tenants of the contribution we may make towards any disturbance they have experienced when improvements are made

- In exceptional circumstances find tenants alternative accommodation and assist tenants to move if required for major improvement works
- Carry out Electrical Safety Inspections every five years and any other Landlord safety obligations
- Ensure we maintain the common areas and advise tenants, when requested, of the scope terms of our ground's maintenance contract

Tenants must….

- Allow staff and contractors reasonable access to their property to plan and carry out planned maintenance programmes
- Allow access for Electrical Safety Inspections to ensure the safety of services and appliances in their home as required
- Advise us of any problems or omissions with any of our contracts

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REPAIRS INSPECTION FRAMEWORK

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1. Overview

1.1 The Association has clear aims to provide the highest levels of satisfaction to all tenants living within our properties whilst ensuring that the service that is delivered covers the individual needs and expectations of our tenants. We also aim to ensure that our services are consistent and achieve value for money.

1.2 This framework is designed to ensure that the Association provides a level of consistency in the way in which the organisation undertakes pre and post repairs inspections and that our efforts are focused on four key areas.

i) Tenant need and expectation
ii) Health & Safety
iii) Quality
iv) Cost control and value for money (VFM)

1.3 The Association also understands that many of our tenants have different needs and requirements. This may be in the form of reassurance and guidance from a member of our staff prior to allowing any repair work to be completed in their home. As a result, our staff are trained to treat each repair request on its merits and will, on occasions, arrange for a Property Services Officer or other designated Officer to visit a tenant first if this is considered the most appropriate course of action.

2. Pre inspections

2.1 We understand the need for our Property Services staff to have technical expertise to undertake assessments on our properties and determine the appropriate repair action to be taken. Our staff are trained and provided with guidance on the various types of scenario that may require a pre inspection and more details of this can be found in **Appendix A.**

2.2 The Association's Technical Manager and Property Services Officers are responsible for all the reactive repairs requirements of our housing stock and will undertake all technical inspections and make decisions on any appropriate repair work to be completed.

2.3 Our target for the number of technical pre inspections we will undertake is a minimum of 10% of all the reactive repair work the Association instructs.

2.4 All pre inspections will have a target of within 7 working days to be completed from point of contact from the tenant and on all occasions an appointment will be made by Property Services in advance of the visit.

2.5 If a pre inspection is required this will not alter the overall priority timescales we set ourselves to complete a repair, therefore the days taken to inspect a problem will be deducted away from the overall repair priority when the actual repair is finally ordered. For example, if a repair is considered routine with a 10 day target, and it took 4 days to carry out a pre inspection, the target for the contractor to carry out the works would be 6 days.

2.6 In general the Association will pre inspect the following:-

- Any reported structural defect that has the potential to cause harm or to deteriorate rapidly
- Reports of damp and/or mould
- Requests for new fencing or for works on garden drainage problems
- Reports of defective or broken fixture and fittings such as a bath or sink unit.

A more detailed schedule of what the Association will and will not pre-inspect can be found in **Appendix A**.

3. Post Inspections

3.1 The Association aims to provide high levels of customer satisfaction through the services which we deliver to our tenants, and we appreciate that the repairs and maintenance services are viewed as one of the most important in terms of tenant's expectations. As a result, Property Services staff will undertake a number of post repair inspections to ensure that the quality of repairs completed on our properties are of a high standard and that our contractors are providing us with a value for money service.

3.2 Property Services will carry out post-completion quality inspections of a repair to ensure that the quality is of a high standard and the invoice value is acceptable under our contractual arrangements.

3.3 We will undertake to complete a minimum number of post inspections based on a random 10% sample of all completed reactive repairs. From the selected sample Property Services will contact the tenant to arrange a suitable date and time for a post-inspection visit.

3.4 The outcomes of the inspection will be recorded in our systems Property Portfolio including an assessment of the overall quality of the completed repair and will take into account the views of the tenant. This data will allow the Association to monitor trends and to feed back performance to our contractors.

3.5 The overall quality percentage for post inspections will be reported at our monthly Development and Property Services meeting. Specific trends and performance of individual contractor's performance will be monitored at this meeting.

3.6 As standard, the Association will also post inspect 100% of repairs that meet one of the following criteria. These inspections will normally be carried out by the Technical Manager or other designated Officer.

- A completed repair that resulted in a complaint being lodged with the Association
- A completed repair with a cost/order variance of greater than £500
- Repairs completed that have been subject to a claim with the Association's insurers.

4. Alteration Requests

4.1 The Association has in place a procedure to allow tenants to apply for permission to undertake alterations or additions to their homes. This inspection framework outlines in which particular circumstances we will carry out an inspection of that request in order to determine whether it is safe and/or permitted.

4.2 The requests which we will inspect include:

- A request to make structural changes to a property. For example, removing an internal wall
- Requests from a tenant to install their own fencing to replace an existing boundary fence
- Loft renovations/conversions
- Requests to install a tenant's own style of external door
- Requests to fit a tenant's own bathroom or kitchen suite
- Requests to install tenants' own fireplaces
- Installation of electric vehicle charging
- Use of solar panels

4.3 Requests in which we will tend not to inspect but still grant permission where it is possible to do so:

- Installation of a satellite dish (dependant on building and location)
- Requests to make minor alterations
- To fit an additional kitchen wall or base unit
- To install shelving in a cupboard space
- To replace a gate with tenants own
- To replace door handles with tenants' own choice
- To make minor alteration to the garden layout where the land is owned or adopted by the Association and there is no concern of impact on neighboring ground or property.

5. Voids Inspections

5.1 The Association's void management arrangements are clearly documented within the Voids Management Policy, however, as standard, we will aim to inspect 100% of void properties on the day the property becomes vacant and take a video recording, which may trigger additional checklists to be completed as per 5.3. This is to ensure that all necessary repairs are identified and allocated to the appropriate contractor in advance of a property being allocated to a new tenant.

5.2 We will also carry out post quality inspection checks on 100% of void properties upon completion of repair works. This is to ensure that a property meets the Association's "Lettable Standard Document" which describes in detail the condition that a property must attain before being handed over to a new tenant. A final video recording should be taken as an audit trail record of the condition before letting. A copy of the Tenant's Letting Standard Checklist (**Appendix B**) should be left in the property for them to review and amend as necessary at sign up. Any follow-up action identified must be passed to Property Services.

5.3 A more detailed inspection is completed in exceptional circumstances (where significant voids works are needed) to complement a void assessment video record before a property is considered "ready for let".

Appendix A – Works that the Association will or will not carry out a technical pre inspection on:-

Repair Description	Pre-Inspection Required	Repair can be raised direct with a contractor
EXTERNAL		
Structural damage	✓	
Rainwater goods		✓
Fascias, soffits, bargeboard	✓	
Chimneys	✓	
Pointing and minor brickwork	✓	
Brick wall replacement or rebuild	✓	
Roofing tiles		✓
Concrete canopies	✓	
Coping stones	✓	
Uneven pathway	✓	
Rotary driers		✓
Fence replacement	✓	
WINDOWS		
Window repairs		✓
Window replacements	✓	
Glazing		✓
Window ironmongery		✓
DOORS		
Door entry systems		✓
Door frame replacement	✓	
External door replacement	✓	
Internal door replacement	✓	
Replacement ironmongery		✓
Locks and hinges		✓
Door numerals		✓
Door thresholds		✓
Ease and adjust door		✓
Communal doors		✓
GENERAL JOINERY		
Skirting and architrave		✓
Floorboards		✓
Joists and stairs		✓
Bannister and handrail		✓
Dado / picture rail		✓

Repair Description	Yes – Pre-Inspection Required	No – Repair can be raised direct for the contractor
ELECTRICAL		
Sockets and light fittings		✓
Thermostats		✓
Heating failure		✓
Fireplace breakdown		✓
Fireplace renewal	✓	
Security lights		✓
Doorbells (mains wired)		✓
Heating controls		✓
Smoke detectors		✓
Carbon monoxide detectors		✓
PLASTERWORK		
Floor and wall tile repairs		✓
Floor or wall tile replacement to large area	✓	
Plaster patching		✓
Major plastering	✓	
Artex repairs	✓	
Damp proof failure	✓	
Mould growth	✓	
PLUMBING		
Minor leaks		✓
Replacement taps		✓
Bath replacement	✓	
Wash basin replacement	✓	
Toilet replacement	✓	
Silcone sealant		✓
Blockages to internal wastes		✓
Blocked drains		✓
Shower repairs		✓
Shower replacement	✓	
ALTERATION REQUESTS		
Structural changes	✓	
Installation of a sky light	✓	
Loft renovation	✓	
Install tenants fencing	✓	
Request to alter garden layout	✓	
External door replacement	✓	
Replacement bathroom or kitchen	✓	
Fireplace	✓	
Satellite dish		✓
Additional kitchen units		✓

Shelving		✓
Gates		✓
Door handles		✓
Garden sheds		✓
Minor alteration to garden layout		✓

Appendix B – Tenant's Letting Standard Checklist:-

WELCOME

It's our priority to make sure your new home is clean, safe and secure when you move in.
So, please take a few minutes to go through this checklist with a staff member – so we can be sure your new home is up to standard.

Overall standards

	Front and back door locks will be changed. Keys for back doors, communal doors, garages and window locks will also be provided, where appropriate
	The inside of the property is ready for you to decorate
	Taps, water supply and controls work
	If there's a staircase, it has a secure banister
	Floors and any stairs are safe
	Windows (plus frames) and doors are safe, secure and open and close freely, they are also wind and watertight
	Electricity meters are working, free from debt, or we will arrange this for you

The kitchen

	Kitchen units are clean, with doors and shelving in good working order
	There's at least one double base unit and one double wall unit in your kitchen
	There are power sockets fitted in your kitchen
	There's space for a cooker, fridge freezer and, where possible, a washing machine plus the sockets and plumbing that are needed for them to work
	There is adequate ventilation (via window or extractor fan) in the kitchen and the extractor fan, if fitted, is clean and working
	The sink, taps and plug holes are clean and work properly

The bathroom

	The wash hand basin, bath and toilet are the same colour,
	All sanitary ware, panelling and tiling is fitted securely, is clean, works well and doesn't leak
	There is adequate ventilation in the bathroom (via window or extractor fan) and the extractor fan, if fitted, is clean and working
	The wash hand basin, bath taps and plug holes are clean and work efficiently
	The wash hand basin and bath have a plug, and the waste pipes are clear and work well

Outside your home

- [ ] The garden and any sheds or outhouses, if you have one, are safe and free from rubbish
- [ ] There's no graffiti on external surfaces, like walls
- [ ] Pathways and driveways, within the boundary of your property, are safe

Cleaning and decorating

- [ ] The walls, floors, cupboards, surfaces and the inside of the windows are clean
- [ ] Any dangerous or damaged items left by the previous tenant - or any items that they have left (not agreed with you) have been removed
- [ ] The property is free of all known infestations. There is no presence of damp or mould. We'll give you advice to prevent condensation problems
- [ ] Woodwork, such as skirting boards, doors and windows are in a good condition
- [ ] The property, including the loft, if there is one, will be free from rubbish
- [ ] Decoration Packs may be given for any decorations that we both agree are needed

Health and safety

- [ ] Smoke and heat alarms are fitted and work
- [ ] Where installed, the carbon monoxide detector has been tested and is operational
- [ ] All systems and appliances have been checked to make sure that they are working and are safe
- [ ] A Gas Safety Certificate (if applicable) is provided, and an electrical test has been carried out
- [ ] An Energy Performance Certificate will be provided for the property (current EPC's are acceptable for 10 years)

Outstanding issues

The following issues with your property will be attended to soon:

Name

Address

Signature

Appendix 3

BUIDHEANN TIGHEADAS LOCH AILLSE AGUS AN EILEIN SGITHEANAICH LTD
LOCHALSH AND SKYE HOUSING ASSOCIATION

REPAIR TIMESCALES

Repair Description	Emergency Repair (8 hours)	High priority Repairs (2 days)	Routine Repair (10 days)	Exceptions
Plumbing				
Dripping taps			✓	
Leaking tap when used		✓		
Blocked sink or basin	✓			
Loose taps		✓		
Replacement taps		✓		
Blocked WC	✓			Possible chargeable repair
Blocked WC due to tenant negligence	✓			Possible chargeable repair
Leaking WC	✓			
Replace flush handles	✓			
Toilet difficult to flush	✓			
Ball valve to tank		✓		
Leaking overflow		✓		8 hours if excessive
Broken toilet seat		✓		Tenants' responsibility
Joinery				
Gain access for tenant due to faulty lock	✓			
Gain access due lost keys by tenant	✓			Possible chargeable repair
Renew faulty door lock if only means of security	✓			
Renew faulty door lock if two forms of security on door		✓		
Insecure door	✓			
Renew internal door			✓	
Replace door handles		✓		
Timber skirting board			✓	
Architrave and frames			✓	
Loose floorboards		✓		

Repair Description	Emergency Repair (8 hours)	High priority Repairs (2 days)	Routine Repair (10 days)	Exceptions
Electrical				
Faulty light fittings		✓		
Faulty sockets		✓		
Immersion Heaters		✓		
Thermostats		✓		
Aerial sockets			✓	
No lighting single room		✓		
No power	✓			
Partial power loss		✓		
Dangerous wires	✓			
Corridor lights out		✓		
Security lights		✓		
Faulty shower with bath		✓		
Faulty shower no bath	✓			
Replacement trunking			✓	
Smoke alarms		✓		8 hours if communal area
Communal areas				
Lift not working	✓			
Communal light out			✓	
All communal lights out		✓		
Emergency lighting		✓		
Security lights		✓		
Door entry system		✓		
Loose handrail		✓		
No TV reception		✓		
Rotary driers			✓	Tenants' responsibility
Uneven path dangerous		✓		
Uneven path not dangerous			✓	
Heating				
Total failure during winter	✓			
Total failure during summer	✓			
Partial failure		✓		
Radiator leaking		✓		
Storage heater replacement		✓		

Repair Description	Emergency Repair (8 hours)	High priority Repairs (2 days)	Routine Repair (10 days)	Exceptions
Windows				
Broken glass	✓			
Cracked glass		✓		
Loose window		✓		
Window won't close		✓		8 hours if ground level
Faulty handle		✓		
Leaking window		✓		
Loose window cill			✓	
Broken vent			✓	
Roofs				
Moss removal			✓	
Roof felt replacement			✓	
Loose tiles		✓		8 hours if immediate danger
Make safe after storm	✓			
Rain penetration		✓		
Major roof repair			✓	2 days if unsafe
Replace broken slates			✓	2 days if unsafe
Rebed ridge tiles			✓	2 days if unsafe
Flashings			✓	
Water				
No hot water	✓			
No cold water at all	✓			
No water to single tap		✓		
Faulty stop tap		✓		8 hours if it will not turn off
External				
Damaged fencing		✓		2 days if dangerous
Renew fencing			✓	
Damaged gate		✓		
Loose paving not dangerous		✓		8 hours if in main walkway
Trip hazards		✓		8 hours if in main walkway
Renew flag stones			✓	
Pointing			✓	
Guttering repairs			✓	

BUIDHEANN TIGHEADAS LOCH AILLSE AGUS AN EILEIN SGITHEANAICH LTD
LOCHALSH AND SKYE HOUSING ASSOCIATION

REPAIRS RESPONSIBILITY

Repair Description	Association	Tenant	Exceptions
Communal Areas			
Lifts and Stairs	✓		
Redecoration	✓		
Tenants own decorations		✓	
Communal facilities	✓		
Roof			
Chimneys and Stacks	✓		
Roof Structure and covering	✓		
Guttering, rainwater pipes	✓		
Fascias, Soffits, Barge board	✓		
Walls and Canopies			
External walls and render	✓		
Foundations	✓		
Concrete canopies	✓		
Door canopies	✓		
Coping stones	✓		
Tenants own garden features		✓	
Windows and doors			
Window frames and cills	✓		
Glazing	✓		
Glazing when caused by criminal damage and reported to the police	✓		
Glazing when damaged by tenant/visitor		✓	
Window ironmongery	✓		
Door entry systems	✓		
Door frames	✓		
External doors	✓		Tenant responsibility if intentional damage
Internal doors	✓		Tenant responsibility if intentional damage
Threshold strips	✓		
Door locks and ironmongery	✓		
Damaged locks by tenants	✓		
Additional Keys	✓		
Gaining entry (lost keys)	✓		
Letter plates	✓		

Repair Description	Association	Tenant	Exceptions
Pipes and drains			
Soil and vent pipes	✓		
Drains and gully surrounds	✓		
Gully grids	✓		
Manhole covers	✓		
Blocked drains	✓		Rechargeable if due to negligence
Underground bursts	✓		
Gardens and Boundaries			
Individual garden maintenance		✓	
Communal gardens maintenance	✓		
Dividing walls or fence (if owned by Caledonia)	✓		
External fencing owned by LSHA	✓		
External fencing installed by tenant		✓	
Gates if owned by LSHA	✓		
Paths, steps and other means of access	✓		
Rotary lines		✓	
Concrete line posts	✓		
Inside your Home			
Windows			
Internal cills, UPVC or timber	✓		
Skirting boards	✓		
Window vents	✓		
Internal Doors			
Door handles and latch	✓		Tenant responsibility if own installed
Easing and adjusting	✓		
Walls			
Internal walls	✓		
Major plaster repairs	✓		
Minor plaster repairs	✓		
Hairline cracks in plaster		✓	
Wall tiles	✓		
Regrouting	✓		

Repair Description	Association	Tenant	Exceptions
Floors			
Concrete floors	✓		
Vinyl floors tiles	✓		
Loose floor covering	✓		
Floorboards and joists	✓		
Carpets and laminates		✓	
Door strips		✓	
Ceilings			
Repairs and renewals	✓		
Hairline cracks		✓	
Patch repairs	✓		
Artex ceilings, patch repairs	✓		Tenant responsibility if installed privately
Artex full ceiling		✓	
Fireplaces			
Fire surrounds	✓		
Chimney sweeping		✓	
Replacement fires due to fault	✓		
Tenants' choice fireplace		✓	
Staircase			
Stairs	✓		
Bannister and handrails	✓		
Gloss painting		✓	
Bathroom			
Bathroom suite	✓		
Bath panels	✓		
Airing cupboard shelves		✓	
Internal pipe boxing		✓	
Toilet roll holders		✓	
Shower curtains		✓	
Kitchen			
Kitchen cupboards and units	✓		Tenant responsibility if due to negligence
Draws and doors	✓		Tenant responsibility if due to negligence
Handles and plinths	✓		
Catches and hinges	✓		
Worktops	✓		

Repair Description	Association	Tenant	Exceptions
Electrical Items			
Electrical wiring and trunking	✓		
Hard wired smoke alarms	✓		
Battery smoke alarms		✓	
Plugs to appliances		✓	
TV aerial sockets	✓		
TV aerials	✓		
Sockets and switches	✓		
Consumer units	✓		
Storage heaters	✓		
Electric fires	✓		
Electric meter and supply	✓		Tenant responsible for supplier
Immersion heaters	✓		
Cookers if owned by Caledonia	✓		
Disconnection and reconnection of cookers		✓	
Extractor fans	✓		
Doorbells hard wired	✓*		*Please note we will replace your hard-wired bell with a battery operated one
Battery doorbells		✓	
Reset trip switches		✓	Recharge if contractor called out of hours
Plumbing			
Water service pipes, overflows and tanks	✓		
Blocked sinks, baths, basins	✓		Possible chargeable repair
Taps, stop taps and wheel valves	✓		
Blocked toilets, first time only	✓		Possible chargeable repair if problems persist
Blocked toilets due to tenant neglect	✓		Possible chargeable repair
Sink units	✓		
Toilet flushing mechanism	✓		
Toilet seats		✓	
Shower trays	✓		
Blocked level access shower	✓		
Plugs and chains		✓	
Showers if owned by LSHA	✓		
Tenants own shower		✓	
Silicone Sealant	✓		
Bleeding of radiators	✓		
Shower heads and hoses		✓	

Repair Description	Association	Tenant	Exceptions
Home energy efficiency			
Draught proofing to windows and doors	✓		
Hot water cylinder jackets	✓		
Loft insulation	✓		
Cavity wall insulation	✓		
Energy efficient light bulbs		✓	
Lighting			
Light bulbs		✓	
Florescent light bulbs		✓	
Security lighting	✓		
Tenants own security light		✓	
Light pendants and fittings	✓		
Redecorations			
Internal redecoration		✓	
External redecoration (5-year program)	✓		
Glossing and staining		✓	
Redecoration after fire damage	✓		If works to be completed through insurance

Pest Control – The Association will only deal with pest control in limited circumstances. For more information see section 5.9 of the Estate Management Policy.

Tenant's responsibility exceptions: vulnerability
Where a tenant indicates that they will have difficulty in carrying out tenant responsibility repair works themselves because of a disability or a physical or mental health impairment, the Association will undertake the repair. This will be done only in exceptional circumstances and where the tenant has no other relatives who could reasonably be expected to undertake the work.

SCHEDULE OF REVISIONS		
DATE	REVISION No.	DETAILS
20/05/2015	1.1	New Section added in – GAS SAFETY
20/05/2015	1.1	New Section added in – LEGIONELLA SAFETY
13.11.2019	V2	ADDED: Cover page – new SHR Standards of Governance and Financial Management
13.11.2019	V2	ADDED: NEW Point 20 - **GENERAL DATA PROTECTION REGULATIONS**
26.07.2022	V2	APPENDIX 4 : **DELETED** - **Pest Control** – this is the responsibility of The Highland Council Environmental Health Department and you may be charged for this service. The Association will only deal with pest control in communal areas. HAS BEEN AMENDED TO:- **Pest Control** –The Association will only deal with pest control in limited circumstances. For more information see section 5.9 of the Estate Management Policy.
18/11/2024	V2.1	AMENDED – Re-classify “Urgent” to “High Priority”; Update Stock Condition Surveys to 20% per year[9.1]
18/11/2024	V2.1	APPENDIX 1 – UPDATED detail of Rights to Compensation.
18/11/2024	V2.1	APPENDIX 2 –2.6 – UPDATED Pre-inspection requirements; 4.3 – UPDATED minor alterations to garden layout; 5 – UPDATED inspection target and requirements for void properties, and ADDED link for Lettable Standard Document, ADDED APPENDIX B – Tenant’s Letting Standard Checklist
15/09/26	V2.2	ADDED: Section 13 for Damp & Mould Policy and then increased numbering from Information Exchange onwards.