



MAINTENANCE POLICY

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REACTIVE REPAIRS, CYCLICAL & PLANNED MAINTENANCE POLICY

1.0 INTRODUCTION

- 1.1 This policy describes our arrangements for ensuring that our properties are well maintained and kept in good and safe repair, both for the benefit of existing tenants and to maximise the long term life of each property.

This Policy should be cross referenced with the following Policies and Procedures:

- Financial Regulations
- Completion of Work Orders
- Jobs Awaiting Completion
- Repair Reporting #Procedure
- Post Inspection Procedure
- Stage 3 medical Adaptations Procedure
- Right to Repair Procedures
- Rechargeable Repairs Procedures
- Input of Tenant Satisfaction Surveys onto SDM
- Defects Liability Period Repair Procedure
- Allocations and Voids Policy
- Gas Servicing Procedure
- Complaints and Comments Policy and Procedure
- Tenant Participation Policy and Strategy
- Procurement Policy
- Tendering Procedures
- OVHA & Tenant Repair Responsibilities
- Repair Timescale

- 1.2 In implementing this policy, our objectives will be to:
- Comply at all times with all current legal requirements, codes of good practice and Scottish Housing Regulator Guidance Notes
 - Provide a prompt, economic and efficient reactive repairs service, including an out of hours emergency service, for all our tenants
 - Establish and maintain a comprehensive and systematic programme of cyclical and planned maintenance
 - Allocate work only to contractors who are competent, financially sound and can achieve the standards we require
 - Achieve high standards of customer care and satisfaction by monitoring our contractors' performance regularly and enabling tenants to comment on every repair undertaken

- Minimise the proportion of expenditure on day-to-day repairs, and maximise investment in planned maintenance
- Provide a 'value for money' service by seeking competitive quotes or tenders for all contract work, and/or by developing 'partnering' arrangements with contractors who are able to deliver a high standard of service
- Provide opportunities for tenants to be involved in the decision making process, in accordance with our tenant participation policy and strategy, when we review this policy or any of the related procedures which directly affect tenants
- Ensure that all of our tenants are given clear information on the division of responsibility for repair and maintenance between ourselves as landlord and themselves as tenants
- Ensure that all internal procedures supporting this policy are clear, comprehensive and available to all staff, enabling a consistent approach to managing, implementing and budgeting all aspects of our repairs and maintenance service
- Develop an Asset Management Strategy

1.3 This policy complies with Scottish Housing Regulator Performance Standards AS2.1, AS2.2, AS2.3 and AS2.4.

AS2.1 Repairs We provide an efficient and effective responsive repairs service for our tenants.

AS2.2 Stock management We follow sound stock-management strategies to ensure our houses are in demand, maintained, modernised and adapted as people's needs change.

AS2.3 Lifetime maintenance We know the condition of our houses, how far they comply with the Scottish Housing Quality Standard (SHQS) and the nature and extent of any failures. We have deliverable and affordable plans for their lifetime maintenance and improvement and can achieve the SHQS by 2015. We are delivering maintenance programmes efficiently and effectively.

AS2.4 Adaptations We are responsive to the particular needs of applicants and the changing needs of existing tenants, and we adapt our properties efficiently to meet these needs. We have good records about the adapted houses we own.

2.0 AUTHORITY AND CONTROL

2.1 The Board is responsible for:

- Approving the overall policy for repairs and maintenance;
- Approving the overall budget for repairs and maintenance as part of the annual budget setting process;
- Monitoring expenditure against budget for day-to-day repairs, cyclical and planned maintenance.

- 2.2 The CEO has delegated authority from the Board, for implementing this policy, developing and implementing the procedures that support the policy, and for the management and administration of the repairs and maintenance service.

Authorisation of Expenditure

- 2.3 Authorisation of expenditure on individual repair or maintenance items, within the overall annual budget, is delegated to individual members of staff. The current levels of delegated authority are specified in the Financial Regulations. These levels will be reviewed regularly, particularly with regard to the impact of inflation on cost levels.

Estimates, Quotations and Tenders

- 2.4 The cost levels for each item of work above which an estimate, quotation or tender must be obtained is specified within the Financial Regulations & Tendering Procedures. These levels will be reviewed regularly, both to take account of inflation and also to take into the results of any review of our policy and procedures on placing orders for goods and services.

3.0 MAINTENANCE RESPONSE

- 3.1 OVHA maintenance response policy aims to minimise the uncertainty surrounding when repairs will be carried out, the inconvenience caused by undertaking repairs and the number of "no access" calls made by contractors. This is achieved by advising what action, if any, is to be taken i.e. the work is to be inspected, tenant recharged, defect noted, tenant advised or repair ordered.
- 3.2 Response times are one of the principle areas in which the Association and their contractors' performance will be measured. Data is recorded on date reported, ordered and completed. In this way the progress of each maintenance report can be traced and delays detected. This will help to identify areas which require improvement. Delays reported to the Association by contractors i.e. parts on order etc. will be notified to the tenant.
- 3.3 OVHA maintenance policy aims to promote good standards of care by tenants and clarify the position with regard to who is responsible for each type of repair that is likely to occur. This

should clearly inform tenants of their rights and responsibilities and reduce the occurrence of disputes.

4.0 REACTIVE REPAIRS

Definition

- 4.1 Reactive repairs covers all routine 'breakdown' repairs and repairs for faults which cause an inconvenience or a safety risk that are reported by a tenant, or a member of staff,

Response Times

- 4.2 Reactive repairs are prioritised according to their urgency, with a set response time for each category approved by the Board, through consultation with our tenants and publicised through the Tenant Handbook, the Newsletter and on the Association's Web Site. These timescales are detailed on Annex 2.

Ordering of Repairs

- 4.3 Reactive repairs will be ordered by a member of staff using an official works order. Full details of the ordering process are contained in the Repair Reporting Procedure.

Emergency Repairs

- 4.4 We define an emergency as a problem, which is a threat to life or property, i.e. it is a problem that may pose a serious threat to the health, safety or security of the tenant and their household, or to the security or integrity of the property (please refer to the Emergency Repair Guide for a list of emergency repairs)
- 4.5 During office hours staff will contact the appropriate Contractor and arrange for the work required to be carried out within the set response time. Repairs may be ordered immediately by any member of staff. The repair must be e-mailed to the contractor, then followed by a telephone call to confirm receipt.
- 4.6 Emergencies can be reported out of hours by calling the OVHA telephone line and being offered a choice to be forwarded to the emergency contractor.

Void Repairs

- 4.7 We will carry out the repairs required following the termination of a tenancy to ensure that a property is 'fit to let' according to the Associations letting standard. Minor works may be carried out after the tenant has moved into the property. Where appropriate, we will ensure that the costs of any work that should

have been carried out by the former tenant are charged to them.

- 4.8 We will carry out all necessary gas and electrical safety checks and ensure that any resulting repairs are carried out before the property is re-let.
- 4.9 We will ensure that all repairs etc. are carried out within our target timescales for Void properties as detailed in Annex 2.

Defects

- 4.10 Faults which occur within defect liability periods will be attended to by the contractor who carried out the work i.e faulty unit door following kitchen replacement. The fault should be reported to the housing office who will pass the job to the contractor.

Inspections

- 4.10 We will inspect a repair prior to arranging for work to be carried out where clarification of the problem is required or where there is a history of the same problem being reported.
- 4.11 We aim to inspect 10% of completed repairs, carried out by our Technical Officer as part of our monitoring of contractors' performance. This is outlined in the Post Inspection Procedure.

Job Completions

- 4.12 On receiving details on job completion dates, the system must be updated following instructions in 'Input of Work Order Completion Dates'.
- 3.12 Monthly reports will be produced which show jobs awaiting completion as explained in our Jobs Awaiting Completion Procedure.

5.0 CYCLICAL MAINTENANCE

Cyclical painting

- 5.1 The external painting of windows and doors, the internal painting of communal areas and the cleaning and painting where required of external rainwater gutters and downpipes, carried out under a planned programme covering every property over a five year period.

- 5.2 The purpose of the cyclical painting programme is to ensure that all painted areas, both external and, where appropriate, internal, are kept in a good condition
- 5.3 We will carry out pre contract inspections of properties included in the annual programme to ascertain painting requirements, to ensure that painted areas remain in good condition and not deteriorate during the 5-year period of the total programme.

Gas servicing

- 5.4 To comply with current legal requirements, all properties will have an annual inspection and service of all landlords gas appliances, including associated pipework, fire, boiler etc. Details of related procedures are contained within the Gas Procedure <https://docs.google.com/document/d/19dIH7UNf3E9axXjvjGRg1VVq7lq6cBrT5CUllvrQBM/edit>

Other Work

- 5.5 Other cyclical work, such as cleaning of gutters, will be carried out as identified by the Association.

6.0 PLANNED MAINTENANCE

Definition

- 6.1 Planned Maintenance is the replacement of items in a building which have come to the end of their useful life, where the replacement can be predicted and planned for and where the new items are either of a similar or higher standard. The purpose of the planned maintenance programme is to obtain full value from our properties by ensuring that the life of each property is maximised.

Objectives

- 6.2.1 The major objectives of the programme are:
- To establish an appropriate and comprehensive information base, enabling us to have a detailed knowledge of our properties, their components, and identify future planned maintenance requirements;
 - To establish priorities which ensure maximum value for money and the most effective use of resources;

- To ensure that adequate sources of finance are available;
- To ensure that best maintenance practice is utilised, to maximise value for money;
- Where appropriate, to incorporate the principles of 'sustainability' in the choice and use of materials etc.

Process

- 6.3 The current condition of building components and finishes will be assessed through a system of sample inspections (stock condition surveys) every 5 years. The results of the stock condition surveys will be incorporated into an ongoing programme of planned maintenance or improvement works, broken down into annual sections for approval by the Management Committee each year
- 6.4 Funding proposals will be submitted to the Board for inclusion in the annual budget - setting process. The Board may amend the proposed programme by delaying or bringing forward particular elements of work.
- 6.5 The stock condition survey results will also feed into the Association's 30-year Plan and provide estimates of the cost of future maintenance requirements.

7.0 MAJOR REPAIRS

Definition

- 7.1 Major Repairs refers to work required to bring a property up to an acceptable standard, due to the unforeseen failure of a building component.

Process

- 7.2 The need for major repairs will normally be identified as a result of significant damage to a property or group of properties, or following routine inspections as part of the cyclical painting or planned maintenance programmes.
- 7.3 The need for major repairs may also result from a change in legislation requiring work that had not previously been anticipated or planned for.

8.0 FUNDING

- 8.1 We will fund the repairs and maintenance service from the following sources;
- Our annual rental income
 - Our reserves, which are the accumulation of sums set aside from rental income in previous years to fund the annual programmes of cyclical and planned maintenance
 - Payments received from our insurers as a result of claims we have submitted on insurable items which have been damaged
 - Where necessary, due to the volume and cost of the work involved in a particular year, by using private finance to fund planned maintenance work.

9.0 CONSULTANTS, CONTRACTORS & CONTRACTS

Approved Lists

- 9.1 OVHA currently works with Rogersons Heating and Plumbing in delivering our reactive repairs service. There are some times however where they cannot carry out the repair and in these circumstances we will issue the work request to an approved contractor.

Wherever possible, locally based contractors will be used, subject always to performance and 'value for money'.

Tenders may also be advertised on 'Public Contracts Scotland' or other Procurement Websites.

- 9.2 The Board will approve the inclusion of Consultants or Contractors where tenders are being issued or partnering arrangements are being entered into.

Contracts

- 9.3 We will seek to enter into partnering arrangements where appropriate and where the Contractor can demonstrate the required performance standards. Where we need to tender a contract, we will use one of the following forms:
- Cyclical painting contract documentation;
 - Minor Works Contract (to be used where no quantities are provided, i.e. where there are drawings and a specification only);

- The current Scottish Building Contract (with or without quantities) with Scottish Supplement incorporating the JCT standard form;
- The current Scottish Measured Term Contract.

Any of the above may be used in conjunction with a partnering agreement.

10.0 **STAGE 3 ADAPTATIONS (MEDICAL ADAPTATIONS)**

- 10.1 Subject to the receipt of funding from the Scottish Government, we will carry out specific modifications to individual properties to enable identified individuals to continue to occupy them.
- 10.2 Details of the processes involved in identifying the adaptations required, securing funding, arranging for the work to be carried out, monitoring progress and expenditure are contained in our Stage 3 Adaptations Procedure.

11.0 **RIGHT TO REPAIR**

- 11.1 We will comply with the requirements of the statutory 'Right to Repair' scheme in accordance with The Housing (Scotland) Act 2001 and subsequent regulations and guidance.
- 11.2 Information on the scheme will be contained in our Tenancy Agreement and Tenant Handbook.
- 11.3 Details of how we will operate the scheme are contained in our Repair Reporting Procedure.

12.0 **RECHARGEABLE REPAIRS**

- 12.1 We will charge the tenant with the costs of repair work required due to the carelessness, neglect or deliberate damage by a tenant, a member of their household or a visitor.
- 12.2 We will however take a sympathetic approach to minor repairs which would normally be charged to the tenant, where the tenant is elderly, physically, or mentally impaired (i.e. having a clinically diagnosed illness or disability) is otherwise frail or there are other circumstances approved by the Housing Manager or CEO.

- 12.3 Full details of the processes involved in identifying rechargeable repairs, obtaining payment etc. are contained in the Rechargeable Policy, Rechargeable Procedure and the Rechargeable Guidance documents.

13.0 LANDLORD & TENANT OBLIGATIONS

- 13.1 We will ensure that our responsibilities for the repair and maintenance of our properties are described clearly in plain English.
- 13.2 We will ensure that the responsibilities of our tenants for specific repairs and the care and maintenance of their property are clearly explained in the Tenancy Agreement and Tenant Handbook, and that tenants are reminded of their responsibilities from time to time through articles in the Associations' newsletter and through the various forms of communication with tenants or their representatives which are established through our Tenant Participation Policy and Strategy.

14.0 TENANT PARTICIPATION & FEEDBACK

Consultation

- 14.1 Through the consultation arrangements established under our Tenant Participation Policy and Strategy, we will give tenants the opportunity to comment on this policy when it is being reviewed, and on any individual procedures that have a direct impact on tenants, when these are being drafted and/or reviewed
- 14.2 Whenever possible we will involve the tenants concerned in choices relating to planned works, e.g. of colours or types of kitchen fitments.
- 14.3 We will liaise closely with the tenants involved over the arrangements for carrying out individual contracts, e.g. of cyclical painting, planned maintenance etc.

Tenant Satisfaction

- 14.4 For reactive repairs we will give all our tenants the opportunity to comment on the standard of the repairs carried out to their property by providing a copy of the works order and satisfaction survey to the tenant, each time a repair is reported. Once these

have been returned to OVHA these should be entered onto SDM by following Input of Tenant Satisfaction Survey

14.5 We will conduct surveys of the tenants involved following completion of contracts for planned maintenance works.

14.6 We will conduct a general survey of all of our tenants on the overall standards of our repairs and maintenance service, normally as part of a wider Tenant Satisfaction Survey undertaken every 3 years.

15.0 ALTERATIONS AND IMPROVEMENTS

General

15.1 Tenants may apply for our written permission to carry out alterations or improvements to their property. Permission will normally be granted, subject to the proposed work complying with all current statutory requirements and also with our current conditions and standards.

15.2 A tenant who has carried out an approved improvement may, when giving notice that they wish to terminate their tenancy, apply for a compensatory payment where the work carried out is to be left, benefiting both the property and the incoming tenant.

15.3 Full details are contained within the 'Tenant Alterations' Leaflet.

16.0 OWNERS

General

15.1 We will consult with all owners who are likely to be affected by any substantial work we plan to our tenanted properties. We will not include any owners' property in a contract unless there are shared or mutual areas for which an owner is partly responsible.

17.0 NEW – BUILD PROPERTIES

17.1 We will undertake the repair and maintenance of newly built properties as required by this policy and the supporting procedures, subject to the responsibility of the contractor to remedy defects during the defects liability period.

17.2 Details of our responsibilities and the processes involved in ensuring that the contractor fulfils their responsibilities, are contained in Appendix 10 - 'Defects Liability Period Repairs'.

18.0 MONITORING & REVIEW

18.1 Should this be CEO? & Corporate Support Manager have overall responsibility for ensuring that this policy, and the relevant procedures that support it, are implemented.

18.2 The following reports are to be submitted to the Management Committee:

- Report on the performance of repairs contractors and gas servicing;
- Quarterly reports on the progress of individual cyclical painting and planned maintenance projects;
- Annual report on the performance of Contractors.

18.3 This policy is to be reviewed by the Management Committee at least every 5 years.

19.0 EQUAL OPPORTUNITIES

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

AUTHORISATION – SCHEME OF DELEGATION

In relation to the day to day running of the Association all staff are authorised to commit expenditure up to £500 in relation to reactive and void maintenance.

Where proposed expenditure exceeds £500 (exc VAT) authority must be sought from the CEO, or other member of the Management Team prior to orders being placed. Expenditure exceeding £1500 (exc VAT) will normally require a minimum of three quotes prior to any commitment. The CEO will have authority to initiate orders as required up to £10,000. (exc. VAT) subject to receipt of competitive quotes.

Proposed expenditure exceeding £10,000 will be subject to full tender by a minimum of four tenderers and expenditure will require to be authorised by the Committee. In an emergency situation where there is not time to adhere to these limits, authorisation should be sought from the most senior officer available.

A tender register will be maintained by the ESO?, both formal tenders and quotes will be recorded within this log. Any situation requiring quotes or formal tenders must be reported to the CEO so that the Tender Register can be updated. A separate policy for tendering will be maintained which will provide further detail.

Other members of the Management Team will have authority to initiate orders for either routine or preventative maintenance or replacement up to a value of £2,500. (exc. VAT)

Others will have delegated authority to initiate orders for sundry expenditure such as office stationery and supplies, day to day property maintenance up to a value of £500 (ex VAT) per order. Where it is expected that the cost will be in excess of £500 an estimate should be obtained in advance.