



WILLIAMSBURGH

HOUSING ASSOCIATION LTD

Maintenance Policy

Policy Approval and Review Dates

Date Approved by

Management Committee: July 2022

Next Review Date: July 2025

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1.1 Statement of Objectives

The Association's vision is: To be a leading and innovative provider of quality homes and housing services.

Our Mission Statement is: To provide and develop high quality affordable homes and to maintain our commitment to continuous improvement in our service delivery and in the regeneration of our communities.

The Maintenance Policy aims to ensure that Williamsburgh Housing Association provides an effective housing maintenance service that complies with its landlord obligations. Our objectives include:

- delivering a clear, comprehensive and equitable housing repairs and maintenance service.
- ensuring that all properties are safe, secure and meet relevant standards.
- maintaining our stock in accordance with the relevant and applicable legal requirements placed on us and our responsibilities set out in our tenancy agreement.
- providing an efficient, effective and value for money housing repairs and maintenance service aimed at prolonging the useful life of our properties and delivering customer satisfaction through high standards of service.
- collecting and using information on the condition of our stock and demonstrate that we are using this to make informed financial decisions to maintain and improve our stock.
- regularly reviewing our arrangements for the procurement of repairs and maintenance works.
- taking positive steps to inform and listen to tenants about continuous improvements to our repairs and maintenance service.

1.2 Compliance with Regulatory Standards

In terms of the Scottish Social Housing Charter, the Scottish Housing Regulator has identified a number of key indicators relevant to the repairs and maintenance service, by which it will measure landlord performance, including the following:

- Meet the Scottish Housing Quality Standard (SHQS)
- Meet the Energy Efficiency Standard for Social Housing (EESHS)
- Properties allocated, are safe, clean, tidy and in a good state of repair.
- Tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.
- Tenants, factored owners and other customers receive services that provide continually improving value for the rent and other charges they pay.

1.3 Expected Outcomes

Key outcomes of operating an effective Maintenance Policy include:

- Ensuring that properties are well maintained, safe, secure and in line with the SHQS and EESHS.
- Maximising the percentage of reactive repairs carried out that are completed right first time and minimising recalls to ineffective repairs.
- Reducing the number of repairs per property through robust specification in both component replacement contracts and new supply projects.
- Optimising customer satisfaction with service delivery; and
- Delivering value for money.

1.4 Informing and Involving Stakeholders

We will promote our Maintenance Policy through our website. Where we plan to make significant changes to the policy, we will consult tenants through Focus groups, tenant surveys and short life working groups as required.

1.5 Legislation and Best Practice

We will comply with all relevant legislation and associated regulations, including, for example:

- The Health & Safety at Work Act 1974;
- The Housing (Scotland) Act 1987, 2001 & 2010; 2014.
- Managing Health and Safety in Construction (Design and Management) Regulations 2015;
- General Data Protections Regulations 2018
- The Scottish Social Housing Charter.

Statute and the contractual obligations within our tenancy agreement set out our responsibilities as landlord and those of our tenants.

We expect our tenants to conduct their tenancies in a reasonable manner and not damage or allow any member of their household or visitor to their home to damage the property, either internally or externally. If a tenant has damaged their property or failed to take care of it, we may charge for the costs of repair – this is covered in our Rechargeable Repairs Policy.

Our Maintenance Policy is consistent with our:

- Gas Servicing Policy
- Electrical Servicing Policy (Currently under development)
- Rechargeable Repairs Policy
- Asbestos Management Policy
- Medical Adaptations Policy
- Asset Management Strategy (currently under development)
- Health & Safety Compliance Policy (awaiting Committee approval)
- Risk Management Strategy
- Procurement Policy
- Financial Regulation Policy

Equalities

Our Maintenance Policy complies with the Association's Equality Policy to ensure equality of treatment for all tenants without discrimination or prejudice. At all times the Association will consider all tenants, regardless of sex, faith or religion, race, ethnic origin, sexual orientation, mental or physical health, disability, or marital status.

We will routinely review and analyse the outcomes and make recommendations where changes are required.

The Committee will receive regular updates through the Maintenance Performance Report which will be based on the KPI's included in Appendix 1. Other reports may be presented to Board as required.

2 Maintenance Policy: Key Principals

2.1 Reporting and Handling Responsive Repairs

We will ensure that our housing stock and related assets meet the needs and standards required now and in the future, through the following:

- planned programme renewals – replacing components towards the end of their economic life and before there is a requirement for significant responsive repairs.
- cyclical maintenance – complying with statutory requirements and preventing deterioration in the physical condition of the stock through regular cyclical maintenance programmes.
- reactive repairs – addressing necessary day to day repairs as they arise and thereby preventing deterioration of the stock condition, which could not be left to be addressed through a planned or cyclical programme.
- void repairs – carrying out necessary repairs to houses as they become empty so that they meet the minimum lettable standard.

The Maintenance Team will deliver all aspects of our response service, including pre inspection of repairs, repairs ordering and post inspection of completed works.

Confidentiality

The Association understands that confidentiality is important to tenants, therefore, will treat their tenancy information in the strictest confidence under the General Data Protection Regulations 2018 and in line with the Association's Privacy Statement.

Risk Management

Our Business Plan reflects the importance of our repairs and maintenance service and our responsibility as a landlord. We seek to mitigate against business risk through managing our repairs and maintenance service in an efficient, effective and economic manner.

The Maintenance Manager has responsibility for overseeing the implementation of the Maintenance Policy and the Maintenance Officer is responsible for key aspects of the day-to-day service delivery with delegation of specific tasks to appropriate staff.

We clearly define budgetary responsibilities and delegation of authority for the repairs and maintenance functions within our Financial Regulation Policy.

The Maintenance Officer will carry out a monthly review of repairs issued, to identify potential issues as follows:

- address any anomalies and take appropriate action, including updating procedures if necessary; and
- note and review any significant fluctuations in the nature or volume of repairs ordered and take appropriate action.

In order to monitor the effectiveness of this policy, Key Performance Indicators (see Appendix 1) will be used to measure the effectiveness of our repairs service and customer satisfaction.

We will carry out all repairs, which are necessary to:

- maintain the property in a 'wind and watertight' condition.
- ensure that there is constant provision of services such as water, gas and electricity; and
- maintain fixtures and fittings installed by us.

We operate an out of hours emergency telephone service to deal with emergencies, for example repairs that could be a risk to health or safety or could lead to serious structural damage, such as:

- no heating or hot water;
- no electricity; or
- burst pipes.

We will issue full instructions through our repair order system, to our contractors', for all repairs and maintenance work required.

2.2 Repairs by Appointment

In order to provide a service that is responsive to the needs of tenants, our contractors' will provide a repairs appointment system for most urgent and routine repairs, which meets the needs of our tenants.

Appointments will be made available on working days (Monday-Friday), with a choice of morning or afternoon timeslots. Morning timeslots will cover 8am to 12 noon and afternoon timeslots will cover 12 noon to 5pm.

The repairs by appointment service will be available where only one trade is required. Where more than one trade is required to repair a repair, the contractor concerned, will co-ordinate the work required and contact the tenant direct to agree suitable access arrangements.

If due to unforeseen circumstances, a contractor is unable to keep an arranged appointment, they will contact the tenant before the specific appointment time to explain the difficulty and to make an alternative access arrangements. We will continuously monitor the appointments system in order to review the service performance and minimise service failures and inconvenience to tenants.

The Maintenance Officer and or Maintenance Manager, may determine that there are circumstances, such as severe weather, where we may require to temporarily need to suspend the repairs by appointment service. Where this situation occurs, we will notify tenants and seek to minimise the period of suspension and reschedule appointments as quickly as practically possible once normal service resumes.

2.3 Tenant responsibilities

Certain repairs are the responsibility of tenants and these are detailed within our Tenants responsibility, in our tenancy agreement and set out in the 'Tenants Handbook'. The tenant will be advised in cases when such a repair is reported or inspected.

2.4 Rechargeable Repairs

The cost of some repairs will be charged to the tenant. These are called 'rechargeable' repairs. This is covered within our Rechargeable Repairs Policy.

2.5 Prioritising Repairs

Repairs requests will be prioritised based upon their urgency. We will use the following repairs categories and target timescales for responding. Category	Type of repair	Overall timescale
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<p>Emergency repairs</p>	<p>To make safe or repair any repair/s that may deteriorate quickly into a health and safety issue or cause significant damage to the property if not attended to.</p>	<p>Attend within 2 hours and make safe or permanent repair to resolve the issue.</p>
<p>Urgent repairs</p>	<p>To repair any repairs that significantly detract from the tenant's use of the property and which would cause rapid deterioration if not attended to.</p>	<p>Attend and complete within 2 working days</p>
<p>Routine repairs</p>	<p>Any repairs which are identified as responsive repairs and which cannot be delayed until a future cyclical maintenance programme or planned programmed renewal.</p>	<p>Attend and complete within 10 working days</p>
<p>Complex Repairs</p>	<p>Any repairs which are not deemed general wear and tear repairs and more complex by nature eg dampness, dry/wet rot, woodworm, asbestos, etc and/or where specialist contractors may need to be employed.</p>	<p>To be specified at diagnosis.</p>

Examples of 'Emergency Repairs' include the following:

- significant water ingress to property where the tenant is unable to stem the ingress.
- significant leaks from water or heating pipes, tanks or cisterns where the tenant is unable to stem the flow.
- burst pipes.
- no water supply.
- blocked or leaking foul drains or soil stacks.
- choked toilet, where there is only one toilet in house.
- toilet not flushing, where there is only one toilet in house.
- no heating.
- loss or partial loss of gas supply.
- full loss of lighting and / or power, where the household includes a child or vulnerable adult.
- dangerous or unsafe electrical power or lighting socket, or electrical fitting.
- no lighting or power.
- unsecured external door or windows on a lower level.
- broken windows and
- any Health & Safety related issue.

Examples of 'Urgent Repairs' include the following:

- leaks from water or heating pipes, tanks or cisterns.
- partial loss of water supply.
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'Routine repairs' include all other repairs that are the landlord's responsibility and that cannot reasonably be delayed until a future cyclical maintenance programme or planned programmed renewal.

2.6 Pre-Inspections – Complex Repairs

With the exception of emergency repairs, we will inspect a repair before instructing a repair if:

- the nature of the repair or source of the problem cannot be easily identified
- a similar repair has recently been carried out to the same property
- the required repair is a recurring repair in other similar property types and may therefore need to be included in a cyclical maintenance project or other planned investment work
- the repair is not a standard repairs item covered by our schedule of rates
- we know, or reasonably suspect, that the tenant may have caused damage to the property
- the repair could potentially lead to an insurance claim.

2.7 Post-Inspections

A minimum of 10% of all completed reactive repairs will be post Inspected and 100% of all completed repairs to void properties. The sample selected for inspection will be based upon the following:

- all completed repairs costing in excess of £750.
- where there is evidence that the contractor has performed poorly.
- All medical adaptations and void repairs.
- Repairs undertaken by a newly appointed contractor working for the Association for the first time.
- Staffs authorised expenditure levels, for completed repair work, are set out within the Association's Financial Regulations Policy.

2.8 Right to Repair

Under the Housing (Scotland) Act 2001, Tenants have a right to have small urgent repairs carried out within a given timescale. If we do not complete the work on time, tenants have a right to ask another contractor approved by us to carry out the work and may also be eligible for compensation. This is called the 'Right to Repair' scheme.

Qualifying repairs / repairs	Maximum timescale
Blocked flue to boiler	1 day
Blocked / leaking foul drains, soil stacks, toilet pans (where there is no other toilet in the house)	1 day
Blocked sink, bath or basin	1 day
Complete loss of electric power	1 day
Loss of electric power	1 day
Partial loss of electric power	3 days
Insecure external window or door lock	1 day
Unsafe access path or step	1 day
Significant leaks or flooding from water or heating pipes, tanks or cisterns	1 day
Loss or partial loss of gas supply	1 day
Loss or partial loss of space or water heating, where no other source of heating is available	1 day
Toilet not flushing (where there is no	1 day

other toilet in the house)	
Unsafe power or lighting socket or electrical fitting	1 day
Complete loss of water supply	1 day
Partial loss of water supply	3 days
Loose or detached banister / handrail	3 days
Unsafe timber flooring or stair treads	3 days
Mechanical extractor fan in internal kitchen or bathroom not working	7 days

1.6 Right to Compensation for Improvements

The Scottish Secure Tenants (Compensation for Improvements) Regulations 2002, enables tenants to claim compensation for certain improvements that have been made to their home. Tenants must receive written permission before they can make any improvements, in accordance with our Alterations & Improvements Policy. Compensation can only be claimed after the tenancy has ended.

The right to compensation applies to improvements such as:

- bath or shower;
- cavity wall insulation;
- double glazing;
- draught proofing of external doors and windows;
- insulation of pipes and loft;
- water tanks or cylinders;
- kitchen sink;
- rewiring;
- space or water heating;
- storage cupboards in bathroom or kitchen;
- radiators or valves;
- wash hand basin;

- water closet (WC); and
- work surface for food preparation.

Tenants will not be eligible for compensation if we have had to repossess their home.

Further information on the right to compensation for improvements is available on request at our office.

We will advertise the Right to Repair and Right to Compensation schemes via our website and annually via a newsletter.

2.10 Repairs to Void Properties

We aim to relet our void properties as quickly as possible within a maximum 7 working day target, to our Minimum Lettable Standard.

2.11 Right First Time

The Association is required to record and report annually within the Annual Return on the Charter (ARC) on the percentage of reactive repairs carried out in that year that were completed right first time. The definitions which determine when a repair can be classed as being “right first time” or when exemptions apply are detailed in the guidance provided to Registered Social Landlord`s by the Scottish Housing Regulator.

2.12 Customer Satisfaction

User feedback is vital to assess whether completed repair and maintenance work complied with the code of conduct for contractors and ensuring service standards were met.

Continuous monitoring of a sample of recently completed repairs, monthly, allows us to track of performance. This is supplemented with the

comprehensive resident satisfaction surveys, which is undertaken every three years. Surveys may be specifically on repairs, or questions on repairs can be included in satisfaction surveys on the wider housing service.

The Association also uses quality satisfaction survey forms via CX communication, to seek tenants' comments on completed repairs. Tenants are asked to complete the quality satisfaction survey form remotely by text or email.

Customers using the repairs service will be sent a satisfaction survey, via text or email (CX Communication), asking them to rate the service in the following areas:

- ease of reporting,
- helpfulness of staff,
- standard of repair work,
- time taken to do the repair,
- helpfulness of the contractor undertaking the repair,
- whether the contractor left the repair site in a clean and acceptable state, and
- the Association's overall service.

In addition, each month a percentage of customers using the repairs service will be contacted by an independent market research company to determine satisfaction levels with our repairs service. The percentage will be determined to meet the Scottish Housing Regulator requirements, normally 30 surveys per month.



WILLIAMSBURGH
HOUSING ASSOCIATION LTD

Maintenance: Key Performance Indicators (KPIs)

Maintenance

KPI	TARGET	RESPONSIBILITY	OUTCOME	TARGET
	Current Year		2022/2023	Next Year
Repair Response Times Completion within repair category, target response times	Emergency: 100% Urgent: 95% Routine: 95% Right to Repair: 100%	Maintenance Manager		
Customer Satisfaction Measuring customer satisfaction in relation to completed repair work	95%	Maintenance Manager		
Void Property Turnaround Average Number of Days to have Voids Ready for Let	7 days	Maintenance Manager		
Post Inspections (Reactive Repairs)	10%	Maintenance Manager		
Gas Servicing Percentage of Properties with Current Gas Certificates and undertaken within 12 months of the previous safety check.	100%	Maintenance Manager		

Cyclical Maintenance Complete the Cyclical Maintenance Programme identified for the financial year.	100% Within Budget (+/- 5%)	Maintenance Manager		
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Customer Satisfaction Review satisfaction with completed Stage 3 Adaptations (satisfaction questionnaire issued 2 months after completion of work)	100%	Maintenance Manager		
SHQS All Properties Meet SHQS (including element 35 ESSH)	100%	Maintenance Manager		
Stage 3 Adaptations Complete adaptation work within 6 weeks of receipt of referral (funding permitting)	30 days	Maintenance Manager		
Insurance Claims Process insurance claims within 10 Days of initiation.	100%	Maintenance Manager		

Appendix No. 2

Code of Conduct

The conduct requirements for our maintenance contractors are set down in a code of conduct for repair workers, in order that they are clear on what behaviour is expected of them.

Code of Conduct checklist, operatives should:

- be appropriately dressed/wear any designated company uniform if applicable, no football team references are permitted.
- introduce themselves to the customer and show proof of identity,
- explain the nature and purpose of the job, including what work is proposed.
- be polite and courteous to customers and staff at all times.
- respond to customers' complaints.
- comply with confidentiality guidelines.
- always behave in a proper manner and to a professional level.
- not to smoke, work under the influence of alcohol, use bad language, play music, use the tenant's facilities without permission.
- always minimise disruption to the customer's home.
- take care of the customer's property and possessions and protect these from dust, paint etc.
- be aware of security risks when working in a customer's home.
- keep safe all materials and equipment used on site to avoid danger to occupants and visitors.
- reconnect and test services such as water, gas and electricity at the end of each working day, or when work is completed.
- recompense customers for gas and electricity used where usage is significant.

- clear and remove any rubbish from the property at the end of each working day, or on completion of the job.
- comply with health and safety legislation and relevant codes of practice.
- comply with equalities good practice and guidance.
- always leave a calling card if the tenant is not in.
- Take particular care and consideration is required when working in the home of an elderly customer or a customer with a disability, especially in regard to, restricting or impeding movement around the property, equipment (tools) and materials left lying on floors and maintaining acceptable levels of warmth and comfort.