



REPAIRS & MAINTENANCE POLICY

All the Co-operative's Policies and Procedures are available in large print, braille, audio or other languages on request.

Please ask a member of staff if you would like a version in a different format.

POLICY IMPLEMENTATION CHECKLIST	
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1.0 VISION & VALUES

Mission Statement

'We are committed to providing quality homes and services at the heart of the community'

Vision

We will be the landlord of choice in our neighbourhood, working with our customers, communities and local stakeholders to create an area where people choose and are happy to live. Great service and value for money will be at our core, and we will strive relentlessly to balance both.

Values

The following values will shape how we do business to achieve our mission and the strategic objectives set out in this plan. They underpin all the work that we do.

- ✓ **Excellence** – We are committed to providing a quality, customer focused service that demonstrates value for money, delivered by experienced staff. We will publicise information on how we are performing, welcoming challenge and feedback to continuously improve the effectiveness and relevance of the service we provide.
- ✓ **Accountability** – Our Committee as the governing body and our leadership team will provide strong strategic leadership and oversight, ensuring tenants' interests are protected and at the forefront of all that we do. We will ensure that our actions are transparent.
- ✓ **Partnership Working** - We will work collaboratively with all sections of the local community. This includes working collectively and individually with our customers and continuing to share our services with Forgewood Housing Co-operative and other housing associations and statutory voluntary sector partners working in Lanarkshire to improve the lives of our residents. We will continue to be a proactive member of the local community, seeking out new, innovative ways to address issues that impact our residents.

Our Strategic Objectives:

Value and invest in our people

To do this successfully, Garrion People's Housing Co-operative (The Co-operative) aims:

- To meet the statutory responsibilities for landlords as set out in the Housing (Scotland) Act 2014

- To meet the standards as set down in the Scottish Social Housing Charter
- To maximise the lettable life of the properties within the constraints of the financial resources available to the Co-operative
- To ensure adequate systems are in place to protect the health & safety and wellbeing of our tenants and meet all legal requirements relating to the repairs service
- To keep accurate and up to date repair records for each property
- To collect and process information on repairs to ensure that progress can be monitored
- To ensure the repairs service works in conjunction with other aspects of the housing service namely allocations and void management

Maintenance Objectives

The objective of the repair and maintenance policy is to provide a customer focused repair service, which meets the needs of tenants and provides:

- Identification of repairs responsibilities
- Identification of repair categories
- Procedures for classifying repairs
- Procedures for service provision
- Procedures for repair authorisation
- Procedures for repairs reporting
- Clear procedures for performance and cost monitoring

2.0 GOVERNANCE

The Co-operative is a community controlled registered social landlord and is managed by a group of local people who are elected to the Management Committee. Their role is to make sure that the Co-operative is well run, meets the needs of the local area and is responsive to what is important to local people.

The Management Committee appoints senior staff, agrees all the Co-operative's policies and takes all the key decisions. The Director and the senior team support the Committee in these responsibilities,

3.0 POLICY AIMS

To set out the guidelines and determine the criteria by which the provision of Co-operative comprehensive repair and maintenance service will be delivered.

4.0 INTRODUCTION

The purpose of this policy is to set out the guidelines and determine the criteria by which the provision of a comprehensive repair and maintenance service will be undertaken.

The Policy document covers the following tasks:

- ✓ Information on the repairs service
- ✓ Repair responsibilities
- ✓ Repairs categories
- ✓ Repair priorities and response times
- ✓ Reporting and processing repair requests
- ✓ Out of hours repairs
- ✓ Pre and post inspections
- ✓ Gas Safety
- ✓ Management of asbestos
- ✓ Rechargeable repairs
- ✓ Alteration to property – tenant improvements
- ✓ Medical Adaptations
- ✓ Void Management
- ✓ Tenant engagement and satisfaction
- ✓ Risk management maintenance
- ✓ Sustainability and action plans
- ✓ Insurance
- ✓ Maintenance contracts and procurement
- ✓ Performance monitoring and reporting
- ✓ Policy review

5.0 POLICY OUTLINE

The Co-operative operates to meet its statutory obligations and the standards as set down within the Scottish Social Housing Charter and the requirements of the Scottish Housing Regulator, in the implementation of all its policies.

The Co-operative continuously seeks to meet its own corporate aims through the development and implementation of its policies.

The Policy will enable the Co-operative to carry out its statutory responsibilities and meet our legal obligations as a social landlord. The primary aim of the Maintenance Policy is to set out the guidelines by which the Co-operative will operate in order to preserve and maintain the

condition of its housing stock and by ensuring effective and efficient repair and maintenance programmes are prepared and delivered on an annual basis, which also meets the standards set out in the Scottish Social Housing Charter and the Scottish Housing Quality Standard.

This policy seeks to clarify the responsibilities of both the tenant and the landlord, whilst acknowledging relevant legislation and good practice.

We will ensure all Co-operative's properties are wind and watertight and that they continue to meet the standards contained within the Scottish Housing Quality Standards (SHQS) and enables the Co-operative to sustain and maintain our stock. The Co-operative also has a duty to inspect the house and identify work necessary to comply with these statutory responsibilities and to inform the tenant of such work.

The Co-operative must ensure that any required work is carried out within a reasonable time from the tenant notifying the Co-operative, or of the Co-operative otherwise becoming aware that it is required and make good any damage caused by the carrying out of the work.

The Co-operative recognises the importance to tenants of a high quality repairs and maintenance service and will seek to ensure that repairs are carried out to the specified programme/ standards and are within locally agreed timescales.

6.0 LEGAL & REGULATORY REQUIREMENTS

This policy aims to be consistent with all relevant legal and regulatory requirements, including those set out below:

Legal Requirements

- ✓ Housing (Scotland) Act 2001
- ✓ Housing (Scotland) Act 2006
- ✓ Housing (Scotland) Act 2010
- ✓ Housing (Scotland) Act 2014
- ✓ Tenements (Scotland) Act 2004
- ✓ Property Factors (Scotland) Act 2011
- ✓ Gas Safety (Installation and Use) Regulations 1998
- ✓ The Electrical (Safety) Regulations 1994
- ✓ The Construction, Design and Management Regulation 2015
- ✓ Energy Efficiency Standards for Scotland 2014
- ✓ Occupiers Liability (Scotland) Act, 1960
- ✓ Control of Asbestos Regulations 2012
- ✓ Building (Scotland) Act 2003

7.0 REGULATORY FRAMEWORK

We will comply with the Scottish Social Housing Charter requirements relating to the provision of a reactive and planned maintenance service as noted below:

Outcome 2 – Communication: 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.

Outcome 3 – Participation: Tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with.

Outcome 4 – Quality of Housing: Tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS), when houses are allocated, are always clean, tidy and in a good state of repair.

Outcome 5 – Repairs, Maintenance and Improvements: Tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when the work is done.

Outcome 13 – Value for Money: Tenants, owners and other customers receive continually improving value for the rent and other charges they pay.

8.0 ACCESS TO POLICY INFORMATION

The Co-operative will ensure that its policies are made fully available to all tenants, applicants, members, persons or groups within its areas. Every effort will be made by the Co-operative to support access and promote awareness of its policies by posting these on its website, developing summaries, and guidance and information leaflets as appropriate.

9.0 TRAINING

The Co-operative will ensure that its staff have adequate training in terms of their knowledge and understanding of statutory requirements and the requirements of the Scottish Social Housing Charter pertaining to its policies. The Management Committee will have access to training to ensure that it can maintain appropriate control and overview of the policy and procedures.

10.0 REPAIR RESPONSIBILITIES

Repair responsibilities may fall within four broad areas:

- ✓ Tenant Responsibility

- ✓ Landlord Responsibility
- ✓ Other Agencies Responsibilities
- ✓ Mutual Responsibility

Repair responsibilities are published in the Maintenance section of our website.

Tenant Responsibilities

The tenants' responsibilities are detailed in the Tenancy Agreement between the tenant and the Co-operative and for factored owners' responsibilities are detailed in the deeds of conditions and written statement of services.

The tenant is responsible for taking reasonable care of the house. This responsibility includes carrying out minor repairs and internal decoration, furnishings, appliances supplied by the tenant and the installation of those appliances, including any alteration to plumbing fixtures in order to accommodate the appliance, i.e. the plumbing in of automatic washing machine.

The tenant shall be responsible for damage to glass (unless it can be proven to be vandalism), damage to sinks or sanitary ware, the replacement of light bulbs and fluorescent tubes, replacing lost or broken keys/fobs, costs incurred through forcing entry through lost keys.

The tenant shall be responsible for ensuring that all front and rear gardens areas are maintained, i.e. grass, hedge and bush cutting where the garden is exclusive to the tenant.

The exception to this is where the Co-operative carries out landscape maintenance in the back court areas of closes and shared bin access paths.

Landlord Responsibility

We take great pride in providing high quality homes. This means we must maintain our housing stock to a high standard and carry out repairs and improvements efficiently. We are responsible for maintaining the structure and exterior of the property and for ensuring it is in a tenantable condition. This includes:

- The maintenance of all installations provided for heating, water heating and sanitation and for the supply of water, gas and electricity
- Maintaining drains, gutters and external pipes (excluding blockages caused by tenant negligence)
- Internal and external walls, roofs etc
- The internal structure i.e. walls, floors, ceilings, doors and doorframes (excluding decoration)
- Chimneys, chimneystacks and flues (excluding sweeping)

- Common areas such as closes, close doors, pathways, steps or other means of access
- Boundary walls and fences

Other Agencies Responsibilities

Where a fault affects a communal area such as a boundary wall, public road or footpath, street lighting, drain covers, grit bins, bollards, common grass areas including trees or affects the electricity or gas supply, the appropriate local authority roads department or gas/electricity company is responsible for rectifying the fault.

Mutual Responsibility

Mutual responsibility occurs where the Co-operative is a joint owner with an interest in common for a property and where agreement is required from the other owners before work is authorised. These responsibilities are set out in the deed of condition for the property and the factoring agreement for the common property.

11.0 REPAIRS CATEGORIES

The Co-operative has four categories for repair and improvements, which are as follows:

Repairs Categories and Definitions

➤ Reactive

Emergency, Urgent, Routine, Right to Repair and Complex repairs which are classed as day to day repairs

➤ Cyclical Maintenance

Maintenance work required on a regular basis to deal with the gradual deterioration of the property, its components and finishes, i.e. external paintwork, gutter cleaning, gas appliance servicing, electrical testing, smoke alarm testing, legionella monitoring and testing, landscape maintenance, close cleaning etc.

➤ Planned Maintenance

Non-routine maintenance work required to the property to deal with deterioration or failure, i.e. replacement of windows, external doors, kitchens, bathrooms, heating systems, rewiring and maintenance of roofs, walls etc.

Where Planned Maintenance works is not a statutory requirement replacement, we may not carry out improvements to properties under certain circumstances, these will be at the discretion of the Senior Management.

Should a property be removed from one of our planned maintenance programs, we will replace the vacancy with a property from the following year's investment program. This will ensure that the Co-operatives meets the required investment unit numbers and does impact on the 30 year maintenance planned.

During void any property removed from our planned maintenance programs shall be reinstated into one of our future programs at the first available opportunity once they meet the above criteria.

➤ **Improvements & Project Based Major Repairs**

Where essential components are absent, such as controlled entry systems, central heating, or double-glazing in properties currently fitted with single glazing, works shall be undertaken to install these features and/or to address structural or functional deficiencies within the building or its communal areas. Improvement and major repair programmes may require formal engagement and negotiation with owner-occupiers and other parties holding a legal or financial interest in the property or shared spaces,

The Co-operative implements its asset management strategy, including the delivery of cyclical and planned maintenance programmes, in alignment with the standards set out in the Scottish Quality Housing Standard (SQHS). A structured and systematic approach is adopted for inspections, stock condition surveys, investment planning, and the execution of installation or remedial works. While full compliance with the SQHS has been achieved, The Co-operative remains committed to ongoing monitoring and maintenance to ensure continued adherence to the Standard.

Work programmes for planned maintenance and project based major repairs are set out in our five year investment programme. Such works include replacing kitchens, bathrooms and central heating systems. The five year investment programme reflects the findings of our stock condition surveys.

The investment programme is published annually on the Co-operative's website.

Repair Priorities & Response Times

The Co-operative will prioritise reactive repair work on the basis of urgency.

The priority system will distinguish between:

- **Emergency Repairs** – Repairs which if left unattended would seriously affect the occupation of a property by posing a danger to the structure of

the building, the health of occupants or neighbours or by making a property insecure.

Completed or made safe within 4 hours.

- **Urgent Repairs** - Repairs which if left unattended would interfere with the normal occupation and use of a property by a tenant.

Completed within 3 working days.

- **Routine Repairs** - Those repairs not included in the emergency and urgent categories and those that do not fall under the heading of Cyclical and Planned. The Co-operative will assess the timescale required for the repair taking into consideration the nature of the works.

Completed within 10 working days.

- **Right to Repair**

Qualifying Repairs (Response times as set out in the Housing (Scotland) Act (2001), (1 to 7 days). Full details of the Right to Repair scheme are contained in section 23 of this policy document.

- **Complex Repair**

Where a repair cannot be carried out within routine repairs timescales due to the:

- Complex nature of the works
- A specialised contractor is required to carry out the work
- Special order materials are required to complete the works

Completed within 28 days unless approved by the Maintenance Officer.

Please note that the majority of repairs raised in the above sections will qualify for repairs “completed right first time”. This applies to repairs which have been completed within the agreed timescales which the same defect has not been recalled within the same reporting year.

In accordance with the requirements of the Scottish Housing Regulator and the Scottish Social Housing Charter, the Co-operative regularly reviews our repairs timescales to ensure we are operating in line with peer organisations, regulatory guidance and good practice.

The Co-operative shall 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.

Reporting and Processing Repair Requests

Tenants will be able to report reactive, that is day-to-day repairs, to the Co-operative by the following methods:

- Personal visit to the office
- By telephoning the office on 01698 687222
- By telephoning the emergency repair service out of hours via the following telephone numbers:
 - 【 Gas Heating Repairs – Saltire – 0330 202 0444
 - 【 All Other Trades – Rodgers & Johnston – 0800 999 2520
- By speaking to a member of the Co-operative's staff out with the office
- By e-mail: **enquiries@gphc.org.uk** or by using the "report a repair" form on our website

On reporting a repair tenants will be advised:

- The priority category given to the repair and the response time for this repair
- Whether the repair is a qualifying repair under the Right to Repair
- legislation and, if so, the procedure and the timescales that apply and how compensation will be paid if the timescales are not observed
- For all non-emergency repairs tenants will be asked for a preferred day of access Monday to Friday. We will endeavour to meet the tenant's preference

Out of Hours

The Co-operative operates an emergency repair service out with office hours, which is carried out by the following contractors:

- 【 Gas Heating Repairs – Saltire – 0330 202 0444
- 【 All Other Trades – Rodgers & Johnston – 0800 999 2520

Emergency Repairs are incidents which present circumstances that constitute a safety hazard or which make a property uninhabitable. This will include, but not be restricted to, incidences of fire and flood. Work to remedy interruption to mains services i.e. electricity, gas, water; and Right to Repair items with a one-day completion time shall also be placed in this category.

Contractors will be instructed to attend within 4 hours of the repair being reported, and work to remove danger and return main services will be

completed within 24 hours. Any follow up work may require to be allocated a completion category timescale that reflects the extent and nature of the work required'

Clear information on the emergency out of hour's telephone numbers will be published in the Co-operative's regular newsletters to tenants and available on the Co-operative's website.

12.0 PRE & POST INSPECTIONS

Pre Inspections

In specific cases the Co-operative will pre-inspect repair work; the Co-operative target for pre-inspection is 10% of all reported repairs.

Such cases of pre-inspection will include circumstances where:

- The repair cannot be diagnosed from the information provided by the tenant
- The repair is recurring regularly and may have been misdiagnosed
- The repair may have resulted from tenant-inflicted damage, in which case the tenant may be held liable for the associated costs. There are structural problems with the property

Where a repair is to be pre-inspected, the tenant will be advised in advance and an access time arranged.

Post Inspections

The Co-operative undertakes post-inspections on a representative sample of completed repairs as a critical component of its maintenance performance monitoring framework. A straightforward and transparent system shall be established for the selection of works subject to post-inspection.

The Co-operative aims to inspect a minimum of 10% of all completed reactive maintenance jobs and 100% of all planned maintenance and major works contracts, ensuring quality assurance and compliance with service standards.

Post inspection targets are as follows:

- Minimum of 20% post inspection of all new contractors on reactive maintenance for initial 3 month period
- 100% of all work with an invoice value over £1,500
- Minimum of 10% post inspection on all reactive repairs with an invoice value below £750

- Minimum of 5% post inspection on gas maintenance using an independent assessor
- 100% of repairs under customer complaint procedure
- 100% of all void property repairs
- 100% of disabled adaptation repairs
- 100% of planned and major repairs

The aim of post inspections is:

- To ensure the provision of an efficient and effective maintenance service
- To provide Co-operative tenants and other service users with a high level of customer satisfaction within maintenance services
- To ensure value for money within maintenance services
- To ensure contractors are performing to the required standards

13.0 GAS SAFETY

In accordance with the Gas Safety Policy, the Co-operative complies with its obligations under the Gas Safety Regulations by ensuring the annual inspection and service of all gas appliances in our properties including the production of a Landlords' Gas Safety Certificate for all appliances. In fulfilling its legal responsibilities, the Co-operative shall pursue a clearly defined process in order to secure access to properties for the purpose of enabling servicing work to be carried out. Where necessary, this shall include taking appropriate action to gain entry. Full details are contained within the Gas Management Policy.

14.0 ASBESTOS MANAGEMENT

The Co-operative operates an Asbestos Management Policy in order to ensure compliance with the Control of Asbestos Regulations 2012. The Asbestos Management Policy includes the Asbestos Register which details the results of surveys we have carried out and details of where asbestos has been removed or made safe. We instruct surveys to be undertaken in all properties where the presence of asbestos is suspected.

15.0 RECHARGEABLE REPAIRS

The Co-operative as a landlord is responsible for ensuring its properties are kept in a well-maintained condition. Where repairs are necessary the

Co-operative will carry these out in line with its stated Maintenance Policy and Procedures.

However, in cases where the repair is a result of neglect or misuse by the tenant or a member of the tenant's household then the responsibility for these repairs must lie with the tenant. The Co-operative's Rechargeable Repairs Policy seeks to identify and clarify the conditions under which the Co-operative will pursue recovery of these costs.

These will be dealt with in accordance with the Rechargeable Repairs Policy and Procedures.

16.0 ALTERATION TO PROPERTY – TENANTS IMPROVEMENTS

Tenants considering making alterations to their property must first get the Co-operative's written permission prior to carrying out any alterations to the property. If permission is not granted by the Co-operative within 28 days, it will be deemed that permission has been granted, in accordance with Housing (Scotland) Act 2001.

The Co-operative may grant permission with conditions including conditions regarding the standard of the work. Permission to carry out an alteration to property will not be unreasonably withheld.

Full details are contained within the Tenancy Agreement and the Alterations Policy.

17.0 RIGHT TO COMPENSATION

The Co-operative operates a scheme for reimbursement of costs against specific statutory improvements and will pay compensation at the end of a tenancy provided the Co-operative has received written permission to carry out the improvements and permission was obtained.

The amount of compensation paid will depend on the length of time between the installation of the improvement and the end of tenancy.

Compensation will be restricted to a maximum of £4,000. More details can be found in our Right to Compensation for Improvements Summary Policy.

18.0 MEDICAL ADAPTATIONS

The Co-operative shall 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 shall follow best practice and regulatory guidance in relation to procurement of works; and aim to ensure such adaptations are carried out quickly and competently.

Detailed and accurate records about adapted properties shall be maintained to enable implementation of appropriate maintenance regimes; and to enable informed decisions to be made about their future allocation to other tenants.

Grant funding for adaptations is allocated by the Scottish Government on an annual basis. Where there are insufficient funds to meet the demand of our tenant's requirements, the Co-operative will explore all other available options to secure additional grant funding.

The Co-operative will action requests for adaptations as they are received and make funding requests retrospectively. In the event of a change of funding circumstance, e.g. a cap on funding by the Scottish Government, the Management Committee will be asked to re-evaluate this policy.

The Co-operative will only refuse to carry out adaptive work in exceptional circumstances.

This will 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
- 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
- Where appropriate the Co-operative will discuss alternative housing options open to the tenant

Full details can be found in our Medical Adaption Policy.

19.0 RIGHT TO REPAIR

All tenants of public sector and Registered Social Landlords have a statutory "Right to Repair" as determined by the Housing (Scotland) Act 2001. The Co-operative delivers its statutory responsibilities on "Right to Repair" by including the statutory requirements within the repairs and maintenance policy as an integral part of the repair service.

The Scheme covers certain repairs up to the value of £350. These repairs are known as qualifying repairs and they include:

<i>Right to Repair: Qualifying Repairs</i>	
Qualifying Repairs	Timescale
Unsafe power of lighting sockets or electrical fittings	1 day
Loss of electric power	1 day
Part loss of electric power	3 days
Blocked flue to an open fire or boiler	1 day
External windows, doors or locks which are not secure	1 day
Loss or part loss of space or water heating if no alternative heating is available	1 day
Toilets which do not flush (if there is no other toilet in the house)	1 day
A blocked sink, bath or basin	1 day
Loss of water supply	1 day
Part loss of water supply	3 days
Significant leaking or flooding from a water or heating pipe, tank or cistern	1 day
Unsafe access to a path or step	1 day
Unsafe timber flooring or stair treads	3 days
Loose or detached banisters or handrails	3 days
A broken mechanical extractor fan in a kitchen or bathroom, which has no external window or door	7 days

The Co-operative will give tenants details of the Right to Repair scheme with the Right to Repair leaflet and the quarterly newsletter. This will include details of qualifying repairs, the statutory timescales within which the repairs should be carried out and contact details for the alternative contractor.

Tenants will also be advised at the point of reporting a repair whether it is a qualifying repair under the Right to Repair scheme.

Where the main contractor fails to carry out the repair within the time limit set, the tenant can instruct the landlord's second contractor to carry out the repair. The landlord will pay £15 compensation to the tenant for the inconvenience. The second contractor has the same length of time to carry out repairs as the main contractor. If they do not carry out the repair within the time limit set then the tenant will be entitled to another £3 compensation for each working day until the repair has been completed. The maximum amount payable for any one repair will be £100.

Where the following circumstances apply compensation will not be paid:

- Where reasonable access was not given to carry out the repair at the time agreed with the tenant
- Where the repair was made safe whilst awaiting specialist components
- Where the Co-operative's contractor is unable to complete the repair due to circumstances out with the Co-operative's control i.e. due to exceptional weather conditions, power failure, fire or flood. The Co-operative will

advise the tenant of any temporary arrangement made and the extended qualifying repair timescales

- Where the Co-operative has carried out a temporary repair within the agreed response time to prevent the immediate threat to the tenant's health, safety or security. The Co-operative will advise the tenant of any temporary arrangements made and the extended qualifying repair timescale
- Repairs within the "defects liability period" and which are the building contractor's responsibilities, i.e. the first year of a new building

20.0 VOID MANAGEMENT

In accordance with the Scottish Social Housing Charter and the requirements of the Scottish Housing Regulator we have a Void Management Policy to ensure an effective and efficient re-letting process is in place.

Void Classification

Properties void at any one time can be broken into the following categories:

- **Available for Let** – this means that the void property has had any re-let maintenance work completed and is available for occupation
- **Under Repair** – although the tenant has vacated the property, the re-let maintenance work is still in progress
- **Major Repair**- This means the that the void property has a repair which requires a substantial amount of works to be completed such as- building warrant works, structural works, major rot works, asbestos removal etc.

Targets

To retain the annual rental income lost during the year through voids to the target set by the Management Team contained in the Business Plan. This does not include voids held for major repairs.

Turnaround Targets

The Co-operative operates a Void Management Policy, which further details the timescales and target turnaround times for the various categories of work. Target cost limits have been set in order to assist monitoring and budgeting of void expenditure.

Funding

Expenditure on voids will be funded from the void budget unless recoverable under the Rechargeable Repairs Policy & Procedure.

Procedures

To achieve this overall target, comprehensive procedures, including timescales are contained within the Void Management Procedure Document.

Monitoring of Performance

Details of voids will be presented to the Management Committee on a quarterly basis; this information will include turnaround timescales and void expenditure. The Maintenance Officer will monitor the effectiveness of the Policy on an ongoing basis.

In accordance with the Tenant Participation Strategy, the Co-operative aims to deliver the highest quality of housing services and customer care to residents by providing a sensitive and efficient management and maintenance service to our tenants and owners.

21.0 TENANT CONSULTATION & PARTICIPATION

The Co-operative is committed to meet the requirements of the Housing (Scotland) Act 2014 in all of its policies and to meet the requirements of the Scottish Social Housing Charter. To do this successfully, the Co-operative is committed to engaging effectively with tenants who use our services, so that:

- All of our services are informed by feedback and
- Improvement is driven by tenant/resident expectations

The Co-operative aims to achieve a high level of tenant satisfaction within the maintenance and repairs service, which it provides. We are committed to offering a range of opportunities to tenants/residents to make it easier for them be informed of and to provide feedback on our services and their level of satisfaction including:

- **Tenant Satisfaction Surveys** – Customer satisfaction will be collated and analysed monthly and reported to the management committee. A full satisfaction survey will be carried out by the co-op every 2-3 years and maintenance will form a key part of this exercise
- **New Tenant Surveys** – All new tenants are asked to participate in a New Tenant Survey to provide feedback on their level of satisfaction with their home
- **New Development and Major Works Surveys** – At the completion of new build developments and major works projects, affected tenants and residents are asked to provide feedback on their level of satisfaction with their new home/improvements to their existing home
- **Tenants Focus Groups**– Groups are made up of our service users to consult on a variety of issues and services

- **Complaints** – Anyone can complain if they feel we did not deliver our service to their satisfaction. We aim to handle complaints and comments in accordance with the expectations of the Scottish Public Services Ombudsman (SPSO), and full details of the complaints process are contained within our Complaints Policy. The Complaints Policy can be accessed on our website
- **On-Line** – The Co-operative publish information about our performance and tenant/resident feedback on our website. The website also provides the facility for tenants to provide feedback on services by using the email - enquiries@gphc.org.uk
- **Social Media** – The Co-operative has established a social media presence to facilitate communication between service users and the Co-operative
- **Newsletters** – The Co-operative publish quarterly newsletters for all tenants and residents to provide articles on what's happening in the Co-operative and inform of changes to the operating environment
- **Face to Face Contact** – Tenants and residents can visit our office for pre-arranged interviews and can also call into the office to speak to staff
- **Leaflets** – The Co-operative publish leaflets on individual services. These leaflets are available from our office
- **Tenant's choice** – Whenever possible we will involve tenants in choices relevant to their property when planned maintenance or improvements take place, e.g. bathroom wall boards, kitchen units and worktops, close painting colours, common close floor coverings
- **AGM** – The Co-operative hold an annual general meeting that is open to all members
- **Management Committee Membership** – Tenants and residents are encouraged to consider standing for election to the Management Committee

The Co-operative will use the feedback from tenants to ensure continuous improvement in the Co-operative's Maintenance Policies and Procedures, contractor's performance and contract specifications to maintain a high level of service.

The Co-operative's Management Committee will be informed of performance standards achieved on a quarterly basis.

22.0 RISK MANAGEMENT – MAINTENANCE

The Co-operative has a detailed Risk Management Policy in place and it will assess the risks to the Co-operative in the implementation of each of its policies as part of its risk management strategy.

- With a high proportion of the Co-operative's income spent on maintenance, the Co-operative will review its Risk Management in maintenance in line with the Risk Management Policy
- Below are keys factors, which will be considered throughout maintenance services procurement and service delivery to reduce the risk of tenant dissatisfaction within the maintenance service
- Establish and implement a comprehensive reactive maintenance policy and procedures, including the awarding of maintenance contracts to approved contractors
- Ensure that the annual cyclical and planned maintenance programmes, as required by property inspections, are completed by due dates
- Establish a quality specification for major improvements, from which the brief for each project is drawn. The specifications will be reviewed as required
- Ensure the appointment of competent consultants and contractors from the approved lists through adherence to the Co-operative's Procurement Policy
- Ensure the responsibilities of consultants and supervising contractors are clearly defined and all have the necessary insurances before confirmation of appointment
- Ensure that all tender documents are comprehensive, detailed, unambiguous, and clearly define the contractors' responsibilities
- Implement the results of the Stock condition Survey, undertake every 3 years property inspections, and ensure any revised costing is updated in the Co-operative's 30 Year Maintenance Plan Projections
- Ensure effective supervision of each project through regular reports and meetings, including progress and cost reports as appropriate
- Identify repairs for which the Co-operative is not responsible and report to the Finance and Housing Management Sections to reclaim the cost from the tenant/owner
- Monitor tenant satisfaction through periodic surveys, telephone surveys and face to face visits

- Minimise the risk of liquidation or early contract termination through establishing the viability of contractors invited to tender and retaining a proportion of each authorised payment to the contractor until the defects liability period is completed
- Where appropriate establish, as part of the contract arrangements, effective defects period procedures and ensure these are adhered to
- Where appropriate establish, as part of the contract arrangements, and in Co-operative with the Housing and external Development Consultant, effective hand-over procedures to minimise the time required for letting and potential loss of rental income

23.0 SUSTAINABILITY & ACTION PLAN

The Co-operative's Sustainability Policy encourages development and improvement of our housing stock to increase efficiency and reduce energy consumption.

Reviewing the maintenance policy and procedures in light of environmental consequences is an important step in providing a sustainable approach to managing housing stock.

Maintenance/Renewal life cycles adopted for dwellings and their components tend to reflect mortgage terms (30 years is the most commonly quoted figure) rather than the actual lifespan of maintained construction.

Components often outlast their predicted lifespan and are needlessly replaced on manufacturers' recommendations or on the basis of established maintenance schedules rather than through rigorous inspections of individual items.

The Co-operative, through stock condition surveys and regular updates to its life cycle data, will ensure that significant embodied energy can be saved through accurate and evidence-based maintenance schedules, which are demand led rather than predicted and provided for.

When establishing future maintenance/planned maintenance contracts we must consider the following within the specification:

- Climate change: check if drainage is strong enough to withstand increasing storm damage and rain;
- Local sourcing: source local contractors and materials and encourage local employment;
- Waste minimisation: ensure all contractors provide waste minimisation plans;

- Water conservation: ensure all new kitchens and bathroom fittings are water conservation products;
- Environmental products: build up database of environmental products.

24.0 INSURANCE

The Co-operative holds comprehensive buildings insurance for all properties in its ownership; this does not cover the tenants' contents.

Tenants are encouraged to take out a tenant home contents scheme of some sort to cover damage to their possessions.

25.0 MAINTENANCE CONTRACTS & PROCUREMENT

All contracts are procured in line with the conditions set out in the Procurement Policy. We comply with UK Procurement rules by making sure the procurement process is transparent, fair, and non-discriminatory, offers mutual recognition to suppliers from all member states and the assessment proportional to the value of the contract.

The Co-operative maintains an approved list of consultants and contractors for maintenance work and has effective and accountable procedures for including and removing firms from this list.

Selecting our Contractors

We will recruit adequate contractors per main trade to our Approved List of Contractors which will be approved by our Management Committee annually. Each contractor will be required to assure the Co-operative they have:

- Adequate insurances (annual check)
- Hourly rates are competitive and charge reasonable rates for materials
- Members of appropriate trade bodies
- Appropriate trading body certification
- Adequate labour force
- Appropriate equal opportunity policy
- Good references
- Disclosure of relationships with staff or committee
- Adhered to the Co-operative's Code of Conduct

It is the policy of the Co-operative to have in place an approved list of contractors which is reviewed on an annual basis to ensure high performance, efficiency and value for money. It is good practice for Management Committee to note and approve the list annually.

26.0 FACTORED - OWNERS OCCUPIERS

The Co-operative has the delegated authority of the Owners to instruct and have carried out repairs, maintenance and, where necessary, replacement to the Common Parts pertaining to the Block being factored, provided that the anticipated cost per property within the Block of any one item at the time when it is instructed will not exceed £1,000 or such other sum as may be agreed in accordance with the title deeds for the Block, or by a simple majority if not specified in your title deeds. This sum will include VAT and any fees associated with the works in question.

If the anticipated cost of any such item exceeds £1,000 per property it shall be instructed and carried out only when the work has been approved by the requisite number of owners in the Block as required by your title deeds, or by a simple majority if not specified in your title deeds.

However, the Co-operative may also instruct works at a cost exceeding £500 per property if the works are required in an emergency or it considers the expense to be justifiable on grounds of health or safety and, in these circumstances, the Co-operative shall be entitled to recover the costs of that work in terms of Schedule 2 of the Written Statement of Service. A situation will be deemed an emergency if a properly convened meeting of the Owners is not possible prior to the emergency works being carried out.

All works carried out will be subject to the Co-operative's Procurement Policy or normal maintenance processes.

27.0 MONITORING & PERFORMANCE

The Co-operative shall 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 shall be held with a view to demonstrating transparency in the way work has been carried out and authorised.

The Co-operative will monitor repairs and maintenance performance using both regulatory and key performance indicators (KPI's).

28.0 CONFIDENTIALITY & DATA PROTECTION

The Co-operative will ensure all information provided by tenants and applicants will only be used for the purpose provided.

We will process information and data contained within the application in accordance with its policies and procedures relating to the General Data Protection Regulations.

Information regarding how data will be used and the basis for processing data is provided in the Co-operative's Fair Processing Notice.

29.0 COMPLAINTS

Any complaints in relation to this Policy, its implementation or its operation will be dealt with in line with the Co-operative's Complaints Policy.

A copy of our Complaints Policy and summary leaflets is available from our office or to download from our website **www.gphc.org.uk**

30.0 EQUALITY & DIVERSITY

The Co-operative is committed to promoting an environment of respect, understanding, encouraging diversity and eliminating discrimination by providing equality of opportunity for all.

We will endeavour to ensure a fair and equal service to everyone and that all services are carried out in an undiscriminating manner in line with the Co-operative's Equality and Diversity Policy.

In particular, we will not discriminate on the grounds of age, disability, marriage and civil partnership, pregnancy and maternity, race, religion or belief, gender reassignment, sex and sexual orientation.

We will ensure that everyone has equal access to information and services to meet specific need. Upon request we will make available documents in a range of alternative formats/languages.

31.0 POLICY REVIEW

The Policy will be reviewed on a 5 yearly basis or earlier if the legislation changes to ensure that its aims and good practice are being met.

APPENDIX 1

LINKED POLICY AND PROCEDURES

- Scottish Secure Tenancy Agreement
- Void Management Policy
- Rechargeable Repairs Policy
- Complaints Policy & Procedure
- Risk Management Policy
- Procurement Policy
- Factoring Policy Factoring & Written Statement of Service
- Medical Adaptations Policy
- Asbestos Management Policy
- Alterations Policy
- Sustainability Policy
- Equality and Diversity Policy
- Key Performance Indicators
- Damp & Mould Policy
- Electrical Safety Policy
- Fire Safety Policy
- Gas Management (Maintenance) Policy
- Legionella Policy
- Asbestos Management Policy
- Lettable Standard
- Repairs & Maintenance Policy & Procedures

APPENDIX 2

SCOTTISH SOCIAL HOUSING CHARTER PERFORMANCE INDICATORS

The Co-operative assesses the quality of reactive repairs and planned maintenance services and reports against the following range of indicators specified in the Scottish Social Housing Charter.

Indicator	
6	Percentage of homes meeting the Scottish Housing Quality Standard (SHQS) at the reporting year end.
7	Percentage of existing tenants satisfied with the quality of their home.
8	Average length of time taken to complete emergency repairs.
9	Average length of time taken to complete non-emergency repairs.
10	Percentage of reactive repairs carried out in the reporting year completed right first time.
11	The number of times in the reporting year that you did not meet your statutory obligation to complete a gas safety check within 12 months of a gas appliance being fitted or its last check.
12	Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.
18	Number of households currently waiting for adaptations to their home.
19	The average time to complete adaptations.
26	Average length of time taken to re-let homes in the last year.
29	The number of times in the reporting year did you not meet the requirement to complete an electrical installation condition report (EICR) within five years of the last EICR
30	Number of homes that do not have 'satisfactory equipment for detecting fire and giving warning in the event of fire or suspected fire' installed at the year end
31	Average length of time taken to resolve cases of damp and/or mould by cause
32	Percentage of cases of damp and/or mould resolved during the reporting year that were reopened by cause
33	Number of open cases of damp and/or mould at the year end
C7	Scottish Housing Quality Standard (SHQS) – Stock condition survey information.
C8	Scottish Housing Quality Standard (SHQS) – Stock summary.
C9	The number of self-contained properties void at the year end and of those, the number that have been void for more than six months.