



Title	Repairs and Maintenance Policy
Purpose	<p>Maryhill Housing aims to ensure its homes are maintained to a high standard through the delivery of effective repairs and maintenance providing excellent customer service.</p> <p>The Association will provide staff with clear operational procedures and guidelines to determine how the Association will organise repairs and maintenance for its customers.</p> <p>This policy provides a framework for the delivery of repairs and maintenance and sets out how the Association is meeting its legal and statutory repairing responsibilities.</p> <p>The Association will comply with relevant legislation and adopt the principles and practices detailed in the Social Housing Charter.</p>
Scope	<p>The Board has delegated responsibility for monitoring performance on repairs and maintenance and for approving the Repairs and Maintenance Policy.</p> <p>The Director of Operations holds the lead responsibility for this policy with responsibility for implementation delegated to the Head of Property.</p> <p>This policy applies to all Board and Committee members, members of staff whether employees of MHA, freelance, casual, or temporary agency staff irrespective of grade, position, or length of service responsible for the management of repairs and maintenance within the Association.</p>
Definitions	<p>For the purposes of this policy, unless otherwise stated, the following definitions shall apply:</p> <p>The policy applies to the management of property owned by the Association and subject to a Scottish Secure Tenancy, a Short Scottish Secure Tenancy, a Shared Ownership Occupancy Agreement Lock up Agreement, Lease or Private Residential Tenancy. The policy also applies to common areas where the Association is the factor.</p> <p>The Repairing Standard as set out in the Housing (Scotland) Act 2006</p>

Policy Statement

Aims

The Association aims to deliver repairs and maintenance services that:

- Ensure its homes are warm, safe, wind and watertight and provide healthy environments for its customers,
- Are tailored to customers' needs and are efficient, responsive, and flexible, and which
- Are in line with the legislation set out above, the requirements of the Scottish Social Housing Charter and with sector good practice on repairs and maintenance

Recognise that cultural practices can vary widely among our customers. We will respectfully engage with customers and work together to find solutions that accommodate their needs

Reactive Repairs Service

The association will offer a wide range of methods to maximise ease of reporting. Repairs may be reported by phone, text, email, in person, in writing or via the Association's website.

We will publicise information about the service in several ways. The website will provide detailed information such as repair responsibilities and response times. We will also provide information on the service a tenancy sign-up. Publications such as the quarterly newsletter will be used to provide general information such as practical tips, out of hours contact details and performance statistics.

Repair timeframes

On receipt of a repair request the Association will categorise the repair in terms of impact on the property and occupants taking account of any health and safety implications.

The Association will categorise repairs into the following categories:

Category	Definition
Emergency	Attendance within 2 hours to make safe and complete the repair within 24 hours
Urgent	Attendance and completion of the repair within 24 hours
Routine	Completion within 5 working days
Other	Completion within 15 working days

An emergency repair is where there is a risk to safety, danger to health, to prevent serious damage to the property or a loss of an essential service.

Urgent repairs are less serious than an emergency repair with no

immediate risk to health and safety or security (for example, partial loss of power or heating).

Routine repairs are those which do not require urgent attendance for reasons of health and safety, and which do not present an obvious risk of further, more substantial, damage to the property.

Repairs which fall under the 'Other' category are generally repairs which need multiple trades in attendance or where there may be a longer manufacturing time for a part or non-standard materials.

The full categorisation of repairs can be found in Appendix 1 to this policy. This also includes the timescale in which a repair will be completed.

The Association reserves the right to amend the completion category and timescale for individual repair works to take account of unforeseen or other specific circumstances. These include, for example, a requirement to order parts and materials, very specialist works, and additional works being identified when repairs are being carried out.

The Association will apply the same process of categorisation of defect repairs required in newly built and converted properties. All defects will be managed in line with the Association's policy on Defects.

Property Inspections

As an organisation, we recognise the importance of possessing technical expertise within our team to conduct assessments on our properties to determine the necessary repair actions. In broad terms, we will conduct pre-inspections by a Property Officer for repairs under the following circumstances:

- Where insufficient information is provided to diagnose the fault
- High-value works – e.g. £750 or over
- Specific customer request
- Reports of damp and mould, in-line with our damp and mould policy
- Any reported structural defect that has potential to cause harm or deteriorate rapidly
- Insurance claims

Our staff are fully trained to determine the circumstances when a pre inspection should be requested.

Pre inspections will be carried out on an appointment basis within 5 working days (with the exception of damp and mould cases) of the report being made (or later if requested by the tenant). The repair will then be categorised under the standard response times. The time taken to complete repairs requiring pre inspection will be

measured from the first report to completion of work. Details of the pre inspection will be captured on the Associations IT system.

Quality of repairs

The Association and its appointed contractors will carry out repairs and maintenance using high quality materials and an appropriately trained workforce. The Association aims to ensure that repairs are resolved on the first visit (known as 'right first time') and will return to complete any failed repairs within twenty-four hours of an issue being identified.

A proportion of repairs carried out will be post-inspected for quality after completion. The target for this will be set annually.

The Association will monitor its performance on 'right first time' repairs with contractors and report this to the Board quarterly.

Post inspections will be carried out by appointment, apart from repairs that have been carried out in a common area.

The Association's staff members, e.g. Property Officers will routinely carry out post-inspections. They will in particular look at work over £750 or repairs carried out in the common area. The officer will carry out checks to ensure that work has been carried out to the correct specification/standard. Property Officers will not pass an assessment as to whether the installation is to an adequate technical standard. This will be carried out by a competent professional with the appropriate technical qualifications in their relevant discipline if required.

Customer focus

The Association and its contractors will provide twenty-four hours a day, 365 days a year repairs reporting and delivery service. The Association will offer appointments for all non-emergency repairs where access is required from the tenant. Appointments will be offered at times to suit the customer within standard working hours (between 9.00am and 5.00pm). Where the customer cannot provide access during these times, appointments outwith these times can be offered, including evenings and weekends (except for emergency/urgent repairs.)

The Association and its contractors will communicate with customers throughout the progress of a repair. The Association will work with customers in shaping its repairs and maintenance services. We will also seek feedback on the quality of repairs from our customers using a variety of means, for example, text, email, via the online portal etc.

Graffiti Removal

The association will work in partnership with Glasgow City Council Environmental task force to ensure that our areas are maintained in a good condition and graffiti that is identified on external areas is removed as soon as possible. Where graffiti appears on internal

areas, such as close walls, the Association will instruct removal by our own contractors. Where the contents are offensive, this will be categorised as an urgent repair.

By proactively addressing instances of graffiti, we aim to foster a clean, safe, and aesthetically pleasing environment for our customers.

Customer access

The Association aims where possible to operate a repair-by-appointment system for non-emergency repairs to minimise instances of the operative being unable to obtain access.

Under the terms of the Tenancy Agreement, tenants must allow access to inspect, carry out repairs or improvements. Persistent failure to provide access will be seen as a Breach of Tenancy which may result in the Association taking action against the tenant.

In emergency situations or where this is a health and safety risk the association may be left with no other option than to force access into a customer's home to address a potential risk or to carry out make safe repairs. **Rechargeable repairs**

All rechargeable repairs are identified in line with the relevant sections contained within the Scottish Secure Tenancy Agreement. The association may recharge in the following situations:

- When a repair is normally the responsibility of the Association, but there has been accidental or deliberate damage by the tenant, any member of the tenant's household or a visitor to the house.
- If we carry out a repair that we later find out is not the responsibility of the association e.g. repairs to tenants' alterations
- Visits by our contractor to carry out cyclical health and safety checks, e.g. gas servicing when the tenant has not provided access for two previous appointments.
- Damage caused by the tenant, a member of their household or a visitor, identified at the End of Tenancy Inspection resulting in repairs required before the house can be re-let.
- Wilful damage or acts of vandalism caused by a tenant, a member of their household or a visitor
- Repairs carried out by the Association at the tenant's request for example replacing lost or broken keys.
- Making good the house following improvement/alterations carried out by the tenant without the Association's approval or not to an acceptable standard.
- Where the rechargeable repair is subject to a building insurance claim, the person being recharged will only be liable for the insurance excess.

Where the need for repairs is the result of tenant damage or neglect the Association will not carry out the repair unless the tenant meets at least fifty percent of the cost of the repair upfront. Where a tenant is unable to meet the cost, this will be referred to a manager for consideration.

If a rechargeable repair must be carried out for reasons of health and safety of either the customer or neighbouring customers, the repair will be completed and the cost of this will be recharged to the tenant after the work has taken place.

A tenant may choose to carry out a repair which would otherwise be rechargeable to them by the Association. In these cases, the work must be carried out to a standard acceptable to the Association and will be post-inspected by a representative of the association Any further work carried out by the Association to rectify the repair to bring it up to an acceptable standard will be recharged to the tenant.

As a rule, the Association will not carry out lock changes outwith normal working hours, except in cases of extreme vulnerability and with the approval of a manager.

Vulnerable Customers

This policy recognises that there may be circumstances where exceptionally vulnerable customers may be more directly impacted by a necessary repair to their home. In these cases, discretion can be applied to ensure vulnerable customers are supported appropriately.

Right to repair

The Association will adhere to the requirements of the Right to Repair scheme defined in the (Housing Scotland) Act 2001. The Association will deliver all eligible repairs within Right to Repair timeframes. The Association will advise tenants of their rights under the scheme when they report a qualifying repair and at the point of tenancy sign-up. The association will also remind customers of their rights under the Right to Repair scheme on an annual basis in writing principally through our customer newsletter. The association will:

- State the maximum time allowed to carry out the repair the last day of the period
- Give details of the primary and secondary contractor
- Make the necessary arrangements to facilitate access

The Association will compensate tenants in line with the Regulations where Right to Repair timeframes are not met. The level of compensation as set out in legislation.

Tenants residing in mid-market rent properties are not eligible under the 'Right to Repair' scheme however can still make service requests and raise complaints regarding the repair service and will be provided with information on the First-tier Tribunal for Scotland

(Housing and Property Chamber) who deal with escalated complaints when the complaints procedure has been exhausted.

Effective Asset Management

The Association recognises that it is more effective to deliver planned investment programmes than repair properties on a reactive basis. Information such as repairs trends will be analysed and fed into the Association's Asset Management Strategy to drive investment decisions.

Cyclical Maintenance

The Association will deliver a programme of cyclical repairs to maintain the functioning and appearance of its stock. The cyclical programme will include, but not be limited to, close cleaning; landscape maintenance; health and safety compliance; lift servicing; electrical checks; gas servicing; gutter cleaning; health and safety checks such as legionella.

The association will give tenants advance notice of any cyclical and planned maintenance works due in their property. Detailed information about the nature of the work, specifications, timescales and any disruption likely to be caused, shall be provided.

Void Management

Maryhill Housing recognises that effective void management is essential to minimising rental loss, ensuring properties are returned to a high standard and supporting strong and sustainable communities. The Association is committed to:

- Minimising the time properties remain empty through efficient and well-managed processes.
- Ensuring that all void properties meet the Association's **Letting Standard** prior to re-let.
- Maintaining robust oversight, monitoring, and reporting arrangements to ensure accountability and continuous improvement.

Circumstances Leading to a Void

A property may become void due to a variety of circumstances including: termination of tenancy, abandonment, transfer, death of a tenant or new property acquisitions. The Association will apply this policy consistently in all such cases.

Performance Standards and Categories

To ensure timely turnaround of properties, voids will be managed in line with the following target categories:

- **3 Day Void** – Properties requiring minimal work, such as basic health and safety checks and cleaning.
- **5 Day Void** – Properties requiring most routine repairs, e.g. renewing internal doors, kitchen drawer fronts, and deep cleaning.

- **10 Day Void** – Properties requiring major component replacement, such as kitchens or bathrooms.
- **12 Day Void** – Reserved for new acquisitions or properties requiring extensive works (e.g. full strip-out and major component replacements).

The Association will monitor performance against these targets and report quarterly to the Board.

Inspections and Quality Assurance

- A **pre-termination inspection** will be carried out to assess the condition of the property and identify potential rechargeable repairs.
- A **pre-inspection** will take place at the start of the void period to scope works required and assign to the appropriate category as detailed above.
- A **post-inspection** will be undertaken on completion to ensure the property meets the Association's Letting Standard before re-let.

Rechargeable Repairs at Void Stage

Where damage, neglect or tenant failure to remove items results in works being required, the Association will apply its Recharge Procedure. Typical rechargeable works include but are not limited to:

- Replacement or repair of damaged internal or external doors.
- Redecoration works due to poorly maintained home
- Removal and disposal of personal belongings, rubbish or furniture left behind.
- Damage to fittings, fixtures or appliances beyond fair wear and tear.

These will be pursued in line with the Recharge Procedure, Repairs and Maintenance Policy and Rent Arrears Policy to ensure consistency and fairness.

Tenant Engagement and Incentives

The Association is committed to working with tenants to reduce recharges and void turnaround times by encouraging tenants to return their properties in good condition.

The Voids Incentive Scheme rewards tenants who leave their home in very good condition at the end of their tenancy. An allowance of up to £350 can be claimed by tenants who are transferring to another property or terminating their tenancy and meet all of the scheme criteria. Full details on the scheme is accessible through our website and provided to customers who request a housing transfer.

Responsibilities and Oversight

Effective void management requires clarity of responsibilities across staff and contractors. The Association will ensure that all roles involved in the void management process are clearly defined, and

that accountability for performance is maintained at both operational and strategic levels.

1) Void Property Officer

- Holds primary responsibility for managing void properties.
- Supports Housing Officers in conducting pre-termination and transfer inspections.
- Prepares and oversees the scope of works in line with the Association's Letting Standard.
- Manages the day-to-day performance of the void contractor, including quality assurance and addressing any defaults.
- Ensures pre-and post-inspection documentation is completed accurately and uploaded to the Housing Management System.
- Escalates risks of delay or quality concerns to the Head of Property & Neighbourhoods.

2) Head of Property & Neighbourhoods

- Holds overall accountability for void management performance.
- Ensures that void contractor performance is managed effectively, including monitoring KPIs and compliance with contract terms.
- Provides assurance to the Board that void management procedures are being applied consistently and effectively.
- Oversees the work of the Void Property Officer and Property team to ensure adherence to the Void Management Procedure.
- Leads on continuous improvement, ensuring lessons learned from audits, complaints and tenant feedback are embedded.

3) Head of Housing & Communities

- Ensures Housing Officers and Managers are adhering to the Void Management Procedure.
- Ensures effective communication between Housing and Property teams in relation to upcoming terminations, tenant responsibilities and recharges.
- Provides assurance to senior management on compliance with the Void Management Procedure.

4) Housing Officers

- Responsible for carrying out pre-termination and transfer inspections, supported by the Void Property Officer where required.
- Communicate tenant responsibilities clearly, including recharge implications and void standards.
- Ensure that re-let properties are allocated in line with the Allocations Policy.
- Liaise with tenants during tenancy termination to provide advice, encourage compliance with the Voids Incentive Scheme and minimise recharges.
- Provide feedback on property condition and void management issues to the Void Property Officer and Housing Manager.

5) Duty Property Officer

- Provides cover for the Void Property Officer during absence, ensuring that void management continues seamlessly.
- Responsible for keeping records up to date in the Housing Management System during their period of cover.
- Reports to the Head of Property & Neighbourhoods on any risks or performance issues arising during cover.

6) Housing Manager

- Collates performance information on voids, including turnaround times, rent loss, recharge recovery and contractor performance.
- Provides oversight of allocations, ensuring that void properties are allocated fairly and in line with the Allocations Policy.
- Provides assurance that tenant engagement at the end of tenancy stage (e.g. follow-up letters, recharge discussions) is handled consistently.
- Ensures performance data is accurate, timely and shared at operational and Board levels.
- Chairs or contributes to operational void management meetings, ensuring issues and delays are reviewed and addressed.

Performance Monitoring

- Performance will be monitored monthly at operational level, with a focus on turnaround times, rent loss, recharges, and contractor delivery.
- Quarterly reports will be submitted to the Board, providing assurance on performance against policy targets, compliance with the Letting Standard, and progress with continuous improvement actions.

Compliance and Continuous Improvement

This policy supports compliance with the Scottish Social Housing Charter, relevant housing legislation and sector good practice. The Association will review and update its approach regularly in response to audit recommendations, tenant feedback and performance outcomes.

Mid-Market Rent

The Association will deliver a repairs service to Mid-Market properties that meet the Repairing Standard as set out in the Housing (Scotland) Act 2006 and is in line with the current standards provided to general needs accommodation.

Any fixtures, fittings, furnishing, and appliances provided in a mid-market tenancy will be maintained to a satisfactory standard in line with legal and regulatory requirements.

Customers residing in mid-market properties are not eligible for compensation under the Right to Repair scheme and any formal disputes relating to repairs should be referred by the customer to the

First Tier Tribunal for Scotland (Housing and Property Chamber) in line with the current legislation.

Compensation for tenants

Where major disruptive work in a customer's home entails the need for redecoration, the Association may carry out re-decoration works or will make payment of a decoration allowance to the customer. The relevant values of this allowance are set out in Appendix 2 to this policy.

Payment of Allowances for temporary heating and dehumidifiers

The Association will provide temporary heating where heating systems are not in working order. Dehumidifiers may be provided to address damp or an ingress of water into a property. If temporary heater(s) or dehumidifier(s) are provided an initial allowance of £30 will be paid. If the equipment is still required after 7 days a further £30 will be made and every week thereafter whilst the equipment is in use.

Tenant Alterations

The Association recognises that tenants may wish to carry out their own alterations to their homes.

Written permission must be provided by the Association before any alterations can be carried out. Alterations can include but are not limited to the installation of kitchens or bathroom suites, satellite dishes, garden sheds etc.

The Association will not unreasonably withhold consent for an alteration but will make it conditional that any proposed alterations meet the Association's standards and are compliant with all relevant legislation. Consideration will also be given to the impact on neighbouring properties and the ability to re-let the property in the future. All requests for alterations will be considered on their own merits.

Procurement of services and value for money

The Association will procure repairs and maintenance services in line with its Procurement Policy and Toolkit to provide economically advantageous services for the Association. The Association's procurement strategy will be produced annually. The Association will effectively client its repairs and maintenance contractors to deliver continuously excellent services which give value for money

In addition, cost and performance benchmarking will be undertaken against other providers to measure performance.

Operational Delivery

The Policy is supported by a range of procedures that allow staff to effectively deliver the Association's Repairs and Maintenance

	<p>services. The Association will ensure that all relevant staff receive appropriate training and support to meet the requirements of the Policy and Procedures.</p> <p>Continuous improvement The Association aims to continuously improve its repair and maintenance services and will adapt processes in response to customer complaints; customer satisfaction information; input from Registered Tenant Organisations and other customer groups; internal audit and sector best practice.</p> <p>Complaints Any service user may submit a complaint using the Association’s complaint policy if it is felt the Association has failed to correctly apply this repairs and maintenance policy.</p> <p>Legal and Good Practice Requirements: This policy is compliant with the following legislation and good practice guidance:</p> <ul style="list-style-type: none"> • Housing (Scotland) Acts 2001, 2006, 2010 and 2014 • Right to Repair (Housing Scotland Act 1987 as amended 2001 and 2010) • Right to Compensation for Improvements (Housing Scotland Act 1987 as amended 2001 and 2010) • Scottish Social Housing Charter 2012 • Scottish Housing Quality Standard • SFHA Good Practice Guidance Repairs and Maintenance – 2012 • Scottish Secure Tenants (Right to Repair) Regulations 2002 • Environmental Protection Act 1990 • Equalities Act 2010 • The Gas Safety (Installation and Use) Regulations 1998 and The Gas Safety (Installation and Use) (Amendment) Regulations 2018 • The Control of Asbestos Regulations 2012 • Tenements (Scotland) Act 2004 • The Building (Scotland) Regulations & Building Standards 2017 • The Construction (Design and Management) Regulations 2015 • Asbestos Regulations (Control of Asbestos at Work, 2002; The Asbestos (Licensing) Regulations 1983; The Asbestos (Prohibitions) Regulations 1992 • Property Factors (Scotland) Act 2011 • Health and Safety Executive Guidance <p>The Repairing Standard – Housing (Scotland) Act 2006</p>
Approval	Board – October 2025
Policy Owner	Head of Property Christopher Duff
Review	October 2028

	The policy may also be reviewed in light of legislation, good practice, or internal structural and process change.
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Appendix 1: Repairs Categories

Maryhill Housing - Repair Timescale Categories	Emergency	Urgent	Routine	Other	Exceptions	Right to Repair (RTR) Requirement
	Attend and make safe within 2 hours and complete within 24 hours	Complete within 24 hours	Complete within 5 working days	Complete within 15 working days		
Electrical						
Close lighting		Yes			If more than 1 light out, move to emergency category	
External lighting		Yes				
Internal lighting			Yes		If kitchen & bathroom lights, move to urgent category.	
Light switch - damaged		Yes				Legal maximum response: 1 working day
Light switch - loose		Yes				Legal maximum response: 1 working day

Maryhill Housing - Repair Timescale Categories	Emergency	Urgent	Routine	Other	Exceptions	Right to Repair (RTR) Requirement
	Attend and make safe within 2 hours and complete within 24 hours	Complete within 24 hours	Complete within 5 working days	Complete within 15 working days		
Light switch - not working			Yes		If kitchen & bathroom lights, move to urgent category.	Legal maximum response: 1 working day
Door bell			Yes			
Mechanical extractor fan in internal kitchen or bathroom not working.			Yes			Legal maximum response: 7 working days
Immersion heater		Yes				Legal maximum response: 1 working day
Full loss of electrical power	Yes					Legal maximum response: 1 working day
Partial loss of electrical power		Yes				Legal maximum response: 3 working days
Smoke / Heat / Co2 Detector		Yes			If in high rise property, move to emergency category.	
TV aerial			Yes			

Maryhill Housing - Repair Timescale Categories	Emergency	Urgent	Routine	Other	Exceptions	Right to Repair (RTR) Requirement
	Attend and make safe within 2 hours and complete within 24 hours	Complete within 24 hours	Complete within 5 working days	Complete within 15 working days		
Water leaking onto electrics	Yes					Legal maximum response: 1 working day
Cooker Control Unit		Yes				
Unsafe electrical fitting	Yes					
Socket - loose or unsafe		Yes				Legal maximum response: 1 working day
Socket - not working			Yes		If medical need - move to urgent category	
Door entry					7 day response	
Lifts	Yes					
Electric heating - throughout	Yes				If medical need - move to emergency category	
Electrical heating - partial (1 room or less)			Yes			
Repair to cable trunking			Yes			
Domestic appliances			Yes			n/a
Plumbing						

Maryhill Housing - Repair Timescale Categories	Emergency	Urgent	Routine	Other	Exceptions	Right to Repair (RTR) Requirement
	Attend and make safe within 2 hours and complete within 24 hours	Complete within 24 hours	Complete within 5 working days	Complete within 15 working days		
Bath seal - leaking		Yes				
Wash hand basin - tap broken/loose/dripping			Yes			
Panels			Yes			
Wall Tiles			Yes			
Bath - cracked		Yes				
Bath - unstable		Yes				
Bath seal - leaking		Yes				
Bath tap - broken/dripping/loose			Yes		If no other washing facility, move to emergency category.	
Wastes - wash hand basin / Kitchen Sink / Bath		Yes			If any sign of sewage, move to emergency category	
Blocked or Leaking Foul Drains, Soil Stacks, or Toilets where there is no other toilet in the house	Yes					Legal maximum response: 1 working day
Kitchen sink leaking, dripping or loose.					If leak cannot be contained, move to emergency category.	

Maryhill Housing - Repair Timescale Categories	Emergency	Urgent	Routine	Other	Exceptions	Right to Repair (RTR) Requirement
	Attend and make safe within 2 hours and complete within 24 hours	Complete within 24 hours	Complete within 5 working days	Complete within 15 working days		
Water pipe leaking	Yes					
Leaking overflow pipe		Yes				
Loss of full water supply						Legal maximum response: 1 working day
Partial loss of water supply						Legal maximum response: 3 working days
Noisy pipes			Yes			
Unable to flush WC		Yes			If manual flush not possible, move to emergency category.	
Clear choked WC (where there are other toilets in house)		Yes				
Running cisterns		Yes				
Shower repair / replacement			Yes		If medical or cultural need, move to emergency category.	
Toilet pan leaking	Yes					

Maryhill Housing - Repair Timescale Categories	Emergency	Urgent	Routine	Other	Exceptions	Right to Repair (RTR) Requirement
	Attend and make safe within 2 hours and complete within 24 hours	Complete within 24 hours	Complete within 5 working days	Complete within 15 working days		
Toilet pan cracked		Yes			If leaking, move to emergency category.	
Shower tray choked		Yes				
Shower screen			Yes			
Minor tile repairs including sealant			Yes		If no other washing facilities, move to urgent category	
Wetwall				Yes		
Leak into property	Yes					Legal maximum response: 1 working day
Joinery						
External door - repair minor (aesthetic/adjustments/loose/draughty)			Yes			
External door - major repair (unable to secure / open)	Yes					Legal maximum response: 1 working day
External door replacement				Yes		
Internal door - adjustment			Yes			

Maryhill Housing - Repair Timescale Categories	Emergency	Urgent	Routine	Other	Exceptions	Right to Repair (RTR) Requirement
	Attend and make safe within 2 hours and complete within 24 hours	Complete within 24 hours	Complete within 5 working days	Complete within 15 working days		
Internal door - if unable to open or secure	Yes					Legal maximum response: 1 working day
Internal door replacement			Yes			
Communal doors - service					7 day response	
Board-up window or door	Yes					
Unsafe timber flooring or stair treads		Yes				Legal maximum response: 3 working days
Skirting board repair			Yes			
Renewal of flooring (new ply) - 1 room or less			Yes			
Renewal of flooring (new ply) - 1 room or more				Yes		
Floorboards - taking up boards or joists				Yes		
Fencing - repair			Yes		If risk to health and safety, move to emergency category.	
Fencing - renewal				Yes		
Kitchen cupboard - loose		Yes				
Kitchen cupboard - damaged						

Maryhill Housing - Repair Timescale Categories	Emergency	Urgent	Routine	Other	Exceptions	Right to Repair (RTR) Requirement
	Attend and make safe within 2 hours and complete within 24 hours	Complete within 24 hours	Complete within 5 working days	Complete within 15 working days		
Kitchen cupboard door - damaged / loose / sticking		Yes			If risk to health and safety, move to emergency category.	
Kitchen unit drawer - not opening/closing			Yes			
Kitchen worktop repair			Yes			
Locks & Fittings - Lost keys (Out of hours)	Tenant will be referred to reputable contractor. Tenant responsibility.					
Locks & Fittings - Lost keys (Within Working Hours)	Yes					
Locks & Fittings - Unable to lock door	Yes					Legal maximum response: 1 working day
Gain access to property (for example, forcing access due to leak)	Yes					

Maryhill Housing - Repair Timescale Categories	Emergency	Urgent	Routine	Other	Exceptions	Right to Repair (RTR) Requirement
	Attend and make safe within 2 hours and complete within 24 hours	Complete within 24 hours	Complete within 5 working days	Complete within 15 working days		
Loose or detached bannister / handrail		Yes				Legal maximum response: 3 working days
Window - Drafty			Yes			
Window - Adjustment (Unable to open/close)		Yes				
Window - Unable to open / close		Yes			If on ground floor, move to emergency category.	
Window - catch loose or borken			Yes (subject to availability of materials)			
Window - cill or beading repair			Yes			
Plastering & Painting						
Painting small areas over <10m2			Yes			
Painting large areas over >10m2				Yes		
Plastering small areas under <10m2			Yes			

Maryhill Housing - Repair Timescale Categories	Emergency	Urgent	Routine	Other	Exceptions	Right to Repair (RTR) Requirement
	Attend and make safe within 2 hours and complete within 24 hours	Complete within 24 hours	Complete within 5 working days	Complete within 15 working days		
Plastering large areas >10m ²				Yes		
Gas Central Heating						
Blocked flue to open fire or boiler	Yes					Legal maximum response: 1 working day
Loss / Partial loss of gas supply	Yes					Legal maximum response: 1 working day
Partial loss of heating or hot water (where no alternative heating is available)		Yes				Legal maximum response: 1 working day
Full loss of heating or hot water (where no alternative heating is available)		Yes				Legal maximum response: 1 working day
Leaking radiator			Yes		If leak is uncontainable, move to emergency category	
Raditor valve repairs			Yes			

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	Attend and make safe within 2 hours and complete within 24 hours	Complete within 24 hours	Complete within 5 working days	Complete within 15 working days		
Repair to heating controls			Yes			
Communal						
Clothes Line			Yes			
Graffiti - internal			Yes		If obscene, move to urgent category.	
Choked bin chute		Yes				
Walls / Flooring / Ceilings	Yes					
Dampness						
Dampness - treatment				Yes		
Lock-ups						
Damaged or stiff/loose			Yes			
Door not opening/closing	Yes					
Gates						
Gate Damaged			Yes			
Gate loose or sticking			Yes			
Glazing						
Replacement glazing unit				Yes * timescale to be agreed with contractor		

Maryhill Housing - Repair Timescale Categories	Emergency	Urgent	Routine	Other	Exceptions	Right to Repair (RTR) Requirement
	Attend and make safe within 2 hours and complete within 24 hours	Complete within 24 hours	Complete within 5 working days	Complete within 15 working days		
Gutters						
Downpipe - blocked			Yes			
Downpipe - broken or missing			Yes			
Downpipe - leaking			Yes			
Downpipe - loose			Yes		If risk to health and safety, move to emergency category.	
Gutter - blocked			Yes			
Gutter - broken or missing			Yes			
Gutter - leaking			Yes			
Gutter - loose			Yes		If risk to health and safety, move to emergency category.	
Paths and Steps						
Path Repair				Yes		
Steps				Yes		
Make safe path		Yes				Legal maximum response: 1 working day

Maryhill Housing - Repair Timescale Categories	Emergency	Urgent	Routine	Other	Exceptions	Right to Repair (RTR) Requirement
	Attend and make safe within 2 hours and complete within 24 hours	Complete within 24 hours	Complete within 5 working days	Complete within 15 working days		
Make safe step		Yes				Legal maximum response: 1 working day
Pest Control						
Possible infestation		Contractor report	Treatment			

Repairs and Maintenance Policy – Appendix 2: Decoration Allowances

The table below sets out the rates at which decoration allowances will be paid following disruptive major works, such as kitchen and bathroom installs, re-wires or central heating replacements. The rates are calculated based on each room disturbed by the work. Make reference to the normal procedure is to make good however will be paid in exceptional circumstances decoration.

Room	Amount
Kitchen	£37.00
Bathroom	£47.00
Livingroom	£83.00
Hall	£43.00
Bedroom 1	£57.00
Bedroom 2	£45.00
Bedroom 3	£45.00
Bedroom 4	£45.00
Hall/Stairs/Landing	£78.00
Heating (Boiler)	£120.00