



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.

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.

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 and report this to the Board quarterly.

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 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.

Tenant responsibility

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.

Rechargeable repairs

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. 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 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 provide them with a list of approved contractors who will carry out the work of the association fail to. The Association will compensate tenants in line with the Regulations where Right to Repair timeframes are not met. Tenants residing in mid-market rent properties will be provided with information on the First tier Tribunal for Scotland (Housing and Property Chamber) who deal with repair issues for private sector tenants.

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.

Void Repairs

The Association aims to let its void properties as quickly as possible to minimise rent loss because of a property being empty. Processes are in place in place to support staff in carrying out this function.

To ensure that all void properties are let to our customers in line with agreed standards all void works must be delivered in line with the Associations Letting Standard. A copy of the Letting Standard is attached at Appendix 3.

The Letting Standard forms part of the Void Repairs Contract and the Contractor is expected to deliver this standard in line with the target time frames depending on the void category. The target timeframe for the completion of void works is listed below:

Standard Void – 3 days

Significant Void – 5 days

Major Void – 10 days

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.

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 services. The Association will ensure that all relevant staff receive appropriate training and support to meet the requirements of the Policy and Procedures.

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.

Legal and Good Practice Requirements:

This policy is compliant with the following legislation and good practice guidance:

- 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

	<ul style="list-style-type: none"> • 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 • The Repairing Standard – Housing (Scotland) Act 2006
Approval	Board – March 2022
Policy Owner	Head of Property
Review	<p>March 2024</p> <p>The policy may also be reviewed in light of legislation, good practice, or internal structural and process change.</p>

Appendix 1: Repairs Categories

Maryhill Housing - Repair Timescale Categories	Emergency	Urgent	Routine	Other	Exceptions	Right to Repair (RTR) Requirement
	Attend within 2 hours and complete within 24 hours	Attend and complete within 24 hours	5 working days	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

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			
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						
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.	
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					
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			

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						
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					
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			
Plastering large areas >10m2				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	
Radiator valve repairs			Yes			

Repair to heating controls			Yes			
Communal						
Clothes Line			Yes			
Graffiti			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		
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
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.

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