



Repairs and Maintenance Policy

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Scottish Housing Regulator Guidance:	N/A

Vision

By providing aspirational homes and high-quality services we will transform communities to enhance the quality of life of our customers.

Values

- Customer and Community Focussed
- Treating our customers with respect
- Accountable
- Making a difference
- Innovative
- Equal access to services and opportunities for all

Strategic Objectives

Deliver first class customer services

Provide quality homes, communities and sustainable tenancies

Achieve robust financial management and governance excellence

Empower, develop and engage our staff

Build strong collaborative relationships locally and nationally

REPAIRS AND MAINTENANCE POLICY

Ardenglen Housing Association can provide this policy on request, in large print, in Braille, or in other non written format, and a variety of languages

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1.0 INTRODUCTION & POLICY CONTEXT

1.1 Ardenglen Housing association was established in 1990 and is a registered charity organisation. We own and manage 982 homes, factor 18 privately owned properties, 5 commercial shops and manage 6 shared ownership properties. We also manage on behalf of the Castlemilk Community Maureen Cope Hall. We offer high quality accommodation within the East End of Castlemilk, which is situated six miles South of Glasgow City Centre. Our vision is to transform communities by providing aspirational homes and services, to enhance the quality of life of our customers.

1.2 Ardenglen is committed to maintaining our properties and common areas to the highest possible standard, whilst providing an excellent service. This standard is achieved through our **Repairs and Maintenance policy in conjunction with the undernoted Policies**

- **Ardenglen Business Plan 2021 – 2024**
- **Asbestos**
- **Servicing**
- **Asset Management Strategy**
- **Health and Safety**
- **Electrical Safety**
- **Fire Safety**
- **Energy Performance Procedure**
- **Legionella**
- **Financial Regulations**
- **Estate Management,**
- **Void Management,**
- **Medical Adaptations,**
- **Tenancy Management**
- **Rechargeable Repairs**

1.3 This policy covers all aspects of the maintenance service incorporating, reactive, planned and cyclical works and should be read in conjunction with our **Procurement Strategy**

1.4 The Repairs and Maintenance policy has been developed to take account of legislative, regulatory and good practice requirements in relation to service delivery in this area of operation.

2.0 AIMS AND OBJECTIVES

2.1 The Association is committed to maintaining our properties and common areas to the highest possible standard, whilst providing excellent customer service.

2.2. The Repairs and Maintenance Policy aims to ensure that the Association provides an effective maintenance service that complies with its landlord obligations.

2.3. Our objectives include:

- To comply with legal duties, codes of good practice and obligations contained within the tenancy agreement.
- To provide homes in a safe and high standard of repair that offer a warm, comfortable and healthy living environment for occupants; and which remain in demand.
- To provide an efficient and responsive reactive repairs service that reflects tenant priorities and gets repairs done right, on time, first time.
- To have consideration of best value through the procurement process.
- Ensure effective systems are in place to monitor all performance and financial aspects of the maintenance service which will underpin the planning of works and enable the Board of Management to control the service.
- Provide customers with regular performance information and a range of opportunities to be involved the development of the full range of maintenance repairs activities and services.
- To ensure practices and procedures are reviewed as a result of feedback through our repair satisfaction survey and complaints procedure

3.0 OUTCOMES

3.1 The Association aims to meet the Scottish Government Social Housing Charter outcomes 1,2, 3, 4, 5 and 13 which state;

Outcome 1- **Equalities** – Every tenant and customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services.

Outcome 2 - **Communication** – Social landlords manage their business so that 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** - Social landlords manage their businesses so that 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 by April 2015 and continue to meet it thereafter, and when they are allocated, are always clean, tidy and in a good state of repair.

Outcome 5 – **Repairs, maintenance & improvements** - Tenants homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.

Outcome 13 –**Value for money** – tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.

4.0 ROLES IN SERVICE PROVISION

- 4.1 The Board of Management will have responsibility for approval of this policy on the basis that it meets regulatory requirements and supports the mission and objectives of the organisation. It also ensures approval for the budgetary requirements to implement the policy.
- 4.2 The Director of Asset Management has responsibility to ensure that the policy is applied and meets the Association’s Business Plan and budget objectives.
- 4.3 The Finance Manager has responsibility for ensuring that the appropriate financial information is provided monthly via the Associations management accounts.
- 4.4 The Director of Asset Management has responsibility to ensure that appropriate technical and administration support is in place to deliver the operational objectives of the policy and provide advice and training to relevant members of staff.

5.0 LEGISLATION

- 5.1 The legislative requirements include the need to comply with the range of health and safety duties imposed upon landlords; and various landlord responsibilities set out in the 2001 and 2010 Housing (Scotland) Acts. Various contractual terms are imposed via relevant tenancy, occupancy and management agreements. The Association shall ensure all its practices accord with these terms and requirements.
- 5.2 The Association will comply with all legal requirements regarding housing quality, repairs, maintenance and improvements to ensure that its maintenance policies and procedures aid this process, including but not limited to:
 - The Health & Safety at Work Act 1974;
 - The Housing (Scotland) Act 2001 as amended;
 - Property Factors (Scotland) Act 2011;
 - GDPR Information Sharing and Data Protection Act 2018;
 - The Scottish Social Housing Charter;
 - Management of Health and Safety at Work Regulations 1999, as amended;
 - Gas Safety (Installation and Use) Regulations 1998;as amended

- Gas Safety (Management) Regulations 1996;
- Construction (Design & Management) Regulation 2015;
- Building (Scotland) Act 2003;
- Building (Scotland) Regulations 2004;
- Control of Asbestos Regulations 2012;
- Environmental Protection Act 1990;
- Electrical Equipment (Safety) Regulations 1994;
- Energy Performance of Buildings (Scotland) Regulations 2008;
- Fire (Scotland) Act 2005;
- Fire Safety (Scotland) Regulations 2006;
- Lifting Operations and Lifting Equipment Regulations 1998;

6.0 REPAIR RESPONSIBILITIES

6.1 Repair obligations of the landlord are summarised below;

- a. External fabric - To repair and maintain the external fabric of the building and related common parts in a good condition under the terms of the responsive, cyclical and major repairs programmes as detailed in this policy. This includes, for example, roofs, external walls, gutters, downpipes and close doors
- b. Internal common works – To maintain common entrances, stairways, passageways and other common areas in a good condition and fit for use by the resident household and visitors. This includes for example stairs, close windows and communal TV aerials
- c. Internal fitments – To repair and maintain installations which have been provided by the Association. This includes for example, kitchen and bathroom fitments, pipework for the supply of gas and water, heating systems and electrical wiring, windows and doors.
- d. Environmental repairs – To repair and maintain environmental areas owned by the Association such as paths, walls fences, bin stores, play areas, drying areas and hard and soft landscaping

6.2 Under legislation tenants have obligations to report and allow access to carry out repairs to their home and the common areas. They also have responsibility for specific areas of maintenance. Full details of responsibility are contained within Appendix 1.

7.0 TENANTS' RESPONSIBILITIES

7.1. Tenant's responsibilities are summarised below:

Repairs - Under legislation tenants have obligations to report and allow access to carry out repairs to their home and the common areas. They also have responsibility for specific areas of maintenance. Full details of

responsibility are contained within the Tenancy Agreement and at Appendix 1 of this Policy.

- The tenant will be responsible for reporting repairs promptly to the Association;
- The tenant will ensure that the dwelling and fixtures belonging to the Association remain in the condition in which they were provided by the Association subject to fair wear and tear;
- The tenant will keep the interior of the property in good and clean condition and in proper decorative order;
- Where the tenant has exclusive or shared use of a garden, the tenant will maintain it, unless the Association has agreed to organise such works as a service, in which case the tenant will be responsible for paying for such services via a service charge;
- The tenant will be responsible for damage to glass, choked sinks or sanitary ware, plugs, or chains, internal door handles, replacing lost or broken keys and any costs incurred through forcing entry required as a result of lost keys, particularly where such damage is due to the tenant's negligence. Where the damage is covered by the Association's Building Insurance, the tenant will be liable for any excess;
- The tenant must replace items damaged through neglect or carelessness on the part of the tenant or any member of the tenant's household or a visitor;
- The tenant will be responsible for payment of an abortive call out or work carried out as a result of problems pertaining to the tenant's own fixtures and fittings, appliances or installations;

Tenants' Responsibilities in Common Areas

- The tenant will not cut, mark, draw or letter any part of the external walls, common entrance or staircase of the building, nor put up any items such as TV aerials or signboards on the building without the written consent of the Association.

8.0 RECHARGEABLE REPAIRS

8.1 Charges will be levied where a repair becomes necessary as a result of the wilful, negligent or accidental actions of a tenant, household member or visitor to a property as opposed to through fair wear and tear. Full details on the process and circumstances for charging are contained within the Associations **Rechargeable Repair policy**.

9.0 THE REACTIVE REPAIRS SERVICE

9.1 We 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 Associations website

9.2 For non-emergency repairs, we will operate a repair by appointment system on specific dates or days and within a 4 hour specified timeslot. Where

necessary, we can also make arrangements for contractors to call between 5-7pm or on Saturday mornings.

- 9.3 With all repair works, the Association will aim to ensure that good quality materials are used by contractors and that high standards of workmanship are attained. We will clearly identify our expectations to our contractors and also invite customer feedback via our satisfaction survey at individual repair level.
- 9.4 We will publicise information about the service in a number of ways. The tenant handbook and website in particular will provide detailed information such as repair responsibilities and response times. 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

10.0 RESPONSE TIMES

- 10.1 Our staff will categorise reported faults according to the level and nature of the response required. We will endeavour to apply a consistent approach to this categorisation; however discretion will be applied where a tenant is significantly more inconvenienced as a result of their age, health or any other relevant factor.

a. Emergency repairs

An emergency repair is defined as something that could not have been foreseen and which could cause danger to health, residents' safety, or serious damage or destruction to property. The minimum emergency service provided will be a "make safe" solution with any associated outstanding repair work following on from the original visit. Appendix 2 details the repairs that would normally be classified as emergency. Right to repair items with a one day completion time will also be placed in this category

All emergency repairs (other than central heating breakdowns) will be responded to within 2 hours from the time of the initial request for service and immediately made safe. Central heating breakdowns will be responded to within 4 hours. The Association will have in place arrangements to ensure requests for emergency repairs can be received and responded to 24 hours a day, 7 days a week.

b. Non emergency repairs

Where a repair is categorised as non emergency, the Association will offer a repair by appointment system where the repair (or inspection if necessary), is carried out and completed within 3 working days, (commencing with the day after the repair was reported). Right to repair items with a 3 or 7 day completion time will be placed in this category. The time response time for this category will be extended

only where the tenant indicates that access will not be available until after the 3 day response or the repair requires more than one visit.

c. **Extended repairs**

Sometimes a non emergency repair will take longer than usual due to unique circumstances such as a part difficult to obtain, multi trades being involved in a repair or unforeseen additional works required. It is likely that a small number of these repairs will arise in a year. Extended repairs will be completed with 15 working days of the original report being made. If this is not possible, full information will be provided as to the reasons for the delay and the expected completion

10.2 The Association will apply the same process of categorisation of defect repairs required in newly built properties. We will aim to maintain effective working relationships with contractors to ensure as far as possible that works are carried out within the relevant timescales

11.0 RIGHT TO REPAIR

11.1 The Association will adhere to the requirements of the Right to Repair scheme defined in the Housing (Scotland) Act 2001. This statutory scheme covers specified repairs known as qualifying repairs of an urgent nature up to a maximum of £350.

11.2 If a qualifying repair is not started within the required timescale, tenants can instruct an alternative contractor from the Associations list to carry out the repair and charge the landlord the cost. Details of qualifying repairs and responses are contained within appendix 2

11.3 When a qualifying repair is reported the Association will;

- a. State the maximum time allowed to carry out the repair and the last day of the period
- b. Give details of a the primary and a secondary contractor
- c. Make arrangements for access

11.4 The Association will establish procedures, without the requirement for submission of a claim if compensation is due, to be awarded. The level of compensation is set in legislation and is subject to a maximum of £100.

11.5 We acknowledge the particular requirement to advise tenants in writing annually of the provisions of the scheme and will use its newsletter as the principal method of achieving this. We will maintain records that monitor and demonstrate compliance with the Right to Repair Scheme

12.0 REPAIRS INSPECTIONS

A. Pre inspections

- 12.1 As an organisation we understand the need for the repairs service to have technical expertise within our staff to undertake assessments on our properties that determine the appropriate repair action to be taken. In general terms, we will pre inspect repairs in the following circumstances;
- a. Any reported structural defect that has potential to cause harm or deteriorate rapidly
 - b. Reports of damp or mouldy conditions
 - c. Orders that have potential to cost more than £300
 - d. Fire related repairs
 - e. Potential insurance claims
- 12.2 Our staff are fully trained to determine the circumstances when a pre inspection should be requested. Full details are contained within Appendix 3.
- 12.3 Pre inspections will be carried out on an appointment basis within 3 working days of the report being made (or later if this suits the tenant). The repair will then be categorised under the standard response times. The time taken to complete repairs requiring a pre inspection will be measured from first report to completion of work. Records of post inspections are input on our IT systems

B. Post inspections

- 12.4 The Association will carry out a percentage of post inspections to completed work to ensure that we are providing a high quality service which is also value for money. The main trigger for post inspections will be linked to feedback from our repairs satisfaction survey and customer complaints. We will also have regard to invoice amounts and contractor performance.
- 12.5 Our IT systems will record the outcome of post inspections which will be presented to our maintenance contractors at quarterly meetings.
- 12.6 Post inspections will be carried out by appointment. They will not be included as part of the time taken to complete the repair

13.0 VOID PROPERTIES

- 13.1 The Association has a Void Management Policy which details our procedures to let void properties as quickly as possible in order to minimise loss of rental income. In order to achieve this we will adopt a systematic approach to undertaking inspections, instructing necessary repair work, monitoring progress towards completion and passing properties as fit to let

- 13.2 We will have in place a void property standard which will define, as far as practically possible, our expected standard for reletting our houses. The time taken to carry out repairs on void properties will vary on an individual property basis. Our timescales range from 1 working day, 3 or 5 working days, for minor repairs to 10 working days for more extensive work
- 13.3 It is our policy to instruct both a gas and electrical safety check to all void properties prior to a new tenant taking up residency

14.0 ADAPTATIONS

- 14.1 We aim to maximise the availability of housing for people with diverse needs and recognise that adapting houses can have a significant positive impact on the health and well being of individuals and their households. The Association has a separate **adaptations policy** which details how we meet the needs of tenants whose circumstances require the addition of specialised facilities or equipment.
- 14.2 Where we have installed additional or specialised equipment or facilities, these will be maintained in accordance with this policy

15.0 GRAFFITI REMOVAL

- 15.1 Where graffiti appears on external surfaces, the Association will work in partnership with Glasgow City Council Environmental Task force to ensure that our area is maintained in a good condition and graffiti is removed as soon as possible. Where graffiti appears on internal areas, such as close walls, the Association will instruct removal by our own contractor. Where the contents are offensive, this will be categorised as an emergency repair

16.0 ASBESTOS MANAGEMENT

- 16.1 The Association recognises the dangers presented by asbestos and will have detailed Asbestos Management policy and procedure documents in place. These will describe the general approach and particular steps it will take in order to meet relevant legal, health and safety, and best practice requirements.

17.0 INSURANCE

- 17.1 The Association will maintain comprehensive buildings insurance for all its properties. Tenants, sharing owners and outright owners are responsible for arranging home contents insurance to cover their own possessions.
- 17.2 We will provide details to our tenants of reasonably priced home contents insurance and actively promote take up of the scheme.

18.0 PLANNED & CYCLICAL MAINTENANCE

- 18.1 Planned maintenance is work which is programmed in advance, normally over a 30 year period. It will be based upon information held on stock condition and the anticipated life span of components. To supplement this information, we will use feedback from our tenant satisfaction survey and robust monitoring of our reactive repair spends as a prompt for targeting technical inspections. Analysis of our technical inspections will be used to inform our planning of future maintenance requirements. Examples of planned maintenance include kitchen and bathroom replacement, windows, roofs and heating systems
- 18.2 The Association recognises the expectations set by the specification of a Scottish Housing Quality Standard.. and will ensure compliance through our planned maintenance programme which is informed by regular and comprehensive stock condition surveys.
- 18.3 Cyclical maintenance is periodic work which is carried out at agreed intervals and usually involves inspection, servicing or cleaning. Examples of cyclical maintenance include annual gas appliance checks, gutter cleaning and communal painter work
- 18.4 The Association will tender contracts for planned and cyclical work in accordance with the provisions of its Procurement Strategy.
- 18.5 In Winter every year, the Association will publish its annual maintenance programme for the following financial year containing details of planned and cyclical maintenance contracts that will be undertaken. The financial implications of this will be included within the Associations business planning process
- 18.6 As a matter of course, 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, specification, timescales and any disruption likely to be caused, shall be provided.
- 18.7 As far as possible tenants shall be given the opportunity to exercise choice in the specification of products and works. The Association 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
- 18.8 On completion of individual works the views of tenants involved will be sought via a tenant satisfaction survey. This information, along with any complaints received during the course of the works will be used to assess the performance of contractors and to identify possible future service improvements

19.0 GAS SAFETY

- 19.1 The Association recognises the critical importance of ensuring gas heating and hot water systems in its properties are in good safe working order. It will meet all statutory duties in relation to gas safety management and associated health and safety legislation. In doing so, it will maintain effective administrative systems to ensure all gas systems in tenanted properties are subject to an annual service.
- 19.2 In fulfilling its legal responsibilities, the Association will 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 will include taking appropriate action to gain entry
- 19.3 The contractor shall employ a competent person to carry out a quality control audit of 10% of the systems serviced or repaired. The quality control audit shall incorporate a full strip down of the equipment and copies of the post check report and additional Landlords Safety Certificates will be provided to the Association.
- 19.4 Ardenglen will arrange for a random sample of services and repairs to be checked by a suitably qualified external body to ensure that all regulations and procedures are being followed as required by the Gas Safety (Installation and Use) Regulations 1998, as amended
- 19.5 Appointments will be offered in the evenings and at weekends in order to promote maximum access

20.0 ALTERATIONS TO PROPERTY

- 20.1 The Association has a procedure in place to allow tenants to apply for permission to undertake alterations or additions to their homes. As a landlord, we will not unreasonably withhold consent, but will make it conditional that any proposed alterations meet the standards of safety and workmanship required by us. We will, however, not be responsible for supervising the installation process.
- 20.2 In granting permission for alterations the Association will be satisfied that that the proposed works will not detract from the future letting of the property. In addition, it will be made clear that the tenant will accept the full installation costs as well as be liable for the any ongoing maintenance responsibilities. Where an alteration is removed, the Association will expect that the property be returned to its original condition.
- 20.3 Certain requests for alterations may also require planning consent by the local authority. It is the responsibility of the tenant to ensure that all consents are in place before proceeding with the works

- 20.4 Under the terms of the tenancy agreement, alterations or improvement work to a property (other than internal decoration) should not be carried out without the written consent of the landlord. The following provides examples of alterations;

Requesting a structural change such as removing an internal wall
Requests to fencing to replace an existing boundary
Loft renovations
Installation of external door
Installation of kitchen or bathroom suites
Installation of fires or fireplaces
Installation of additional kitchen units
Replacement of an existing gate
Replacement of internal doors or handles
Alterations to the garden space or erection of a garden shed
Adding or removing electrical sockets
Replacing light fittings or switches

21.0 COMPENSATION FOR IMPROVEMENTS

- 21.1 The Association will have procedures in place to comply with legislation contained within the Housing (Scotland) Act 2001 in relation to compensation for improvements. Scottish Government guidance is available on request from the Association.
- 21.2 In general terms you may qualify for compensation if you have written approval for your alteration and it is contained within a prescribed list of improvements. The tenancy must have ended but not through repossession or a housing transfer with the same landlord.
- 21.3 Compensation paid cannot be lower than £100 or greater than £4000 for each improvement made
- 21.4 Claims must be made in writing to the Association within the period starting 28 days before and ending 21 days after the tenancy comes to an end

22.0 ACCESS FOR REPAIRS AND MAINTENANCE

- 22.1 The association operates a repair by appointment system in order to minimise instances of no access being available. Where a tradesperson or repairs inspector calls at an appointed time and access is not available, the tenant will be notified by a card left at their address, by a telephone call, e mail or text message. The onus is on the tenant to rearrange a subsequent appointment. If no new appointment is made then the original order will be cancelled
- 22.2 Where no access is available in extreme emergency or unexpected situations, such as a serious flood, we will make every effort to locate the whereabouts of

the tenant. In the event of this not being possible access to the property will be gained in the presence of the police.

23.0 CONTRACTOR SELECTION

- 23.1 All reactive, planned and cyclical work will be awarded in line with the Associations Procurement Strategy. This will be consistent with relevant legislation and Scottish Government guidance. This will demonstrate an open and transparent process with a focus on achieving best value.
- 23.2 We will have a focus on both price and quality and will ensure that our contractors meet all relevant legal requirements. We will consider references of quality workmanship and ensure that our contractors have agreed to the Associations expected standards of conduct. Details of these are contained within appendix 4.
- 23.3 Contractors performance will be consistently monitored in line with Key Performance Indicators and consistently reviewed taking into consideration customer complaints and satisfaction, recalls to orders, feedback from staff, administration processes, post inspection, and orders completed right first time.

24.0 SUSTAINABILITY IMPLICATIONS

- 24.1 The approach outlined in this policy, working in tandem with our other housing management and maintenance policies, ensures that the Association makes a positive contribution toward the sustainability of our communities.
- 24.2 The Association acknowledges the negative impact that poorly maintained properties can have on individual households and communities and aims to ensure that these are kept to a minimum. Our Repairs and Maintenance policy and the associated procedures emphasise high quality responsive and planned maintenance services and a customer centred approach – the overall aim being to maintain the long term sustainability of our properties and successful occupancy of our homes

25.0 PERFORMANCE MONITORING AND REPORTING

- 25.1 The Association will 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 will be held with a view to demonstrating transparency in the way work has been carried out and authorised
- 25.2 The Association will monitor repairs and maintenance performance using both regulatory and local performance indicators as follows;

Regulatory performance indicators

- Average time taken to complete emergency and non-emergency repairs
- Number of appointments made and adhered to
- Number properties with gas certificates that were renewed within their anniversary
- Number of repairs which were completed right first time

Local performance indicators

- Reporting on cyclical and major repairs performance

26.0 COMPLAINTS

26.1 Any service user may submit a complaint, using the Associations Complaints procedure if it is felt that the Association has failed to correctly apply this Repairs and Maintenance policy.

27.0 TRAINING, REVIEW & DISTRIBUTION

27.1 The Association is committed to training and developing staff and Board members to their full potential in order to deliver a high quality of service in all areas.

27.2 This Policy will be approved by the Board of Management. It will be reviewed on a 3 yearly cycle. The review will incorporate changes in legislation, complaints, comments and feedback from customers.

27.3 This policy will be made available to every employee and committee member and will be made freely available to any tenant or interested party.

-- END OF POLICY ---

APPENDIX 1 - Whose responsibility, is it?

Doors	Us	You
Door bell		✓
Door entry system	✓	
Door chain		✓
Door name plate		✓
Property security, i.e. Door spy hole, door locks	✓	
Draught excluders	✓	
Letterbox	✓	
Communal close doors	✓	
Flat doors including glass	✓	
Keys lost		✓
Forced entry (can be recharged)		✓
Door frames, facing & skirting	✓	
Kitchen		
Cooker (unless provided by association)		✓
Cooker socket	✓	
Filters for cooker hoods		✓
Kitchen units	✓	
Kitchen worktop	✓	
Sink bowl & drainer	✓	
White goods (unless provided by the association)		✓
Plumbing		
Blocked sink, WHB, bath or toilet	✓	
Domestic cold water supply	✓	
Internal/External pipes & drains	✓	
Downpipes & gutters	✓	
Hot water supply	✓	
Plug & chains	✓	
Tap washers	✓	
Damage to sinks or sanitary ware (can be recharged)		✓
Underground pipe burst	✓	
Heating		
Fires (where fitted by association)	✓	
Gas boilers	✓	
Radiators	✓	
Heating controls	✓	
Gas servicing	✓	
Windows		
Glass unless vandalism (can be recharged)		✓
Windows (frames, catches and handles)	✓	
Window cills	✓	
Electrical		
Extractor fans	✓	
Communal TV or satellite aerial	✓	
TV aerial socket	✓	
Individual TV or satellite aerial		✓

Light fittings (excluding table lamps etc)	✓	
Plugs (including fuses)		✓
Light bulbs & tubes		✓
Mains wired smoke alarms	✓	
Carbon monoxide detector (where installed by association)	✓	
Consumer unit	✓	
IEE safety inspections	✓	
Reset trip switch		✓
Bathroom		
Bath (unless tenant damage)	✓	
Shower (where fitted by association)	✓	
Shower curtains		✓
Toilet seat (unless wear and tear)		✓
W.C and wash hand basin (unless tenant damage)	✓	
Structure		
Roofs (including roof anchor inspection)	✓	
Ceilings	✓	
Floors	✓	
Roughcast & plastering	✓	
Stairs	✓	
Handrails	✓	
Walls (including plaster repairs)	✓	
Wood cladding	✓	
Grass cutting of individual gardens & common areas	✓	
Close cleaning	✓	
Tenants garden features and flowerbed maintenance		✓
Loft insulation	✓	
Cavity wall insulation	✓	
Tenants own security lighting		✓
Other		
Bin stores	✓	
Clothes poles	✓	
Fencing	✓	
Internal decoration		✓
External decoration	✓	
Pest infestation*	✓	✓
Carpets and personal belongings		✓
Insurance		
Home contents insurance		✓
Building insurance	✓	

*We may offer advice on eradication of common household insect infestation before dispatching a specialist contractor

APPENDIX 2 - Repair Responses

Repair description	Emergency	Repair by	Additional Comments
Plumbing	2 hour response	appointment within 3 working days	
Blocked or leaking foul drains, soil stacks, or toilets where there is no other toilet in the house	✓		Qualifying Right to Repair – legal maximum response 1 working day
Blocked sink, bath or drain	✓		Qualifying Right to Repair – legal maximum response 1 working day
Loss of water supply	✓		Qualifying Right to Repair – legal maximum response 1 working day
Significant leaks or flooding from water or heating pipes, tanks or cisterns	✓		Qualifying Right to Repair – legal maximum response 1 working day
Toilet not flushing where there is no other toilet in the house	✓		Qualifying Right to Repair – legal maximum response 1 working day
Partial loss of water supply		✓	Qualifying Right to Repair – legal maximum response 3 working days
Dripping tap		✓	
Leaking tap when used		✓	
Loose tap		✓	
Leaking overflow		✓	
Broken flush handle		✓	
Shower repair		✓	
Repair to sanitary ware components		✓	
Gas and central heating	4 hour response	appointment within 3 working days	
Blocked flue to open fire or boiler	✓		Qualifying Right to Repair – legal maximum response 1 working day
Loss or partial loss of gas supply	✓		Qualifying Right to Repair – legal maximum response 1 working day
Loss or partial loss of space	✓		Qualifying Right to

or water heating where there is no alternative heating available			Repair – legal maximum response 1 working day
Leaking radiator		✓	
Radiator valves repair		✓	
Repair to heating controls		✓	
Electrical	2 hour response	appointment within 3 working days	
Loss of electric power	✓		Qualifying Right to Repair – legal maximum response 1 working day
Unsafe power or lighting socket or electrical fitting	✓		Qualifying Right to Repair – legal maximum response 1 working day
Partial loss of electric supply		✓	Qualifying Right to Repair – legal maximum response 3 working days
Mechanical extractor fan in internal kitchen or bathroom not working		✓	Qualifying Right to Repair – legal maximum response 7 working days
Faulty light fittings, sockets or aerial sockets		✓	
Electrical repair to shower		✓	
Repair to smoke alarm or carbon monoxide detector		✓	
Repair to cable trunking		✓	
Joiner	2 hour response	appointment within 3 working days	
Insecure external window, door or lock	✓		Qualifying Right to Repair – legal maximum response 1 working day
Loose or detached banister or handrail		✓	Qualifying Right to Repair – legal maximum response 3 working days
Unsafe timber flooring or stair treads		✓	Qualifying Right to Repair – legal maximum response 3 working days
Gain access to property	✓		
Repair to internal door, handles, door frames or		✓	

facings			
Skirting board repair		✓	
Repair to internal window and all associated ironmongery		✓	
Repair to kitchen units and worktops		✓	
Board up broken window	✓		
Glazier	2 hour response	appointment within 3 working days	
Measure double glazed unit		✓	
Reglaze broken pane			Extended repair 15 days response as custom made
External/Common areas	2 hour response	appointment within 3 working days	
Unsafe access path or step	✓		Qualifying Right to Repair – legal maximum response 1 working day
No TV reception		✓	
No close lighting at all	✓		Carried out by Glasgow City Council
Partial close lighting		✓	
Repair to door entry system		✓	
Make safe roof damage after storm	✓		
Renew or replace cracked roof tiles or damaged flashing			Extended repair 15 days response as special order
Clothes pole or drier repair		✓	
Rain penetration		✓	
Repair to external building fabric including roughcast		✓	
Repair to gutters or downpipes		✓	
Repair pointing		✓	
Repair to fencing (timber)		✓	
Repair to fencing (metal)			Extended repair to 15 days if blacksmith required

APPENDIX 3 - Guide to when a pre inspection is required

External	Yes	No
Structural damage	✓	
Fascias, soffits or bargeboards	✓	
Chimneys	✓	
Pointing and minor brickwork	✓	
Brick wall replacement or rebuild	✓	
Roofing tiles (broken, cracked or missing)		✓
Concrete canopies	✓	
Coping stones	✓	
Uneven pathways	✓	
Clothes driers/poles		✓
Fence replacement	✓	
Windows		
Window repairs		✓
Window replacements	✓	
Glazing		✓
Window ironmongery		✓
Draughty windows	✓	
Doors		
Door entry systems		✓
Door frame replacement	✓	
External door replacement	✓	
Internal door replacement	✓	
Replacement ironmongery		✓
Locks and hinges		✓
Door thresholds		✓
Draughty door	✓	
Ease and adjust		✓
Joinery		
Skirting		✓
Floorboards		✓
Joists and stairs		✓
Bannisters and handrail		✓
Electrical		
Sockets and light fittings		✓
Security lights		✓
Smoke alarms		✓
Carbon monoxide detectors		✓
Consumer unit faults		✓
Heating		
Loss of heating or water		✓
Radiator leaks		✓
Heating controls		✓
Wall finishes		

Floor or wall tile replacement - small (where installed by association)		✓
Floor or wall tile replacement - large (where installed by association)	✓	
Plaster patching small		✓
Plaster patching large	✓	
Plaster over artex	✓	
Damp proof failure	✓	
Dampness mould growth or condensation	✓	
Plumbing		
Minor leaks		✓
Replacement taps		✓
Wash hand basin, WC or bath renewal	✓	
Silicone sealant		✓
Blockages to drains or pipes		✓
Shower repairs		✓
General		
Orders expected to be over £300 in value	✓	
Where insufficient information is provided to diagnose fault	✓	
Specific tenant request	✓	

APPENDIX 4 - Code of conduct for approved contractors

The Association require contractors to;	
1.	Introduce themselves to tenants/staff and show proof of identity
2.	Explain the nature and purpose of the visit
3.	Behave in a polite and courteous manner at all times
4.	Keep the tenants home secure and take care of the tenants property and possessions protecting them from dust, paint etc while carrying out works
5.	Minimise disruption and mess within the tenants home
6.	Clear all rubbish or debris from the garden or other areas outside the property resulting from any external works carried out
7.	Keep safe all materials and equipment used on site and avoid danger to tenants and visitors
8.	Reconnect and test services such as electricity, water and gas at the end of each working day
9.	Recompense tenants for any gas or electricity used
10.	Refrain from smoking, working under the influence of alcohol and drugs, using bad language, playing music and or using the tenants facilities without permission
11.	Advise the Association of tenants complaints or concerns
12.	Comply with confidentiality guidelines
13.	Comply with health and safety legislation and relevant codes of practice
14.	Comply with equal opportunities and good practice