



**Drumchapel  
Housing**

Co-operative Limited

## **Repairs and Maintenance Policy and Procedures**

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# Repairs & Maintenance Policy

## 1. Introduction

Drumchapel Housing Co-operative is committed to the provision of a high-quality maintenance service which delivers value for money and puts tenants at the heart of its activities.

This policy details the Co-operative's approach to delivering reactive, cyclical, and planned maintenance to meet the changing needs and aspirations of tenants, while ensuring the long-term viability of its assets.

The policy has been developed in accordance with best practice and is designed to meet legislative requirements and our Business Plan Objectives to:

- Deliver excellent housing services.
- Demonstrate rent affordability and value for money.
- Tenant Health & Safety
- Provide quality homes in an attractive environment.
- Climate Change emergency

## 2. Policy objectives

Key aims of the Co-operative's Repairs & Maintenance Policy include:

- Provide safe, secure, and healthy homes and environments for our tenants.
- Complete repairs and improvements right first time and at times that suit our tenants.
- Provide opportunities for tenants to shape service development and delivery, focusing on 'what matters,' to ensure high standards of customer satisfaction.
- Achieve and exceed the standards defined in the Scottish Housing Quality Standard (SHQS) and Energy Efficiency Standard for Social Housing 2 (EESH2).
- Enhance property intelligence and stock information to inform strategic decision making, protecting our assets, and improving value for money.
- Ensure adequate financial provision for the delivery of maintenance services, including planned improvements.
- Monitor performance to enhance value for money and ensure continuous improvement.
- Seek opportunities to involve small and medium enterprises through the procurement of services and achieve outcomes which benefit the wider Drumchapel community.
- Enable medical adaptations to be carried out quickly and effectively to

support the changing needs of our tenants.

### 3. Legislative and regulatory framework.

The following key publications are relevant to this policy:

- Scottish Housing Quality Standard
- Energy Efficiency Standard for Social Housing
- The Scottish Social Housing Charter
- Housing (Scotland) Act 2001
- Management of Health & Safety at Work Regulations 1999
- Gas Safety (Installation and Use) Regulations 1998
- The Electricity at Work Regulations 1989
- The Institution of Engineering and Technology (IET) Wiring Regulations 18th Edition, BS 7671
- The Consumer Protection Act 1987
- Construction Design & Management Regulations 2015
- Building Regulations and Building Standard (Scotland) Regulations
- Procurement Reform (Scotland) Act 2014
- Health and Safety at Work etc. Act 1974
- Control of Substances Hazardous to Health Regulations 2002
- The Control of Asbestos Regulations 2012
- The Equality Act 2010
- Data Protection Act 2018
- Freedom of Information (Scotland) Act 2002

### 4. Scottish Social Housing Charter

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

**Outcome 2. Communication:** Tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.

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

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

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

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

### 5. Associated policies.

This Policy should be read in conjunction with the following associated documents:

- Asset management plan
- Void management policy
- CDM Regulations policy
- Control of legionella policy
- Asbestos policy & procedure
- Procurement policy
- Complaints handling policy and procedure.
- Equality & Human Rights policy
- Tenant participation policy
- Risk management methodology policy.
- Estate management policy

### 6. Performance monitoring & service improvement

The effectiveness of this policy will be monitored on a continual basis to ensure that the service continues to meet the changing needs of our tenants and provides excellent value for money.

This is achieved by:

- Obtaining customer feedback at the point of service delivery, via telephone surveys, scheduled customer surveys, newsletters, tenants panel meetings and consultation events.
- Assessing and learning from complaints relating to service delivery.
- Progressing post inspections 10% of all works to assess the quality of workmanship and tenant experience.
- Carrying out safety audits on key areas of work – i.e., audit 10% of gas safety and 5% electrical inspection condition reports.
- Scrutinising invoices and comparing the performance of contractors.
- Providing Clerk of Work services for planned and cyclical maintenance.
- Assessing performance against the Scottish Social Housing Charter.

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- Auditing areas of service through internal audit arrangements.
- Benchmarking our performance against other Scottish Registered Social Landlords.
- Examining and sharing best practice through peer groups and forums, including Quality and Efficiency Forum, West of Scotland Housing Forum, and Scottish Federation of Housing Associations.

Key areas of performance will be reported to the Management Board quarterly and communicated to tenants through our website, newsletters, Annual Report to Tenants and other appropriate methods.

### 7. Record keeping and reporting.

Comprehensive maintenance records will be retained on the Co-operative's housing management system (SDM) at an individual property level. This will include work completed, customer feedback, cost, and contractor information, together with copies of documentation/certification.

The housing management system will accommodate reporting against the Scottish Social Housing Charter and key performance Indicators. It will also provide reports on contractor performance and business intelligence to assist strategic decisions relating to component and asset performance.

All data will be processed in accordance with the Data Protection Act 2018.

### 8. Classification of repairs.

The Co-operative has 5 key classifications for repair works. These are:

1. Reactive repairs.
2. Mould and Dampness repairs.
3. Void repairs.
4. Cyclical repairs.
5. Planned maintenance.

#### 8.1 Reactive repairs.

Reactive repairs are day to day repairs that are required within a relatively short timescale to ensure the health, safety and security of tenants and prevent damage to or deterioration of property.

#### 8.2 Mould & Dampness Repairs.

Mould & Dampness Repairs are day to day repairs that are required within a

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relatively short timescale to ensure the health and safety of tenants and prevent damage to or deterioration of property.

## 8.3 Void Repairs.

Void repairs are works which are carried out to our properties at the end of a tenancy before the property is relet.

## 8.4 Cyclical maintenance

Cyclical maintenance is carried out at specific intervals to ensure the safety of tenants, preservation of building components and the provision of clean, attractive environments. This includes testing and inspection of appliances/installations to ensure they meet current legislation and guidelines.

Examples of cyclical maintenance include painting programmes, gutter cleaning, roof anchor inspection, water tank inspection, lift maintenance, gas safety inspections, legionella inspections and periodic electrical testing.

## 8.5 Planned maintenance.

Planned maintenance involves the planned replacement of external or internal components of a building. This is programmed over a thirty-year period in accordance with the anticipated lifespan of components and is informed by regular stock condition surveys.

Examples of planned maintenance include replacement of windows, kitchens, bathrooms, heating systems, rewiring and maintenance of roofs/walls etc.

## 9. Reactive repairs

### 9.1 Landlord responsibilities

The Co-operative is responsible for ensuring that properties are fit for purpose and meet the Scottish Housing Quality Standard.

This includes the maintenance of :

- All installations provide space heating, water heating, sanitation, and ventilation and for the supply of water, gas and electricity.
- Fire protection and alarm systems installed by the Co-operative.
- Drains, gutters, and external pipes (excluding blockages caused by tenant negligence)

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- External envelope i.e., the roof, outside walls, windows, and doors.
- Internal structure i.e., walls, floors, ceilings, staircases, doors, and door frames (excluding decoration)
- Chimneys, chimney stacks and flues (excluding sweeping).
- Pathways, steps, or other means of access/egress.
- Boundary walls and fences where damage significantly affects the use of common parts of property or poses a danger to any user. Where it has been installed by the Co-operative.
- Bin and drying areas
- Communal aerials/satellite dishes (installed by the Co-operative only)

## 9.2 Tenant responsibilities

Tenants are responsible for:

- Repairing or replacing items damaged through neglect or carelessness on their part, or by any member of their household or visitors to their home.
- Choked sinks or sanitary ware (where the choke is the fault of the tenant)
- Replacing sink plugs and chains, toilet seats, light bulbs, internal door handles, lost or broken keys and any cost incurred through forced entry, due to lost keys.
- Repairing or maintaining nonstandard fittings that they have installed themselves including fencing.
- Installing and maintaining their own appliances, such as washing machines and cookers
- Decoration, including repairs to minor cracks or holes in plasterwork.
- All floor coverings.

Full details of repair responsibilities are detailed in Appendix 1

## 9.3 Reporting

The following reporting methods are available to ensure that tenants can report repairs easily and effectively:

- In person by visiting the office to speak to a member of staff.
- By telephone on 0141 944 4902
- Via our website [REPORT A REPAIR \(drumchapelhc.org.uk\)](https://www.drumchapelhc.org.uk)
- Speaking to a member of staff out with the office
- By e-mail to [maintenance@drumchapelhc.org.uk](mailto:maintenance@drumchapelhc.org.uk)

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The Co-operative provides an “out of office hours” emergency repairs service

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with City Building Glasgow. Details of this service are available on the office answering machine and via our website and newsletters. The contact phone number should you need this service is 0800 595 595.

We will embrace new and emerging technology to ensure that reporting methods meet the changing needs and aspirations of tenants.

Upon reporting a repair tenants will be advised of:

- The priority and response time for the repair.
- Whether the repair is a qualifying repair under the Right to Repair legislation and if so, the procedure and the timescales that apply, including the right to claim compensation.

Wherever possible, attendance will be at a date and time that is convenient to the tenant.

### 9.4 Access

In accordance with their tenancy agreement, tenants are required to provide Co-operative employees and contractors reasonable access to carry out repairs to their home or adjoining property. Where access is required a minimum of 24 hours' notice will be provided.

In the event of emergencies, immediate access may be essential and in exceptional circumstances forced access may become necessary. This could arise where:

- There is a danger to life, personal injury, or health.
- Substantial damage to property is likely.
- A property is insecure.
- Essential services need to be reinstated.

Prior to forcing access, Co-operative staff will attempt to contact any recorded key holders or family members. Where forced entry is necessary, the following steps will be taken:

- A member of staff will attend with the contractor and record the action taken, supported by photographic evidence.
- Police Scotland will be notified of the intended action and offered an opportunity to be present.
- On completion, the house will be secured, and a notice left for the tenant.
- All information will be recorded and retained on the housing

management system.

## 9.5 Categories of repair

Repairs are prioritised in accordance with their degree of urgency. Consideration will be given to health and safety, security and inconvenience for tenants and their families.

The Co-operative operates the following repair categories:

Emergency	Urgent	Routine
<p><b>attendance within 4 hours</b></p> <p><i>These are faults that create a health and safety hazard or where extensive damage to property could arise and primarily relate to making safe.</i></p> <p>Examples include: no lighting or power, unsafe electrical fittings, faulty cooker control unit, loss, or partial loss of gas supply, burst pipes or flooding, blocked toilet (where only toilet in the house), no heating or hot water, no water supply, blocked gas flues, insecure external door, broken windows, blocked or leaking soil stacks or drains, any health &amp; safety issue</p>	<p><b>complete within 3 working days</b></p> <p><i>These are faults that primarily cause inconvenience and are unlikely to result in damage to the property.</i></p> <p>Examples include: partial loss of power, partial loss of water, constantly running overflow, toilet not flushing, blocked sink, bath or basin, door entry repairs, repairs to TV aerials</p>	<p><b>complete within 5 working days</b></p> <p><i>These are faults that only cause minor inconvenience and do not interfere with the daily occupation of the property.</i></p> <p>Examples include: plaster repairs, leaking taps and minor plumbing repairs, repairs to gutters and down pipes, renewing skirtings and facings, repairing fixtures and fittings, repairs to external walls, paths, and fences</p>

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Although the Co-operative does not provide a repair by appointment system, where tenants require work to be carried out on a specific day or time i.e., due to work commitments, then we will attempt to accommodate this in liaison with our contractors.

### 9.6 Right first time

The Co-operative aims to ensure that non-emergency repairs are carried out 'right first time,' in that:

1. They are carried out within the target timescales and
2. Without the need to return a further time because the repair was inaccurately diagnosed and/or unresolved.

Due to the nature of some repairs, more than one visit may be required to complete the work. In these circumstances, we will agree a programme and timescale for completion.

### 9.7 Complex repairs

In certain circumstances, the complexity of a repair may impact upon our ability to carry out the work 'right first time,' however, where this arises, we will endeavour to keep you fully informed of progress and indicative timescales.

Complex repairs include repairs where:

- Materials need to be manufactured or obtained from specialist suppliers.
- The extent or nature of work is such that it cannot be practically and or safely completed within the timescales.
- Where work is subject to the provision of planning permission, building warrants or notification periods.
- Where weather conditions do not permit work to be undertaken safely (i.e., roof repairs in severe winds)
- Investigation work is required to assist diagnosis.
- Scaffolding or specialist equipment is required.

### 9.8 Right to repair

All tenants of Registered Social Landlords have a statutory "Right to Repair" as determined by the Housing (Scotland) Act 2001. The Scheme covers certain repairs up to the value of £350. These repairs are known as qualifying repairs and if they are not completed within the prescribed period, the tenant has the right to compensation.

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Qualifying repairs are detailed in the following table:

Right to repair category	Response time in working days
Blocked flue to open fire or boiler	1
Blocked or leaking foul drains, soil stacks or toilet pans where there is no other toilet in the house	1
Blocked sink, bath or drain	1
Loss of electric power	1
Partial loss of electric power	3
Insecure external window, door, or lock	1
Unsafe access path or step	1
Significant leaks or flooding from water or heating pipes, tanks, cisterns	1
Loss or partial loss of gas supply	1
Loss or partial loss of space or water heating where no alternative heating is available	1
WC not flushing where there is no other toilet in the house	1
Unsafe power or lighting socket, or electrical fitting	1
Loss of water supply	1
Partial loss of water supply	3
Loose or detached banister or handrail	3
Unsafe timber flooring or stair treads	3

Where a qualifying repair is reported, we will:

- Confirm that the repair is a qualifying repair under 'Right to Repair'
- Advise of the maximum time allowed to carry out the repair.
- Confirm the last day of that period.
- Advise tenants of their rights under the Right to Repair scheme.
- Confirm the name, address and phone number of the main contractor and an alternative contractor, who may be contacted, should the repair not commence on time.
- Make arrangements to carry out the repair.

Tenants will be entitled to compensation were, the contractor:

- does not start the qualifying repair within the set time limit (in this situation the tenant can ask the alternative contractor to carry out the repair)
- has started but does not complete the repair within the maximum time.

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In these circumstances, the tenant will be entitled to £15 compensation. The alternative contractor has the same period of time to affect the repair and if they fail to do so, the tenant will be entitled to a further £3 compensation for each working day, until the repair has been completed. The maximum compensation payment for an individual repair is £100.

### 9.9 Rechargeable repairs

The Co-operative will recover the cost of repair work, where the cause of a repair is due to the failure or actions of individual tenants. This is important as the overall cost of repairs impacts upon the level of rent charged by the Co-operative.

Circumstances where this may arise include:

- Where damage has resulted from vandalism, neglect or carelessness on the part of the tenant, a member of the tenant's household or visitors to their home.
- Where forced access is required due to lost keys – discretion may be used by staff where unforeseen incidents have resulted in a tenant being locked out and this can be evidenced.
- To make good unauthorised alterations or works which have not been completed to an acceptable standard, such as light fittings or showers.
- Inappropriate use of the out-of-hours service, resulting in unnecessary costs to the Co-operative.
- Failure to remedy damage or reinstate nonstandard fittings and fixtures when terminating a tenancy as identified at the pre-termination inspection.
- Failure to provide reasonable access for annual gas safety check, resulting in additional costs to the organisation.

Where reinstatement or repair work is being initiated by a Co-operative member of staff and it is not considered to be an emergency, the tenant shall be granted an opportunity to remedy the situation, prior to work being initiated.

Rechargeable repairs will be processed in accordance with the Co-operative's Recharge Repairs Policy & the Rechargeable Repairs Procedure (Appendix 2).

### 9.10 Pre and post inspections

To make the best use of resources and ensure that repairs are carried out timeously, pre-inspections will be limited to works that are of a complex nature or where the tenant is unable to identify the fault at the time of reporting.

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We will carry out post inspections to 10% of completed repairs to assess the quality of workmanship and tenant experience. Findings from post inspections will be used to inform service delivery, ensuring continuous improvement.

### 9.11 Tenant satisfaction

Feedback will be sought from tenants at the point of service delivery and via follow-up telephone surveys. This will focus on customer care, the quality of completed work, timescales for attendance and suggestions for improvement. We will carry out a minimum of 10% satisfaction surveys on all completed reactive repairs.

## 10. Mould and Dampness Repairs

The Scottish Housing Regulator wrote to all social landlords in December 2022 regarding mould and dampness repairs within tenanted properties. Mould & Dampness repairs can be complex therefore we have created a new repair type with three new timescales.

- First inspection within 48 hours.
- Instructed work and monitoring 30 days.
- Complex work and monitoring 90 days.

10.1 Tenants' reporting mould or dampness in their property, will be given an appointment for an inspection, no later than 48 hours after the first report.

10.2 All mould and dampness technical inspections, will be conducted by the Senior Maintenance Officer.

10.3 Maintenance staff will deputise for the Senior Maintenance Officer during periods of annual leave.

10.4 The Director will be informed of any extreme cases of dampness and mould.

10.5 All call handlers will be provided with suitable information and training, to enable them to understand the risks connected with dampness and mould repairs.

### 10.1 Proactive Measures

We will :

10.1.1 Publish condensation and dampness articles in our newsletter at regular intervals.

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- 10.1.2 Liaise with mould contractors for further advise for our tenants and request an independent report in extreme cases for any properties suffering from condensation, mould, and dampness.
- 10.1.3 Highlight any gas meters which have a capped supply due to debt on pre-payment meters.
- 10.1.4 Make referrals to the Citizen Advice team for any tenant having difficulties with their utility suppliers.
- 10.1.5 Use feedback from the tenancy visits carried out by our maintenance and housing departments.

## 11. Cyclical Repairs

Cyclical repairs are categorized into two repair timescales and the majority of works are programed in advance.

- Cyclical 4-week work order.
- Cyclical 3-month work order.

### 11.1 Gas maintenance and safety

#### 11.1.1 Landlord responsibilities

To ensure the safety of tenants and that that we meet our requirements under the Gas Safety (Installation and Use) Regulations 1998, the Co-operative will: -

- Ensure all appliances, gas fittings and flues are maintained in a safe condition and that appliances are serviced annually and in accordance with manufacturer's instructions, excluding those installed and owned by the tenant.
- Ensure that all installation, maintenance and inspections are carried out by a Gas Safe registered engineer.
- Obtain a new Landlord's Gas Safety Certificate for all properties with a gas supply, within the anniversary date of the previous visit and prior to the commencement of any new tenancy, including mutual exchanges/ successions/ transfers/ assignments.
- Keep electronic copies of all landlords' certificates for a minimum of two years.
- Provide tenants with a copy of the Gas Safety Certificate, no more than 28 days after the safety check has been carried out and new tenants with a copy upon signing for their tenancy - certificates for boilers serving multi-

occupancy premises will also be displayed in a central location within the premises.

## 11.1.2 Gas maintenance contract

The Co-operative will engage a suitably experienced and accredited contractor to carry out annual gas maintenance and safety checks. This will be carried out to all properties with a gas supply, including void properties. Annual servicing and safety checks will progress on a 10-month cycle to ensure that 100% of gas safety records are renewed within their anniversary date.

## 11.1.3 Changes to tenancy

A gas safety check will be carried out to all void properties, prior to the new tenant moving in.

Where voluntary transfers, such as mutual exchanges, successions, transfers, or assignments take place, a gas safety check will be carried out immediately prior to the change in tenancy. This will not apply when there is a transfer from a single tenancy to a joint tenancy or vice versa.

## 11.1.4 New installations

In the case of new installations, the installation certificate will be treated as the gas safety record, provided that all gas appliances that require a gas safety check are covered by the installation. Where other gas appliances exist (e.g., if a new boiler is installed in a property which also has a gas fire) a gas safety record will be required on completion of the installation to cover all gas appliances within the property.

## 11.1.5 No gas supply

In circumstances where no gas supply is available i.e., due to debt, the meter will be capped to ensure that the installation cannot be used until the gas safety check has been carried out.

## 11.1.6 No access

The Co-operative's contractor and staff will take all reasonable measures to facilitate access during the 2 months prior to the anniversary date of the previous Gas Safety Record. However, where reasonable access is not provided, arrangements will be made for forced access to take place, to ensure the co-operative meets its statutory obligations relating to gas safety. Forced access will be utilised as a last resort and only after all other measures have been

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exhausted. Where this becomes necessary, tenants will be provided with at least seven days' notice.

## 11.1.7 Defects

During the annual gas safety check, the contractor will identify any defects and record these on the certificate. Defects are categorised as:

- '*immediately dangerous*'- if any aspect of the system is deemed to be immediately dangerous, the contractor will disconnect the appliance, seal the gas supply and issue a warning label on the appliance. The contractor will inform the Co-operative immediately of the defect to accommodate remedial action.
- '*at risk*' - if any aspect of the system is deemed to be potentially dangerous, the contractor will issue a warning label on the appliance and advise the resident that it should not be used. The contractor will inform the Co- operative immediately of the defect, to accommodate remedial action (where more than one risks is identified, the 'immediately dangerous' procedure will be adopted)
- '*not to current standards*'- if any aspect of the system is deemed to be 'not to current standards' the contractor will record this on the certificate. Where this occurs, it will often apply to a range of properties, however, changes to standards do not apply retrospectively and as such, there will generally be *no requirement* to carry out remedial work. This information will, however, inform the Co-operative's planned maintenance programme and could result in heating systems being upgraded earlier than anticipated to achieve the current standard.

## 11.1.8 Quality control

The Contractor will carry out quality control inspections to a 10% sample of gas maintenance service work and a further 10% sample will be subject to independent quality audits, to ensure that relevant standards are being achieved. Co-operative staff will meet regularly with the contractor to discuss performance, including:

- Progress on service visits
- Notifiable incidents (will be notified immediately)
- Documentation Quality control

## 11.1.9 Carbon monoxide detectors and smoke alarms

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To ensure tenants' safety, carbon monoxide detectors, heat detectors and smoke alarms are installed in all tenant's homes. These will be inspected and tested annually, as part of the Gas safety visit.

### 11.1.10 Storage of gas

In accordance with the Co-operative's tenancy agreement, the use of paraffin or bottled gas heaters is not permitted within the house or common areas.

### 11.1.11 Keeping tenants informed

To keep tenants informed, we will provide at least two gas safety articles per year via our tenants' newsletter and information will also be available on our website. This will:

- Inform tenants of dangers relating to carbon monoxide poisoning, including early warning signs and symptoms
- Steps to be taken in the event of a suspected gas leak or emergency.
- Highlight the importance of providing access to the Co-operative's contractor to carry out annual gas maintenance and safety check.

### 11.1.12 Decorative ceiling fans:

The Co-operative does not allow ceiling fans to be located within the same room as gas appliances as they can impede safe combustion and prevent effective ventilation. Where a decorative ceiling fan has been fitted and impacts upon the safe operation of an appliance, the appliance will be disconnected, to ensure the safety of occupants.

### 11.1.13 Gas Servicing Procedures

Gas servicing procedures are detailed in our "Gas Servicing Certificate Process Updating Appendix 3" & our "Gas Maintenance Process Appendix 4". These documents form the operational process for compliance within gas servicing and repairs.

## 11.2 Gutter cleaning

Gutter cleaning is carried out to ensure that rainwater goods operate effectively, helping to prevent water ingress or damage to properties. This is progressed annually to tenements with other property types cleaned every two years.

- Contracts are normally awarded for a period of 3 years with the option to extend for a further 1+1 years.

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- All data relating to gutter cleaning is recorded on our SDM database under the cyclical maintenance tab.

### 11.3 External painter work

All properties are painted on a 5-year cycle, to ensure that tenants homes are well maintained and aesthetically appealing. Painter work will generally include:

- External render/fabric as appropriate
- Cast iron sections of downpipes.
- Facias & soffit boards.
- Windows and doors
- Internal closes
- Boundary fences and clothes poles etc.

### 11.4 Electrical maintenance, inspection, and testing

#### 11.4.1 Landlord responsibilities

To ensure the safety of tenants and compliance with relevant legislation and regulatory guidance, including:

- The Electricity at Work Regulations 1989
- The Management of Health and Safety at Work Regulations 1999
- The Institution of Engineering and Technology (IET) Wiring Regulations 17th Edition, BS 7671
- The Consumer Protection Act 1987
- Amendment to the Scottish Housing Quality Standard by the Housing (Scotland) Act 1987 (Tolerable Standard) (Extension of Criterion) Order 2019

The Co-operative will operate an effective system for installation, repair, maintenance, inspection and testing of electrical installations within all of its properties.

To achieve this:

- All electrical installations will be designed, installed, and tested in accordance with BS 7671.
- Only competent, experienced and accredited electrical contractors will be engaged to carry out works, including inspection and testing on our behalf.
- Periodic inspection and testing will be carried out to all properties, including common areas at intervals of no more than 5 years and a copy

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of the Electrical Installation Condition Report, or an Electrical Installation Certificate will be provided to the tenant within 28 days of completion.

- Appropriate test certificates will be obtained for all modifications and alternations to existing systems, in accordance with current IET guidance.
- Copies of all certificates will be retained on our housing management system SDM for use by staff and contractors.
- Information arising from periodic inspection and testing will be acted upon to address any defects and or potential safety issues and to inform future investment programmes.
- All electrical installations will be tested and certified prior to the commencement of any new tenancy, including mutual exchanges/ successions/ transfers/assignment.
- We will provide relevant staff with appropriate electrical training.
- Audits will be carried out to a 5% sample of all electrical testing work.

### 11.4.2 Contract for electrical inspection and testing

Electrical installations deteriorate over time in accordance with age, wear and tear, damage and or corrosion. They can also be affected by alterations to the installation creating excessive loads or impacting upon its suitability.

As a consequence, periodic inspection and testing is essential to:

- Ensure safety of persons against electric shock and burns.
- Protect property from exposure to fire or heat, arising from a defect.
- Ensure that the installation is not damaged or deteriorated, impairing safety.
- Identify noncompliance with the current building standards (BS 7671) or defects which could create a danger.

To achieve this the Co-operative will engage a suitably experienced and accredited contractor to carry out periodic inspection and testing to all of its properties. To comply with our legislative requirements, inspection and testing will be carried out to all properties, including common areas, at intervals of no more than 5-years.

Systems designed to ensure fire safety within buildings will be subject to more frequent testing in accordance with BS 5839.

### 11.4.3 Defects

The contractor will identify any defects on the Electrical Installation Condition Report. Defects are categorised using C1, C2, C3 & FI:

- EICR C1 indicates that danger is present on your electrical installation. The danger poses a risk of injury to anyone using the installation, meaning that immediate remedial action is required.
- EICR C2 means that something on your installation is potentially dangerous. That could be, for instance, a lack of reliable earthing. Over time, that issue could worsen and lead to a shock risk.
- EICR C3, this code means that improvements are recommended for your electrical installation. An example could be wiring that does not meet the latest regulations, but that is not a risk in itself.
- FI – which stands for further investigation. This is when the person completing the report notices something amiss that does not necessarily breach the BS 7671 standards, such as a circuit that is not verified at the time of testing.

DHC will complete remedial works identified as C1 at time of inspection. Remedial works identified as C2 or FI will be completed within 14 days of the electrical inspection condition report being received.

For any remedial works completed, the contractor will issue a minor works electrical certificate or an Electrical Installation Certificate which will be paired with the Electrical Inspection Condition Report to ensure compliance.

## 11.4.4 Changes to tenancy

Periodic inspection and testing will be carried out to all void properties, prior to the new tenant moving.

This process will also apply where voluntary transfers, such as, mutual exchanges, successions, transfers, or assignments take place. This will not apply when there is a transfer from a single tenancy to a joint tenancy or vice versa.

## 11.4.5 New installations

In the case of new electrical systems (i.e., a complete rewire or new build) periodic electrical testing will commence after 5 years from the date of the initial Electrical Installation Certificate, unless a change in tenancy occurs before then.

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## 11.4.6 No access

The Co-operative's contractor and staff will take all reasonable measures to facilitate access, for periodic inspection and testing. However, where the tenant does not provide access for this purpose, forced access may prove necessary. Forced access will be utilised as a last resort and only after all other measures have been exhausted. Where this becomes necessary, tenants will be provided with at least 7 days' notice.

## 11.4.7 Quality control

For quality purposes, the Co-operative will appoint a suitably qualified and competent contractor to carry out independent quality audits to a 5% sample of all electrical inspection and testing.

## 11.4.8 Keeping tenants Informed

To keep tenants informed, we will provide at least 2 electrical safety articles per year within our tenant's newsletter. Information will also be available on our website to:

- Highlight potential risks within the home.
- Provide guidance on how to avoid or reduce risk relating to the use of electricity and appliances.
- Help identify warning signs that there could be a problem.
- Provide guidance on repair reporting.
- Advise of steps to take in the event of an emergency.

## 11.4.9 Portable appliance testing

Where the co-operative provides electrical equipment, either for use in communal areas or as part of furnished tenancies, portable appliance testing will be carried out every twelve months and all appliances labelled appropriately.

## 11.4.10 Operational Procedures

DHC operational procedures are details in the "Updating Electrical Inspection Certificate Process Appendix 5" and the "Operational Procedure Electrical Inspection Condition Reports (EICR) Appendix 6" which should be adhered to as part of the policy.

## 12. Planned Maintenance

To ensure that the Co-operative's housing stock is properly maintained and that

## Repairs & Maintenance Policy

we meet our legislative requirements in relation to the Scottish Housing Quality Standard (SHQS) and Energy Efficiency Standard for Social Housing 2 (EESH2), internal and external components are assessed on a regular basis and replaced in accordance with their condition and anticipated lifespan.

The SHQS is the principle measure of housing quality in Scotland and is measured against 5 broad areas with 55 separate elements. To achieve these standards all properties must:

- Meet the tolerable standard
- Be free from serious disrepair
- Be energy efficient
- Have modern facilities and services
- Be healthy, safe and secure

The Technical Guidance for Social Landlords SHQS Housing (Appendix 7).

The EESH2 sets the minimum energy efficiency standard for social housing and all of the Co-operative's properties continue achieved this standard apart from two properties which were in abeyance.

The Co-operative will plan towards achieving the ambitious targets and milestones associated with EESH2 once the Scottish Government review has been published in the near future. Typical improvements that help to achieve this include:

- Topping up loft or floor insulation
- Installing cavity or external wall insulation
- Improving heating controls
- Installing high efficiency boilers
- Installing new innovative heating systems.
- Installing solar panels.
- Installing low energy lighting.

The Co-operative appoints specialist consultants to carry out stock condition surveys to a proportion of its stock, typically 20% every year. The results are combined with existing stock information to inform the Co-operative's Business Plan and develop planned maintenance programmes. Programmes will generally align with assumed component replacement lifespans and are developed on a 5-year basis.

The table below illustrates assumed component lifespans for key elements:

Component	Lifespan - Years
Building	50
Roofs	50
External doors	25
Windows	25
Radiators	20
Boiler	15
Bathroom	25
Kitchen	20
Render	30
Wiring	30
Close Doors	15
Common Stairs	30
Controlled Entry	20

## 13. Alterations and improvements

The Co-operative has a duty of care to ensure that its properties are safe, secure and adequately maintained. Where alterations or improvements are carried out by tenants, the Co-operative must ensure that the works are carried out safely, comply with legislation and do not adversely affect the structure, fabric, aesthetics or amenity of the property.

The Co-operative will not unreasonably withhold permission unless it is felt that the work will:

- Contravene building regulations.
- Be detrimental to the property or the Co-operative by:
- Negatively impacting upon the value of the property.
- Adversely affecting demand or future letting.
- Reducing the size of the property or its facilities.
- Creating an unreasonable future expense or liability.

### 13.1 Requesting permission

Any tenant wishing to make alterations or improvements to their home must first obtain written permission from the Co-operative, using the standard alteration and improvements form. This will provide details of the scope and nature of the proposed alterations including:

- Full description of the proposed work.
- Details of contractors who will carry out the works.
- Copies of contractor's insurance, where appropriate.

## Repairs & Maintenance Policy

- Verification of the competency or qualifications of contractors undertaking alterations to gas, electric or water installations.
- Estimated value of the work.
- Estimated start and completion date of work.

### 13.2 Communicating the decision

The Co-operative aims to respond to all requests for alterations, in writing, within 28 days.

Where permission is granted, the letter will state any conditions attached to the permission and, advise if the alteration is eligible for compensation at the end of tenancy.

Where permission is refused, the letter will state the grounds for refusal.

Copies of applications and decisions will be retained electronically within the tenants file on SDM database, and this will be used to determine compensation levels, where applicable.

### 13.3 Inspecting alterations and improvements

As part of the approval process maintenance staff may inspect the completed work, to ensure that it has been carried out correctly and as originally described.

Where work has not been carried out in a professional manner or as requested in the application, the Co-operative reserves the right to have the property reinstated to its original condition.

### 13.4 Right to compensation

Under the Housing (Scotland) Act 2001 tenants may be entitled to claim compensation for improvements that they have carried out to the property, when their tenancy ends. This will only apply where they received written approval for the alterations to take place and in relation to specific alterations or improvements.

The following alterations or improvements may be considered for compensation:

- A bath or shower;
- Cavity wall insulation
- Sound insulation;
- Double glazing, replacement external windows or fitting secondary

## Repairs & Maintenance Policy

- glazing;
- Draught proofing external doors or windows;
- Pipes, water tanks or cylinders;
- A kitchen sink;
- Loft insulation;
- Rewiring, providing power or lighting, or adding other electrical fixtures (including smoke detectors);
- Security measures other than burglar alarms;
- Space or water heating;
- Storage cupboards in a kitchen or bathroom;
- Thermostatic radiator valves;
- A wash hand basin;
- A toilet;
- A work surface for preparing food;
- Mechanical ventilation in bathrooms and kitchens.

The level of compensation is based upon the initial cost of the work and takes account of depreciation in relation to the age and condition of the alteration when the property is vacated.

The maximum compensation that may be awarded is £4,000 but where the assessment is less than £100 no compensation will be paid. If the applicant owes the Co-operative monies at the end of the tenancy these may be deducted from any compensation due. To qualify for compensation, applications must be made within 28 days before or 21 days after the tenancy comes to an end.

### 13.5 Alterations carried out without permission

Where improvements or alterations have been carried out without seeking permission, the Co-operative will take a reasonable and considered approach, in relation to the following potential options:

- Grant retrospective permission or permission subject to additional conditions
- Instruct the tenant to reinstate the property to its original condition and make good defects.
- In extreme situations legal proceedings may become necessary

Where permission is granted retrospectively, tenants will not have a right to compensation at the end of their tenancy.

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## 14. Decoration allowances

In accordance with the Co-operative's tenancy agreement, decoration is the responsibility of tenants. In certain circumstances, however, a decoration allowance may be provided by the Co-operative to assist tenants with the cost of decoration.

A decoration allowance may be awarded in the following circumstances:

- *Following reactive repair work* - where the execution of essential repair works results in extensive damage to décor, including partially stripped rooms or badly torn wallpaper. This excludes damage that has arisen, due to incidents that tenants should be insured for i.e., due to leaks, floods or accidental damage.
- *Allocation of a house* - where the décor in a property is deemed to be poor and the provision of a decoration allowance will make the difference between a prospective tenant taking or refusing the property.
- *Planned maintenance and improvements* - where planned maintenance or improvement work carried out by the Co-operative results in unavoidable and extensive damage to décor.

Decoration allowance amounts are as follows:

Standard	Amount	Description
Minor Decoration	£60	1 room requiring décor
Medium Decoration	£120	2 rooms requiring décor
Major Decoration	£200	decor required throughout
Major Decoration (Large Property)	£240	Poor décor throughout, including stairway

All decoration allowances will be issued in the form of B & Q gift cards that can be redeemed by tenants to purchase goods and materials.

## 15. Medical adaptations

The Co-operative recognises that changes take place within households through age, ill health, disability or impairment and is committed to ensuring that its housing stock meets tenant's future needs. To achieve this, a range of factors will be considered, including:

- Future housing design and provision where development is taking place.
- Integrating adaptations into major upgrading and improvement programmes.
- Consideration of housing options to make the best use of adapted properties.
- Carrying out medical adaptations to tenant's homes.

The Co-operative is committed to ensuring that its properties meet the changing needs of tenants and their families and where practical, will carry out medical adaptations that allow tenants to live independently within their own home. The extent of adaptation work that is carried out will be dependent upon the annual budget and funding that is available from Glasgow City Council.

### 15.1 Aims and objectives

The Co-operative's aims and objectives in relation to medical adaptations, include:

- To support tenant's independence, privacy and dignity by adapting their own home or another suitable property to meet their needs.
- Ensure that information is available in relation to adaptations and access to the service.
- Ensure effective, person-centered outcomes by liaising closely with Glasgow City Health and Social Care Partnership, the individual, their family and carers.
- Consider alternative housing options, where properties are unsuitable to meet an individual's future need, to ensure long term solutions and best use of available stock.
- Ensure that adaptations are carried as quickly as possible.
- Ensure that adaptations are attractive and designed in such a way to be appealing and practical for future tenants.
- Ensure that equipment is properly maintained.
- Make the best use of existing, adapted properties when they become vacant
- Achieve value for money when carrying out adaptations and seek

## Repairs & Maintenance Policy

additional funding where demand exceeds expectations.

- Provide limited budgetary assistance to carry out minor adaptations and contribute to major adaptations, where grant funding is exhausted.

### 15.2 Funding adaptations

The Co-operative receives annual grant funding from Glasgow City Council to carry out major adaptation work within its stock. Funding is generally based upon the previous years' expenditure, together with any outstanding requirements, however, funding levels are not always sufficient to meet demand.

In circumstances where the cost of adaptations exceeds grant funding, the Co-operative will seek additional funding from Glasgow City Council to accommodate the work. Where additional funding is not available, the co-operative will:

- Utilise a limited, additional budget, established to assist those in greatest need.
- Consider transferring funds from the maintenance budget, where an underspend has been projected.

Where funding is exhausted, and the Co-operative is unable to undertake further adaptation work, applicants will be added to a waiting list for adaptations and works will be progressed when funds become available.

The Co-operative will endeavor to keep tenants informed at all stages of the adaptations process.

### 15.3 Assessment and referral process

Major medical adaptations will be progressed where the Co-operative receives a referral for a medical adaptation from the Occupational Therapy Department of the Health and Social Care Partnership. The referral is based upon an assessment of a tenant or households individual need and ensures that optimum solutions are achieved to support them in their home.

For small adaptations such as internal or external handrails, grab rails, the tenant or carer can complete our self-referral form for our consideration. A copy of the self-referral form can be found at Appendix 8

In certain circumstances carrying out major adaptations to a property will not offer the best solution. This may arise where:

- The individual is seeking alternative accommodation.

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- The individual's needs are likely to change in the short term and the property will no longer be suitable.
- The layout or characteristics of a property is such that it cannot be readily adapted to meet the individual's future needs.

Where this situation arises, a case conference will progress, involving all parties, including the tenant, their family and or carers to ensure optimum outcomes and the best use of available resources. This may include wider considerations, such as:

- Moving to a suitable property that has already been adapted.
- Moving to an alternative suitable property that can be adapted to meet their future needs.

### 15.4 Types of adaptations

The Co-operative is responsible for carrying out permanent adaptations. These vary in size and expense and can be divided into 2 broad categories:

1) *Minor Adaptations:*

- Installing lever taps.
- Installing non-slip flooring.
- Installing grab rails.

2) *Major Adaptations:*

- Installing level access showers.
- Installing wet floor areas.
- Installing permanent access ramps.
- Installing handrails (internal and external).
- Altering door widths for wheelchair users.
- Installing adapted kitchens.
- Altering the height of electrical sockets and light switches.
- Fire protection equipment to suit the tenants needs.

The Health and Social Care Partnership is responsible for the provision of temporary adaptations, including:

- Specialist bath equipment.
- Raised toilet seats.
- Stair/bath lifts.
- Removable ramps.
- Mobility aids.

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## 15.5 Allocation of adapted properties

Where an adapted property is vacated, the Co-operative will always endeavour to allocate it to a household that will benefit from the adaptation.

If this proves unsuccessful, we will attempt to let the property to a household that will accept the adaptation and will only remove adaptations as a last resort. However, to help prevent this situation occurring, we will try to ensure that adaptations are carried out in suitable properties and to a standard and specification that makes them appealing to new tenants.

## 16. Void management

The Co-operative has a separate Void management policy. The policy ensures that void works are carried out effectively and that properties let to new tenants meet the Co-operative's re-let standard.

Void repairs are categorised into three repair timescales.

- 3 days.
- 5 days.
- 10 days.

Full details on our void repairs procedures are contained within our Void Management Policy. The re-let standard is attached - Appendix 9.

## 17. Legionella

The Co-operative has a separate policy concerning the control of legionella. This details the management arrangements that are in place to comply with legislation and control legionella bacteria within our properties water systems. Some of the actions taken to control risk include:

- Replacing cold water storage tanks in favour of a direct cold-water supply - eliminating risk.
- Inspect and clean/treat cold water storage tanks, hot water cylinders and thermostatic mixer valves (where present) to ensure that conditions do not favour the growth of legionella bacteria and or other microorganisms.
- Where possible, ensure that hot water is circulated at temperatures above 60°C to prevent the growth of legionella bacteria or introduce additional control measures to manage the risk.
- Identify and remove redundant pipework.
- Flush out systems where water is not regularly in use, i.e., prior to letting

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void properties.

- Controlling the release of water spray from outlets.
- Provide regular information to tenants, in relation to legionella and steps to take to reduce risk i.e., clean showers heads and regularly flush outlets which are not in everyday use.

### 18. Management of asbestos

The Co-operative has a separate Asbestos management policy, which details the steps taken to ensure that the Co-operative complies with its legislative requirements in relation to the management of asbestos within its properties.

### 19. Construction design and management (CDM) regulations

The Co-operative has a separate, Construction design and management regulations policy, to ensure compliance with legislative requirements and that health and safety is managed effectively throughout the construction process.

The regulations govern the management of health, safety and welfare for construction projects, specifying key roles and duties.

Key principles relate to:

- Managing the risks by applying the general principles of prevention:
- Avoid risks where possible
- Evaluate those risks that cannot be avoided
- Put in place proportionate measures that control them at source.
- Appointing the right people and organisations at the right time
- Making sure everyone has the information, instruction, training and supervision they need to carry out their jobs in a way that secures health and safety
- Duty holders co-operating and communicating with each other and co-ordinating their work
- Consulting workers and engaging with them to promote and develop effective measures to secure health, safety and welfare.

Key roles and duties are detailed in the following table:

CDM duty holders	Summary of role/main duties
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<p><b>Clients</b> are organisations or individuals for whom a construction project is carried out.</p>	<p>Make suitable arrangements for managing a project. This includes making sure:</p> <ul style="list-style-type: none"> <li>• other duty holders are appointed</li> <li>• sufficient time and resources are allocated</li> </ul> <p>Make sure:</p> <ul style="list-style-type: none"> <li>• relevant information is prepared and provided to other duty holders</li> <li>• the principal designer and principal contractor carry out their duties</li> <li>• welfare facilities are provided.</li> </ul>
<p><b>Designers</b> are those, who as part of a business, prepare or modify designs for a building, product or system relating to construction work.</p>	<p>When preparing or modifying designs, to eliminate, reduce or control foreseeable risks that may arise during:</p> <ul style="list-style-type: none"> <li>• construction</li> <li>• the maintenance and use of a building once it is built.</li> </ul> <p>Provide information to other members of the project team to help them fulfil their duties</p>
<p><b>Principal designers</b> are designers appointed by the client in projects involving more than one contractor. They can be an organisation or an individual with sufficient knowledge, experience and ability to carry out the role.</p>	<p>Plan, manage, monitor and co-ordinate health and safety in the pre-construction phase of a project.</p> <p>This includes:</p> <ul style="list-style-type: none"> <li>• identifying, eliminating or controlling foreseeable risks</li> <li>• ensuring designers carry out their duties.</li> </ul> <p>Prepare and provide relevant information to other duty holders.</p> <p>Provide relevant information to the principal contractor to help them plan, manage, monitor and co-ordinate health and safety in the construction phase.</p>
<p><b>Principal contractors</b> are contractors appointed by the client to co-ordinate the</p>	<p>Plan, manage, monitor and co-ordinate health and safety in the construction phase of a project. This includes:</p> <ul style="list-style-type: none"> <li>• liaising with the client and principal designer</li> <li>• preparing the construction phase plan</li> </ul>

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<p>construction phase of a</p>	
<p>project where it involves more than one contractor.</p>	<ul style="list-style-type: none"> <li>• organising co-operation between contractors and co-ordinating their work.</li> </ul> <p>Ensure:</p> <ul style="list-style-type: none"> <li>• suitable site inductions are provided</li> <li>• reasonable steps are taken to prevent unauthorised access</li> <li>• workers are consulted and engaged in securing their health and safety</li> <li>• welfare facilities are provided</li> </ul>
<p><b>Contractors</b> are those who do the actual construction work and can be either an individual or a company.</p>	<p>Plan, manage and monitor construction work under their control so that it is carried out without risks to health and safety.</p> <p>For projects involving more than one contractor, co-ordinate their activities with others in the project team – in particular, comply with directions given to them by the principal designer or principal contractor.</p> <p>For single-contractor projects, prepare a construction phase plan.</p>
<p><b>Workers</b> are the people who work for or under the control of contractors on a construction site.</p>	<p>They must:</p> <ul style="list-style-type: none"> <li>• be consulted about matters which affect their health, safety and welfare</li> <li>• take care of their own health and safety and others who may be affected by their actions</li> <li>• report anything they see which is likely to endanger either their own or others' health and safety</li> <li>• co-operate with their employer, fellow workers, contractors and other duty holders.</li> </ul>

# Repairs & Maintenance Policy

## 20. Procurement

The Co-operative has a separate Procurement policy which sets out the principles that will be applied to all procurement activity. In doing so, it ensures that the acquisition of supplies, services and works are progressed in accordance with best practice, meeting legislative requirements and Business Plan Objectives.

All procurement activities will be carried out in a fair, transparent and responsible manner.

The key aims of the policy are to:

- Comply with all relevant legislative requirements.
- Work collaboratively to improve efficiencies and enhance value for money.
- Ensure that all procurement is proportionate to the size and scale of the requirement.
- Ensure best practice in procurement is applied consistently across the organization.
- Consider small and medium enterprises in the design of procurement activities.
- Ensure sustainability is considered throughout our procurement activities.
- Incorporate community benefits which positively impact upon the wider Drumchapel area.
- Ensuring that there is a clear audit trail associated with the procurement of all contracts.

## 21. Contractors

All contractors will be appointed in accordance with the Co-operative's Procurement policy and will be required to comply with our contractors' code of conduct.

### 21.1 Contractors' Code of Conduct

Contractors must ensure that works are carried out in accordance with the Co-operative's core values and with minimum of disruption to tenants.

They are required to:

- Be appropriately dressed/wear designated uniforms.
- Introduce themselves to the customer and show proof of identity.

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- Explain the nature and purpose of the job.
- Behave in a proper and professional manner at all times, refraining from smoking, bad language, playing radios and working under the influence of alcohol or illegal drugs.
- Take care of the customers' property and possessions and protect them at all times from dust, paint, etc.
- Refrain from using customers facilities without permission.
- Keep safe all materials and equipment used on site to avoid danger to occupants and visitors
- Reconnect and test services such as water, gas and electricity at the end of each working day and ensure they are in safe working order.
- Minimise disruption to customers' home.
- Clear any rubbish arising from works from the garden and other areas outside the property.
- Make good any damage to decoration.
- Recompense customers for cost of gas and electricity if usage is significant.
- Comply with health and safety legislation and relevant codes of practice.
- Comply with our equalities policy.
- Where major works are involved, agree the extent of removal of carpets, furniture, etc. and their condition, before the work commences.

## 22. Tenant involvement

To help shape services and ensure they evolve to meet the changing needs and aspirations of tenants, the Co-operative ensures that tenants:

- Are provided with information that is easy to read and understand.
- Can participate in and influence decisions at a level they feel comfortable with.

To achieve this, we provide a wide range of information and engagement opportunities. These include but are not limited to:

- Newsletters, information leaflets and tenant's handbook.
- Website, text messages, emails and social media.
- Surveys and feedback forms.
- Focus groups, open days, drop in events and Tenants Panel meetings.
- Consultation tenant groups on new and existing policy updates.

To ensure that our services are continually improving, we also:

- Involve tenants in the design and specifications for improvement works.

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- Seek feedback and suggestions for improvement at the point of service delivery for reactive maintenance, and after major improvement works or adaptations.

More detailed information is included within the Co-operative's Tenant participation policy.

### 23. Risk management.

In implementing this policy, the Co-operative will ensure the delivery of a high-quality maintenance service, which delivers value for money and puts tenants at the heart of its activities.

Key risks to the business include:

- Failure to deliver the planned maintenance programme - adversely impacting upon tenant's expectations, demand, income and reputation.
- Failure to comply with health and safety legislation - resulting in serious injury or a fatality.
- Failure to continue to meet EESSH2 & Scottish Housing Quality Standards - leading to regulatory engagement.
- Poor performance in relation to service delivery and key performance indicators – adversely impacting upon demand, income and reputation.

The above risks will be carefully monitored, and prompt corrective action taken where concerns are identified.

### 24. Equality and Human Rights

Equality and human rights reflect the core values of the Co-operative. We strive to ensure these values are embedded throughout all of the services we provide in addition to our policies, procedures and decision-making. We are committed to promoting an inclusive and diverse culture that treats every individual with dignity, respect and fairness. We will actively challenge discrimination and empower people to succeed.

We will ensure that the Repair and Maintenance policy is applied in a manner that is consistent with our Equality and Human Rights policy. We will not discriminate against anyone because of their age, sex, marital status, sexuality, disability, race, nationality, language or social origin, or other personal features including beliefs or opinions such as religious beliefs or political opinions.

Reference can be made to our Equality and Human Rights policy for further

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details.

## 25. Dealing with complaints

All complaints will be recorded and dealt with in accordance with the Co-operative's Complaints Handling policy and procedure.

## 26. Policy review

This policy shall be reviewed every three years or sooner as deemed necessary by the Board.

## 27. Appendix

Appendix 1 - Repair responsibilities

Appendix 2 - Recharge Repairs Procedures

Appendix 3 - Gas Servicing Certificate Process Updating

Appendix 4 - Gas Maintenance Process

Appendix 5 - Updating Electrical Inspection Certificate Process

Appendix 6 - Operational Procedure Electrical Inspection Condition Reports (EICR)

Appendix 7 - The Technical Guidance for Social Landlords SHQS Housing

Appendix 8 – Adaptations – Self-referral form

Appendix 9 - Re-let Standard

## Appendix 1 - Repair Responsibilities

### Environmental

Item	Co-op	Tenants	Comment
Garden clearance & maintenance		x	
Metal fencing/gates	x		unless erected by tenant
Timber fencing/gates	x		unless erected by tenant
Brick walling	x		unless erected by tenant
Whirligigs		x	
Clothes poles (common areas)	x		
Clothes drying ropes		x	
External drainage	x		
Driveways	x		
Paths	x		
Steps	x		
Decking		x	
Car ports	x		unless erected by tenant
Insect/vermin infestation		x	Environmental Health
Communal bin stores	x		
Individual wheelie bins		x	

### External Structure of Building

Item	Co-op	Tenants	Comments
Roof	x		
Chimney stacks/pots/cowls	x		
Roof anchors	x		
External walls render/brickwork/cladding	x		
Window frames/hinges	x		
Glazing	x		Unless damaged by tenant
External doors	x		
Damp proof course	x		
Stair lighting (communal)	x		
Sky lights	x		
Guttering	x		
Down pipes	x		
Door entry system	x		
Replacement keys/fobs		x	

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Handrail common stairs	x		
Common stair flooring	x		
Balcony	x		
Balcony balustrades	x		
Loft hatch	x		
Door canopies	x		

### Internal of Building: Electrical

Item	Co-op	Tenants	Comments
Electric wiring/sockets/ switches/lights	x		Unless altered by tenant
Electric distribution board/ circuit breakers	x		
Electric meter		x	
Light bulbs/starters/strip lights		x	
Electrical appliances		x	
Smoke alarms	x		
Heat Alarms	x		
Electric storage heaters	x		
Electric panel heaters	x		
Doorbell	x		Unless installed by tenant
Mechanical extract fans	x		
Electric immersers	x		
Fuse to plugs		x	
Door entry phones	x		

### Internal of Building: Plumbing

Item	Co-op	Tenants	Comments
Baths	x		Unless installed by tenant
Wash hand basin	x		Unless installed by tenant
Shower	x		Unless installed by tenant
WC & cistern	x		
Sink	x		
Hot water cylinder	x		
External taps		x	
Waste plugs & chains to bath/ WHB/sink		x	
WC seat		x	
Water supply	x		

## Repairs & Maintenance Policy

Chokes to bath, shower, sink, WHB, WC	x	x	Tenant must first try to clear. If due to misuse they must clear at own cost
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### Internal of Building: Gas

Item	Co-op	Tenants	Comments
Gas piping	x		
Gas meter		x	
Gas central heating	x		
Cooker bayonet fixing		x	
Gas cooker		x	Unless supplied by Co-operative
Gas fire	x		Unless installed by tenant
Carbon monoxide Detector	x		

### Internal of Building: Joiner

Item	Co-op	Tenants	Comments
External doors	x		
Internal doors	x		
External door locks	x		Unless you have lost the keys
Door name plate		x	
Door letter plate	x		
Internal door handles/latches		x	
Window handles	x		
Internal stair banisters	x		
Floorboards	x		
Laminate flooring		x	
Floor coverings		x	Unless supplied by Co- operative
Kitchen units/worktops	x		Unless altered/ changed by tenant
Internal stairs	x		
Internal stair handrails	x		
Skirting boards/door facings	x		

### Internal of Building: Other Items

Item	Co-op	Tenants	Comments
Internal decoration		x	

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External painting	x		
TV aerials/dishes	x		
TV aerials/dishes (individual)		x	
Telephone installation		x	
Telephone extensions		x	
Broadband service		x	

# Repairs & Maintenance Policy

## Appendix 2 – Recharge Repairs procedures

### Rechargeable repair procedure

1. Rechargeable repairs can mainly occur in the following ways:
  - **Out of hours repairs**
  - **Pre-void inspection**
  - **Void inspection**
  - **Vandalism tenant responsibility**
  - **Failure to give access for annual gas boiler service or electrical periodic inspection.**
2. The tenant/former tenant should be verbally told of the recharge, and they will be lettered (1st standard letter- notice of liability) to inform them of the cost/estimate of the recharge, along with a copy of a quote if available. They will be asked to contact the office to arrange a meeting and payment plan.
3. Should the repair be non-essential, tenants should be encouraged to pay for the repair up front before work starts, or to set up a payment arrangement.
4. After meeting with the tenant and agreeing a payment plan, the tenant must be made to sign a (statement of liability form) stating they must pay the recharge off in full within 28 days depending on their circumstances.
5. The assistant maintenance officer (AMO) should be notified of all recharge or potential recharge repairs immediately.

### Receipt of the invoice.

1. On receipt of the invoice the assistant maintenance officer should instruct the finance department to raise an invoice for the value of the completed works.
2. The AMO will then issue letter two to the tenant/former tenant to confirm the final cost of the repair along with a copy of our invoice and our contractor's invoice.
3. If the tenant cannot be contacted by letter or phone call a (third standard letter-no response )should be sent asking them to contact the office or we will take further action.

### Monitoring of recharge repairs.

1. The monitoring of recharge repairs will be carried out by the AMO and supported by the housing team.

**Please note: All issued letters and conversations records should be attached to the tenancy file on SDM as a diary entry.**

# Repairs & Maintenance Policy

1<sup>st</sup> Letter Template

Name  
Date  
Address  
Post Code

Type of

rechargeable repair

---

## Rechargeable Repair -Notice of Liability

Dear Tenant

I refer to the above rechargeable repair and write to confirm that you are liable, at the above address for the full cost of the repair.

I can confirm that the cost of this work is £ (**see attached quote if provided**) and in line with the Co-operatives rechargeable repairs policy, this amount is due to be paid off in full within 28 days from the date of this letter.

Please contact the office to arrange a meeting and discuss a payment plan.

If you refuse to contact us and do not start making payments towards the recharge we will take further action.

Yours sincerely

**Assistant Maintenance Officer**

# Repairs & Maintenance Policy

2nd Letter Template

Name  
Date  
Address  
Post Code

Type of

rechargeable repair

---

## Rechargeable Repair-Copy of Invoice

Dear Tenant

I refer to the above rechargeable repair and write to confirm that our contractor has now completed the work required and invoiced ( **see copy of invoice enclosed with letter**) us for the full amount of £.

Yours sincerely

**Assistant Maintenance Officer**

# Repairs & Maintenance Policy

3rd Letter Template

Name  
Date  
Address  
Post Code

**Type of**

**rechargeable repair**

---

## **Rechargeable Repair- No Response**

Dear Tenants name

I wrote to you back in **date** , regarding a rechargeable repair for  
..... but have had no response from  
yourself.

You must contact me at the office as soon as possible to discuss a payment plan or to  
arrange for the recharge to be paid off in full or the Co-operative will take further action

Please contact me at the office on 0141-944-4902 if you would like to discuss this  
matter in more detail.

Yours sincerely

**Assistant Maintenance Officer**

# Repairs & Maintenance Policy

## DRUMCHAPEL HOUSING CO-OPERATIVE LIMITED

### RECHARGEABLE REPAIR AND STATEMENT OF LIABILITY

I hereby accept liability, under the terms of my Scottish Secure Tenancy Agreement with Drumchapel Housing Co-operative Ltd, for the cost of the rechargeable repair(s) detailed below, and that I will be responsible for paying the full costs by Weekly/Monthly payments of £ .....p until the recharge is paid in full, starting from **date**.

<b>Tenant Name:</b>	
<b>Property Address:</b>	
<b>Contact Number:</b>	
<b>Description of Repair:</b>	
<b>Estimated Cost:</b>	£
<b>Any other comments :</b>	
<b>Tenants signature:</b>	<b>Date:</b>

# Repairs & Maintenance Policy

## Appendix 3 - Gas Servicing Certificate Process Updating

1. First save a copy of the certificate in the Gdrive New Maintenance Section Records- Cyclical-Gas-CP12-Address Folder.

All gas certificates should be saved with the file name  
**CP12 ADDRESS DETAILS DATE (FORMAT 00-00-0000)**

2. Open SDM.
3. Open Repairs & Maintenance Module.
4. Go to File Maintenance top left hand corner.
5. Drop down to Property File.
6. Search Address.
7. Go to Appliance Tab.
8. Click on GB00 record.
9. Enter expiry date which will be one day before anniversary date.
10. Further Description- Ensure the make and model of the boiler matches the certificate - if the boiler or heating system has been upgraded description should start with  
**New Boiler Installation - name of boiler**  
**New Heating Installation – name of boiler**
11. Certificate- Enter certificate number from CP12 form or the contractors job number.
12. Last service date- This is the date the gas certificate was completed on the CP12.
13. Contractor- Right click and drop down to the contractor. This should match the CP12
14. Order Number – Work order number issued to contractor in advance if applicable (should be for all new boilers and void properties).
15. Save Record and always create a history record when asked on the pop up.
16. Click on HA01 record in the appliance tab for Fire Protection Record.
17. Enter expiry date which will be one day before anniversary date. Alarms are tested annually.
18. Certificate- This should match the number and type of alarms on the test certificate.
19. Last service date- This is the date the smoke alarm certificate was completed (should be same date as gas service)
20. Contractor- Right click and drop down to the contractor.
21. Save Record and always create a history record when asked on the pop up.
22. Select Diary tab on property.
23. Insert property diary – bottom left corner.
24. Select Diary Category - MGAS
25. Select action code – MG11 – Gas Service Record
26. Summary description- Will be a description on what you are logging.  
Example- CP12 & FP DATE (00-00-0000)
27. To attach document, click +insert box.
28. Browse your folders.
29. Once documents identified double click on it.
30. This will move documents to the selected box.
31. Click okay which will close the window.
32. Click okay to close and save the diary entry box.

# Repairs & Maintenance Policy

## Appendix 4 - Gas Maintenance Process

### Gas repairs – CP4

#### Assistant Maintenance Officer

##### Stage 1

1. All CP4's are received daily from City Building once repair gas jobs have been completed.
2. CP4's contain the following information about the job-
  - Date engineer attended the job.
  - Time engineer arrived on site.
  - Time engineer left site.
  - Information description about the job.
  - At the moment, job reports do not contain the day and time the job was reported to City Building.
3. Contact City Building gas section once the CP4 is received to confirm the call log time on the job sheet (bullet point 5)
4. CP4's should be logged on SDM within 3 working days of receiving them.
5. Should there be a delay in receiving information from City Building and CP4'S cannot be processed within 3 working days, please inform the Senior Maintenance Officer.
6. CP4'S should be saved in the New Maintenance Section Reports/Cyclical/Gas/CP4 folder.
7. CP4's should be saved under the address and not in date ranges and with the description example "CP4 110 2-1 Linkwood Drive 01-08-2023"

##### Stage 2

1. Raise a work order on SDM to match the details on the CP4, including the call log time.
2. This should include any jobs which were no access.
3. Work orders should be saved and not emailed to City Building.
4. A note of the work order number should be taken down at this stage.
5. Work Order should be completed to match details on the CP4.

##### Stage 3 – Can be carried out at the same time as Stage 2

1. Save CP4 on to SDM.
2. Procedures – Modify Job – All jobs in order sequence.
3. Tick on History Jobs
4. Enter job number – highlight (don't double click)
5. Check diary – Insert order diary.
6. Diary category – MGAS
7. Diary Action – MG12
8. Action date – Should match the date of the completed CP4.
9. Summary – Should read "CP4" "DATE" Example CP4 01-08-2023.
10. Click 'insert' to add attachment.
11. Find CP4 (where saved)
12. Double click and 'OK'
13. CP4 is now saved to diary entry within job.

## Gas safety checks – CP12

### Assistant Maintenance Officer

1. CP12's should be processed within 3 working days of receipt.
2. Completed CP12's should be saved to both SDM and the gDrive - New Maintenance Section Reports/Cyclical/Gas/CP12 folder.
3. Follow the "DHC Gas Servicing Certificate Process Updating" procedure notes.
4. Any CP12's which were expected and have not been received should be raised as a concern with the gas service contractor.
5. Progress follow up actions with guidance from Senior Maintenance Officer.

### Senior Maintenance Officer

Provide guidance to Asset Officer on any highlighted actions on CP12's.

## Gas servicing

### Assistant Maintenance Officer

1. Weekly - monitor DHC gas maintenance dashboard to check pending service dates G:\17 - NEW MAINTENANCE SECTION RECORDS\Dashboards\Gas Servicing refresh s/sheet twice and check last service date oldest to newest.
2. Weekly – action gas servicing callout sheet provided by City Building to Gas Maintenance Mail [GasMaintenance@drumchapelhc.org.uk](mailto:GasMaintenance@drumchapelhc.org.uk) which details service dates 8 weeks prior to expiry.
3. Call tenant day before to ensure access for engineer.
4. Any alternative arrangements to be e-mail to:  
[CBGasServicing@Citybuildingglasgow.co.uk](mailto:CBGasServicing@Citybuildingglasgow.co.uk) or phoned through to City Building Gas Section.
5. On notification of the second no access from City Building, the Assistant Maintenance Officer will issue "no access letter A"
6. The Assistant Maintenance Officer will also attempt to contact the tenant by phone, and/or email to make arrangements for access for this work. When calling by telephone, 3 attempts will be made (one a.m., one p.m. and one late call, and dates/times recorded).
7. The Assistant Maintenance Officer will also contact the Housing Officer to ascertain if there are extenuating circumstances such as serious health issues which may impair the tenant's ability to allow access,
  - to assess any risks which may be present during forced entry,
  - to gain alternative contact numbers/email addresses or
  - To ascertain any other circumstances why access has not been provided – such as abandonment, custodial sentences or long term hospital stays.
8. If no response after 5 working days the Asset Maintenance Officer will issue 'no access letter B'

## Repairs & Maintenance Policy

9. If no response after 3 working days the Assistant Maintenance Officer will complete the “PRO FORMA FOR FORCE ENTRY” and email Senior Maintenance Officer with the completed form for authorisation to proceed with the Force Access letter.
10. Once the form has been authorised the Asset Maintenance Officer will:
  - issue ‘forced access letter’.
  - book the service with City Building.
  - arrange standby joiners to attend.
  - Email Senior Maintenance Officer to confirm arrangements and expiry date.
  - diarise, monitor and check arrangements are in place on day of forced access.
11. The Assistant Maintenance Officer will attend the forced access to ensure that safety check progresses – apply notice to door and retain keys at office for collection during working hours. Tenants require to bring Identification. Should tenants call out City Building out of hours to obtain access, a recharge should be implemented – see notice in templates.

**NB: all forced access dates should be minimum of 7 days prior to expiry to accommodate unforeseen circumstances and prevent non-compliance in relation to statutory requirements.**
12. Should the gas supply meter be located externally we will still proceed with the force access to test the Fire Protection Equipment.
13. Minimum of 2 members of staff/contractors, to remain in attendance whilst gas service is carried out, property vacated and secured all as Forced Entry Procedure.
14. Where there is no gas supply (quantum meter) present at time of forced entry and service, the supply piping from the meter will be disconnected and capped on the Co-operative’s side of the meter.  
The tenant will have to contact us direct to have this supply reinstated and the appliance serviced during the same visit.
15. When forcing entry a member of the Co-operative staff present will photograph any pre-existing damage as well as record what was done in the house and any damage caused by the HC and/or its contractors as a result of the process of breaking in.
16. If a tenant makes, then breaks an arrangement for access the HC will move on to the next stage as if no arrangement had been made.
17. All documentation, letters and photographs must be attached to SDM at each stage of the process.

## Senior Maintenance Officer

1. Monthly - monitor DHCL gas maintenance dashboard to check pending service dates G:\17 - NEW MAINTENANCE SECTION RECORDS\Dashboards\Gas Servicing refresh s/sheet twice and check last service date oldest to newest and liaise with Assistant Maintenance Officer in relation to anomalies/actions.

## Repairs & Maintenance Policy

2. For any force access, ensure details are correct on completed form before confirming authorisation.

### Quality Checks

#### Assistant Maintenance Officer

Monthly – select 10% of servicing/repairs carried out in previous month and liaise with Argontech to progress audits [kirstie@argontech.co.uk](mailto:kirstie@argontech.co.uk) cc Senior Maintenance Officer into Emails. This should be carried out on the 1<sup>st</sup> of the month or first working day of the month.

#### Senior Maintenance Officer

1. Review audit findings with Assistant Maintenance Officer and Liaise with Argontech as appropriate.
2. Issue report to City Building and seek feedback on corrective action and steps to be taken in accordance with audit report.

### Performance monitoring

#### Assistant Maintenance Officer

Review monthly performance reports from City Building, audit reports, complaints and late jobs identified from ARC dashboard and attend meetings with City Building to discuss performance.

#### Senior Maintenance Officer

1. Review accuracy of data held within the gas servicing data and action were appropriate.

Report and present gas servicing and repairs data to the Senior Management Team, Board and Audit & Risk Sub Committee.

## Appendix 5 - Updating Electrical Inspection Certificate Process

1. Save a copy of the certificate into the Maintenance Section Records Folder on G Drive – Cyclical -EICR-Certificates – Full Electric Records - Select address folder.

\*\*\*All certificates should be saved with the file name  
**EICR ADDRESS DETAILS DATE (FORMAT 00-00-0000)**  
**Example – EICR 76 0-2 Southdeen Avenue 01-03-2023**

2. Open SDM.
3. Open Repairs & Maintenance Module.
4. Go to File Maintenance top left hand corner.
5. Drop down to Property File.
6. Search Address.
7. Go to Cyclical Tab.
8. Double click Cyclical code – EC001.
9. Further Description- Type of certificate EICR (Electrical Inspection Condition Report) EIC (Electrical Installation Certificate).
10. Last service date- This is the date the inspections was completed not the date the certificate was processed.
11. Contractor- Right click and drop down to select the contractor.
12. Order Number – Work order number issued to contractor in advance.
13. Save Record and always create a history record when asked on the pop up.

### **Attaching the Certificate**

14. Go back to Property File Maintenance.
15. Select Diary tab at bottom of page.
16. Insert property diary – This opens a new tab.
17. Diary Category - Right click – Select MDOC.
18. Action – Right click – Select MD03.
19. Summary – Type – EICR OR EIC and the date the inspection was carried out Date format( xx-xx-xxxx).
20. Action Date – Should be same date of the certificate.
21. To attach certificate, click +insert box.
22. Browse your folders.
23. Once document identified double click on it.
24. This will move document to the selected box.
25. Click okay which will close the window.
26. Click okay to close and safe the diary entry box.

Please note, any new EICR certificates that report that are reported to be UNSATISFACTORY should be highlighted to the SMO and C1, C2 and FI should be issued to the contractor to rectify.

For adding a minor work electrical certificate or smoke alarm installation please follow **Attaching the Certificate** stages.

Diary category – MDOC

Action code - MD17 or MD19

Summary will either be – MWC DATE or Smoke Alarm Upgrade DATE

# Repairs & Maintenance Policy

**Note Added 26-06-2023 - Letters for EICR access should be saved as a diary note as below:**

**Diary Category -** MPIN – Property Inspection

**Action Code-** COM6 – Correspondence

**Summary –** ET (What stage of letter) Access letter 1

**Action Date –** To match date of letter.

## Appendix 6 - Operational Procedure Electrical Inspection Condition Reports (EICR)

- **All EICR will be carried no longer than 5-year intervals or at the change of a tenancy.**
- Tenants will be lettered in advance making them aware there EICR is due, and they will be contacted by our Electrical contractor in due course. This process will continue throughout the financial year and will be carried out in advance of the electrical contractor receiving their list.
- **All letters should be attached to SDM diary against correct addresses.**
- **Operatives should sample check addresses for letters to ensure SDM mail merge has been successful.**
- Electrical contractor will be issues 3 months of due EICR 3 months in advance of their due date along with individual work order numbers for each job – On April 1<sup>st</sup>, 2023, we will issue EICR due for July, August & September 2023.
- On the 1<sup>st</sup> of July 2023 we will issue any EICR due in October 2023 – then on the 1st August we will issue November's list.
- Our electrical contractor should make access arrangements with the tenant and each property should be visited at least twice over the 2-month period.
- No access cards should be posted through the door of the property and dates and times recorded at their office.
- Any EICR not completed a month before their due date will be past back to our Assistant Maintenance Officer for action – Example, a EICR due on the 10<sup>th</sup> July 2023 which the electrical contractor has been unable to complete will be passed back to the Assistant Maintenance Officer no later than 10<sup>th</sup> June 2023.
- Electrical contractor will continue to keep us updated weekly via a completed spreadsheet returned on a Monday each week.
- Completed electrical certificates will be issued within one week of completion date then added to our system using the procedure note for "Updating Electrical Inspection Certificates."
- Once outstanding EICR are returned to the Assistant Maintenance Officer they will start our no access procedure beginning with letter two of our process.
- The Asset Officer will keep the Senior Maintenance Officer updated on access and letters on a weekly basis.

# Appendix 8 – Adaptation Self-referral form

## ADAPTATION REQUESTS

Housing Providers are now responsible for installation of handrails. When completed, please return to: **Drumchapel Housing Co-operative Limited**, 4 Kinclaven Avenue, Drumchapel, Glasgow G15 7SP

**Name:** .....  
**Address:** .....  
**Postcode:** .....  
**Age:** .....

House Type:	tenement flat		
	four in a block		
	semi detached		
	detached		
	terrace		
Why do you need a handrail?			
Do you use any of the following:	walking stick		
	zimmer		
	wheelchair		
Where do you need the handrail? (please ✓)			
Inside House	Left Hand Side (going up)	Right Hand Side (going up)	Steps Covered
Inside Close	Left Hand Side (going up)	Right Hand Side (going up)	Steps Covered
External Front/Close Entrance	Left Hand Side (going up)	Right Hand Side (going up)	Steps Covered
External Back/Close Entrance	Left Hand Side (going up)	Right Hand Side (going up)	Steps Covered
External Path/Gate	Left Hand Side	Right Hand Side	Steps Covered
<b>Comments</b>			
<b>ADHOC ITEM REQUESTED LISTED BELOW</b>		<b>Tenant Referred</b>	
Item		Signature	
Request date		Date	

## Appendix 9 – Re-let Standard.

This checklist outlines the minimum standard which all Drumchapel Housing Co-operative properties must meet to be relet.

	Please Tick (√)
The property is wind and watertight.	
The property is safe and secure.	
The property is clean and cleared of previous tenant's personal belongings including loft space.	
The garden is neat and tidy and cleared of all rubbish.	
Doors and windows have been inspected and are in good working order.	
Gas and electrical supplies are checked and in good working order.	
Internal glazing intact and compliant with safety standards.	
There will be no polystyrene tiles in the property.	
The property has a functioning bath and/or shower, toilet and wash-hand basin with plug and chains intact. If a shower unit in place this will be included in the electrical check & legionella check. The shower must have a shower screen, rail, and curtain.	
Works Minimum Lettable Standard Kitchen Units - All kitchen units will be thoroughly checked, repaired, or replaced, as necessary. All worktop veneers which have excessive damage should be replaced – worktops with indentations or knife marks will not be replaced or repaired.	
Fire protection alarms and any other alarms are in working order.	
Extractor fans are operational.	
Floors will be checked, and all loose and missing floorboards will be secured or replaced. In extreme cases 6mm plywood will be fitted to the surface.	
Woodwork (skirting, facings, door checks) are intact.	
Handrails and banisters are safe.	
Plaster on walls and ceilings has been checked.	
There is no major works required (fire, flood, insurance etc.)	
A minimum of 2 sets of keys are given to new tenant.	
Installations by former tenants will be left if they are safe and the new tenant is prepared to accept responsibility* for future maintenance.	
*You should ensure that a disclaimer has been signed and copy filed in house file.	

## 28. Equality Impact Assessment

Name of the <b>policy / proposal</b> to be assessed	Repairs & maintenance policy & procedures	Is this a <b>new policy / proposal or a revision?</b>	Revision
Person(s) responsible for the assessment	Senior Maintenance Officer		
<p><b>1. Briefly describe the <b>aims, objectives, and purpose</b> of the policy / proposal</b></p>	<p>Key aims of the Co-operative's Repairs &amp; Maintenance Policy include:</p> <ul style="list-style-type: none"> <li>• Provide safe, secure, and healthy homes and environments for our tenants.</li> <li>• Complete repairs and improvements right first time and at times that suit our tenants.</li> <li>• Provide opportunities for tenants to shape service development and delivery, focusing on 'what matters,' to ensure high standards of customer satisfaction.</li> <li>• Achieve and exceed the standards defined in the Scottish Housing Quality Standard (SHQS) and Energy Efficiency Standard for Social Housing 2 (ESSH2).</li> <li>• Enhance property intelligence and stock information to inform strategic decision making, protecting our assets, and improving value for money.</li> <li>• Ensure adequate financial provision for the delivery of maintenance services, including planned improvements.</li> <li>• Monitor performance to enhance value for money and ensure continuous improvement.</li> <li>• Seek opportunities to involve small and medium enterprises through the procurement of services and achieve outcomes which benefit the wider</li> </ul>		

	<p>Drumchapel community.</p> <ul style="list-style-type: none"> <li>• Enable medical adaptations to be carried out quickly and effectively to support the changing, needs of our tenants.</li> </ul>
<p><b>2. Who is affected by the policy/who intended to benefit</b> from the policy / proposal? <i>(e.g. applicants, tenants, staff, contractors)</i></p>	<ul style="list-style-type: none"> <li>• Tenants</li> <li>• Staff</li> <li>• Contractors</li> </ul>
<p><b>3. What outcomes are wanted</b> from this policy / proposal ? <i>(e.g. the benefits to customers)</i></p>	<ul style="list-style-type: none"> <li>• We have a statutory &amp; regulatory duty to meet standards &amp; legislation.</li> <li>• We can have a significant impact on the lives of our tenants on how we deliver our repairs service.</li> <li>• We aim to excel on repair timescales and remain performing better than the Scottish average and in line with our local peers.</li> <li>• We aim to complete all repairs right first time.</li> <li>• Prompt action on repairs will be more cost effective for the Co-operative in the long-term.</li> <li>• We will report on performance to Board quarterly.</li> </ul>
<p><b>4. Which protected characteristics</b> could be <b>affected</b> by the proposal? <i>(tick all that apply)</i></p> <p>Age Disability Marriage and civil partnership</p>	

Pregnancy and maternity  
Race  
Religion or belief  
Sex  
Gender reassignment  
Sexual Orientation

5. If the policy / proposal is not relevant to any of the **protected characteristics** listed in part 4, state why and end the process here.

Positive impact(s)

Negative impact(s)

**6. Describe the likely positive or negative impact(s) the policy / proposal could have on the groups identified in part 4**

- The policy is beneficial to all tenants therefore it has a positive impact on those groups identified.

- Accessibility for those with a disability who may require an alternative communication format.
- Language barrier for those whom English not their first language in accessing support.

7. What **actions** are **required** to address the impacts arising from this assessment? (*This might include; collecting additional data, putting monitoring in place, specific actions to mitigate negative impacts*).

- This policy can be made available in alternative formats upon request such as braille, large font, or audio recording. It can also be translated into another language as required.
- An interpreter service is available on request.

Signed: *A. Gemmell*

(Job title): Senior Maintenance Officer