

Bridgewater Housing

Association Ltd Policy

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Repairs and Maintenance Policy

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1. INTRODUCTION

Bridgewater Housing Association takes pride in being able to provide good quality housing. The Association is equally committed to ensuring its stock is well maintained and to putting in place comprehensive repairs and maintenance services to achieve this.

This policy serves to define the Association's broad aims in relation to its repairs and maintenance services. It sets out a range of general principles that will guide its actions in relation to requests for repairs from customers and in its implementation of an effective repairs service.

2. CONTEXT

The Repairs and Maintenance Policy is amongst the most critical working documents used in the delivery of the Association's housing service. It has been developed to take account of customer needs, legislative, regulatory and good practice requirements, including the Scottish Social Housing Charter, the Scottish Housing Quality Standard and the Energy Efficiency Standards for Social Housing. The Association will ensure that its operational practices accord with these requirements

Legislation and Regulatory Standards

The legislative requirements include the need to comply with the range of health and safety duties imposed upon landlords and various landlord responsibilities set out in the 2001 and 2010 Housing (Scotland) Acts. In addition where various contractual terms are imposed through relevant tenancy, occupancy and management agreements, the Association shall ensure all its practices accord with these requirements and terms.

The relevant Regulatory Standards and guidance that the Association wishes to comply with in relation to the provision of its repairs and maintenance activities are:

Standard 1.1

The governing body sets the RSL's strategic direction. It agrees and oversees the organisation's business plan to achieve its purpose and intended outcomes for its tenants and other service users.

Standard 1.2

The RSL's governance policies and arrangements set out the respective roles, responsibilities and accountabilities of governing body members and senior officers, and the governing body exercises overall responsibility and control of the strategic leadership of the RSL.

Standard 1.3

The governing body ensures the RSL complies with its constitution and its legal obligations. Its constitution adheres to these Standards and the constitutional requirements set out below.

Standard 1.4

All governing body members accept collective responsibility for their decisions.

Standard 1.5

All governing body members and senior officers understand their respective roles, and working relationships are constructive, professional and effective.

Standard 1.6

Each governing body member always acts in the best interests of the RSL and its tenants and service users, and does not place any personal or other interest ahead of their primary duty to the RSL.

Standard 1.7

The RSL maintains its independence by conducting its affairs without control, undue reference to or influence by any other body (unless it is constituted as the subsidiary of another body)

Business Planning

This policy supports the strategic requirements of the Association's Business Plan; Framework of Governance and the Association's strategies policies and procedures including our Tenant Participation Policy and Strategy, Equalities Policy, Risk Management Strategy and Asset Management Strategy.

This policy will be supported by comprehensive repairs and maintenance procedures that detail the processes involved in the effective delivery of the associated services. The Association will

also ensure that all staff and Board Members receive appropriate training and support to meet the requirements of this policy and the related procedures.

This Repairs and Maintenance Policy Policy is designed to ensure the following Key Corporate Objectives are met:

Objective 1

Manage and maintain high quality affordable homes and services

Objective 2

Protect and enhance the value of the environment

Objective 3

Deliver a quality, value for money, customer service experience, in partnership with our customers

Objective 4

Exploit collaborative opportunities for improvement and growth

Objective 5

Invest in our staff and board

Objective 6

Exemplify strong, sustainable and effective strategic governance and financial control

3. AREAS OF RESPONSIBILITY

Key areas of responsibility in relation to the implementation of the Association's Repairs and Maintenance Policy are detailed below:

The Board – has responsibility for ensuring that this policy complies with regulatory and legislative requirements and meets the Association's Business Plan and Budget Objectives.

The Chief Executive – has responsibility for ensuring that compliance with regulatory and legislative requirements are met and that it meets the Association's Business Plan and budget objectives

The Technical Services Manager – has responsibility for operational delivery of the policy and for the management, supervision and training of the staff responsible. The Technical Services Manager also has responsibility for ensuring that appropriate technical support and advice is provided to the Board, Management Team and other relevant members of staff and for reporting performance information to the Board and Management Team on repairs and maintenance issues, including actions taken to achieve performance in line with service targets and contractual obligations.

The Head of Finance – has responsibility for ensuring that appropriate financial support and advice is provided to the Board, Management Team and other relevant staff members.

The Association's Board delegates all responsibilities for operational delivery of the repairs and maintenance services to the Association's staff team. The Board expect staff to implement the policy in a 'common sense' way consistent synonymous with good customer service.

4. POLICY AIMS

The specific objectives of the Repairs and Maintenance Policy are to achieve the following:

- Provide homes that offer a warm, comfortable and healthy living environment for occupants, keep customers safe and which continue to attract demand.
- To effectively maintain the Association's non-housing properties to sustain their value as assets.
- Provide an efficient and responsive, first time fix reactive repairs service that meets the needs and expectations of all service users.
- Provide a repairs service to factored owners commensurate with Written Statements of Service and the wider requirements of the Property Factors Act
- To enable medical adaptations work to be carried out in order to meet the individual needs of tenants whenever possible and practicable.

- Achieve value for money through effective procurement.
- Minimise void repair periods.
- Ensure effective systems are in place for monitoring and recording information about the condition of our assets, which will be the basis of planned maintenance and improvement work progress
- Implement effective performance monitoring systems for maintenance and repair activities.
- Encourage and facilitate the involvement of tenants and other customers in repairs and maintenance activities and provide accurate and meaningful performance information.
- Enable the Board to exercise due control over maintenance activities by providing effective performance reporting systems and training.

5. SERVICE AND STANDARDS

The reactive repairs service is delivered primarily by the Association's Technical Services Team. Team members are tasked with a range of duties relating to the inspection of requested repairs work, the instruction; and inspection and monitoring of repair and servicing work; budget control and general administration of the service. A copy of the Association's Service Standards for the repairs service is attached to this policy at Appendix I (SERVICE STANDARDS)

The Association shall publicise information about the service in a number of ways. Bridgewater's website in particular shall contain information indicating the division of landlord and tenant responsibility for repair work. Publications such as the Newsletter shall also be used to provide more general and practical information, including essential contact details and performance information on key aspects of repairs and maintenance services, seasonal 'self-help' advice and advice about safety within their homes.

In common with all of its services, the Association endeavours to make the reactive repairs service fully accessible. Tenants will be afforded multiple channels through which to report repairs or request other services, namely by telephone, letter, email, texting, the website, in person or through a web-based account portal currently in development, according to their individual preference. The Association will aim to implement a repairs appointment system within the next three years. As a minimum standard the Association shall, when requested by a service user, aim to arrange for appointments on specific days, offer first or last calls or provide an appointment within a two hour timeframe.

The Association will ensure that good quality materials are used by repairs contractors and that high standards of work are achieved. An inspection and monitoring system shall be in place for this purpose; a copy of the Association's Inspection Framework is attached to this policy at Appendix II (INSPECTION FRAMEWORK) Similarly the Association shall maintain effective systems for monitoring contractor performance by obtaining, analysing and reporting feedback from service users.

In addition the Association has signed up to the Chartered Institute of Housing's Repairs Charter 2017 and to its core commitments. Appendix III (REPAIRS CHARTER) provides details of these core commitments and how the Association aims to achieve them.

Completion Times

The Association shall periodically review the completion timescales specified in relation to the following categories to ensure it is operating in line with its peer organisations, regulatory guidance and relevant good practice and customer feedback. We will consult with tenants on any proposed changes to timescales.

The Association shall categorise reported faults according to the level and nature of response required. The Association shall endeavour to apply a consistent approach to categorisation and ensure the staff team are appropriately trained to achieve this. We shall operate three categories, each with a different target completion timescale as follows:

Emergency Repairs

Incidents which present circumstances that constitute a safety hazard or which make a property uninhabitable shall be categorised as Emergency. This will include, but not be restricted to incidences of fire and flood. Work to remedy interruption to mains services i.e. electricity, gas, water and Right to Repair items with a one day completion time shall be placed in this category, as will situations which will cause unreasonable and exceptional inconvenience to tenants.

The Contractor will be instructed to attend and make safe and secure within 4 hours of the repair being reported, and to prevent serious loss or damage to the occupier's property. Any follow up work required will be allocated a completion category timescale that reflects the extent and nature of the work required.

The Association shall have in place arrangements to ensure requests for emergency repairs can be received and responded to 24 hours a day, 7 days a week.

Urgent Repairs

Faults and incidences that require prompt attention but which do not arise as a result of emergency circumstances shall be categorised as Urgent. This will include but not be restricted to: broken toilet seat, faulty door handle, loose handrail, and repairs required to features of communal areas including doors and roofs.

Contractors shall be instructed to complete the required work within 3 full working days (commencing the day the repair was reported).

Routine Repairs

All other items of non-urgent repair work shall be categorised as Routine. Contractors shall be instructed to complete the required repair within 10 full working days (commencing the day the repair was reported).

Extended Routine Repairs

Where it is apparent, at the point where a reactive repair is instructed, that an extended period of time to complete a routine repair e.g. those involving the supply of bespoke materials or specialised parts is necessary, work of this nature may be categorised as Extended Routine. Contractors shall be instructed to complete the required repair within 20 full working days (commencing the day the repair was reported). Extended Routine will not be used for repairs that only require off-the-shelf or readily available materials and parts.

A copy of the target timescales for each individual repair type is attached to this policy at Appendix IV (TARGET TIMESCALES). The Association reserves the right to amend the completion category and timescale for individual repair works to take account of unforeseen or other specific circumstances e.g. where the scope of the works increases significantly after work commences or where specialist works are required e.g. environmental monitoring. Customers will be kept informed of any changes to completion timescales and be clearly recorded in order to create an appropriate audit trail and the service us.

Right to Repair (Qualifying Repairs)

The Association shall adhere to the requirements of the Right to Repair scheme defined in the Housing (Scotland) Act 2001. It shall have in place and publicise systems and methods of working that ensure full compliance with this. Staff members shall be fully trained in implementing these. They will also be advised of the relevant statutory regulations governing the provisions of the scheme.

The Association acknowledges the particular requirements to advise tenants in writing annually of the provisions of the scheme and shall use its newsletter, and the web-based portal as the principal means of achieving this. Notwithstanding this, the Association shall provide specific information about the scheme freely available to all tenants by issuing a Repairs Receipt which will identify whether a repair is a Qualifying Repair and provide details about how the scheme works. The Association shall maintain records which enable it to monitor and demonstrate compliance with the Right to Repair Scheme.

Where the timescale for a Qualifying Repair is shorter than that for an Urgent or Routine repair, the timescale for the Qualifying Repair will be applied.

Void Properties

The Association aims to let empty properties as quickly as possible in order to minimise loss of income. In order to achieve this it shall adopt a systematic approach to undertaking inspections and instructing necessary repair work; to monitor progress towards completion; and to passing properties fit for let. The Association shall have in place a Void Lettable standard. This will define, as far as practically possible, the nature and extent of repair work that will be carried out prior to a property being deemed as fit for let. This standard will be periodically reviewed in consultation with tenants to ensure it is fit for purpose and meets general expectations and best practice. See Appendix VI (VOID RE-LET STANDARD).

Timescales given to contractors to complete repairs to void properties to return the property to the lettable standard will be the minimum necessary. Voids will be categorised to reflect the scope and complexity of the work instructed, as set out in the following table:

Category	Timescale to complete repairs	Scope and complexity of void works
Void Category 1	2 working days	Where gas, electric and water systems safety checks and very minor repairs & clearance work is required
Void Category 2	3 to 5 working days	Where gas, electric and water systems safety checks and minor/moderate repairs & clearance work is required
Void Category 3	6 to 10 working days	Where gas, electric and water systems safety checks and moderate/significant repairs, renewals & clearance work is required
Void Category 4	Commensurate with the scale of work required	Where a property requires major repairs and renewals involving multiple contractors and the appointment of a Principle Contractor/Principal Designer

Repairs that are not essential to allow a property to be safely occupied can be passed for re-let on the basis that all outstanding repair work will be completed as soon as possible after re-let.

Notwithstanding the nature or extent of any repair work required to a void property, it is the Association's policy to:

- Complete a gas safety check on any property that has a gas heating system or other gas appliance connected to the landlord's supply and have this carried out before the new tenant moves in.
- Complete an electrical safety check in all void properties.
- Flush out and cleanse as necessary the domestic water system at regular intervals until the void is re-let consistent with Bridgewater's Water Systems and Legionella Management Policy
- Ensure that a valid Energy Performance Certificate (EPC) is provided within the property, if required.

6. CONTRACTOR'S RESPONSIBILITIES

The overall approach taken by contractors must to be consistent with the aims of this policy, as set out in Section 4, and the Service Standards set out in Section 5. Contractors are required to complete work within contracted timescales and commit to continuous improvement of service delivery. Procurement of services will, where appropriate, take account of contractors' ability and commitment to deliver services in a way that is consistent with this policy.

All operatives carrying out repairs or maintenance works to Bridgewater owned or managed properties shall be required to:

- Carry identification and present it to the occupier on arrival and whenever requested to do so
- Wear uniforms provided by the contractor
- Ensure premises they are working in or in control of are secure at all times
- Minimise disruption to customers and leave premises safe, clean and tidy at the end of each day's work
- Remove and dispose of all waste materials appropriately
- Ensure that access arrangements made with customers are kept to
- Comply with all relevant Health and Safety legislation to minimise or eliminate any risk of injury to customers, visitors and members of the public and damage to property
- Always treat our customers with courtesy and respect

7. SERVICING OF GAS APPLIANCES AND INSTALLATIONS

Gas Servicing and Maintenance

The Association recognises the critical importance of ensuring gas heating and hot water systems in its properties are in good safe working order. It shall meet all statutory duties in relation to gas safety management in terms of the Gas Safety Regulations 1998 and associated health and safety legislation, and the expectations of the Scottish Housing Regulator. The Association will appoint Gas Safe registered contractors to carry out servicing, installation and repair work to gas appliances and associated gas 'work' as defined by the Regulations. Only Gas Safe registered Gas Engineers will be permitted to work on the Association's gas appliances and installations. Bridgewater will maintain effective management and administration systems to ensure all gas systems in all properties under its management and control, are serviced with a year of their previous service or, for new appliances, their installation date. We will keep appropriate and accurate records. We will monitor the progress of servicing programmes and all related repair work. The Association will programme all gas safety inspections to be completed within a 10 month cycle in order to reduce or obviate the risk of services exceeding the 12 month statutory timescale.

During the course of the gas service visit the Gas Engineer will carry out a safety inspection of any non-Association gas appliances in the property and check (and replace if required) carbon monoxide detectors, heat detectors and smoke detectors to ensure compliance with current and future fire safety regulations.

In fulfilling its legal responsibilities, the Association shall pursue a clearly defined process in order to secure access to properties for the purpose of enabling servicing work to be carried out. Where necessary this shall include taking appropriate court action to gain entry. See Appendix VII (GAS SERVICING).

The Association will appoint independent and accredited Gas Safe registered approved contractor/consultant to carry out annually, on a sample basis, a quality assurance check of gas servicing, gas maintenance or gas repair work carried out in properties owned or managed by Bridgewater. The independent contractor will sample at least 5% of the services and reactive repairs completed. Any serious breaches of gas safety regulations will be reported to the Management Team and Scrutiny sub-committee.

Where the quality assurance process reveals deficiencies in the contractor's practices or performance, or identifies shortcomings in the skills or training of his personnel, this will be shared with the contractor. The contractor will be required to address any such deficiencies and notify Bridgewater of remedial action taken as a result.

8. TENANT SATISFACTION AND INVOLVEMENT

In common with all of its services, the Association is committed to monitoring the experience of tenants using the reactive repairs and other maintenance services. The Association shall use a

range of means to obtain feedback from residents on their level of satisfaction with key aspects of these services. The Association shall investigate individual complaints or causes for dissatisfaction consistent with the SPSO's complaints handling system and use information obtained to identify where service improvements are required.

More generally the Association will aim to consult with tenants on key aspects of the Repairs and Maintenance Service, including service specification, policy direction and operational practices.

The Association will carry out postal and/or telephone surveys with tenants and other service users to assess the effectiveness of the repairs service on an ongoing basis. This information will be used to continuously improve the standard of service.

9. PLANNED MAINTENANCE

General Principles

The Association shall implement a robust and transparent system of planning and costing future maintenance work. This shall be based upon the recording of detailed, accurate and up to date information on its properties and their components and features. Regular technical inspections shall be undertaken as a means of collecting this information, while members of the staff team shall be actively encouraged to feedback information about the condition of any properties they visit. Information and analysis of trends in reactive repair work will be used to inform future maintenance planning.

The Association will develop its asset management strategies and policies to ensure future programmed maintenance works take into account factors such as stock popularity, designing out poor quality or intrinsically expensive items for maintenance purposes.

The Association will deliver value for money by selecting the most effective procurement route for planned maintenance contracts by utilising its Procurement Policy.

Scottish Housing Quality Standard

The Association recognises the expectations set by the specification of the Scottish Housing Quality Standard. It shall adopt a systematic approach to carrying out required inspections, investment planning and installation or remedial works, with a view to achieving full compliance with the Standard by the target date in 2015 and maintaining this standard thereafter.

The Energy Efficiency Standard for Social Housing

The Energy Efficiency Standard for Social Housing (EESH) was introduced by the Scottish Government in March 2014. It sets out mandatory standards for energy efficiency that social landlords must meet by 2020 and succeeds the energy targets in the Scottish Housing Quality Standard (SHQS). The Association will incorporate the requirements of the EESH within its planned maintenance programme and asset management strategy.

New Fire Safety Requirements for Social Housing in Scotland

Bridgewater will upgrade the new fire, smoke, heat and carbon monoxide detection systems to meet the new Tolerable Standards by the required implementation date of February 2021, as set out in the Housing (Scotland) Act 1987 (Tolerable Standard) (Extension of Criterion) Order 2019. Bridgewater will deliver all aspects of reactive and planned maintenance of these systems to ensure ongoing compliance with the Standards, including modifying systems to reflect the way residents utilise the living spaces within their homes.

Cyclical Maintenance

The Association will implement a programme of cyclical maintenance to ensure that systems and components of properties are kept fully functional and in good condition and to ensure that the expected life of these elements is optimised.

Tenant Involvement

As a matter of course, the Association shall give tenants advance notice of any cyclical and planned maintenance works to be carried out to their property. Detailed information about the nature of the work, specification, timescales and any disruption likely to be caused shall be provided.

As far as possible, tenants shall be given the opportunity to exercise choice in the specification of products and works. The Association will take account of the needs of tenants that are frail, vulnerable or disabled and as far as practical, adopt flexible working practices that recognise any particular requirements.

On completion of individual works the views of tenants involved will be sought via a tenant satisfaction survey. This information will be used to assess the performance of contractors and to identify possible future service improvements.

10. MEDICAL ADAPTATIONS

The Association shall support and assist the carrying out of works which will enable independent living and enhance the quality of life of tenants with particular mobility or other impairments. In doing so it shall follow best practice and regulatory guidance in relation to procurement of works; and aim to ensure such adaptations are carried out quickly and competently. Detailed and accurate records about adapted properties shall be maintained to enable implementation of appropriate maintenance regimes; and to enable informed decisions to be made about their future allocation to other tenants.

The Association will only refuse to carry out adaptive work in exceptional circumstances. This will include when:

- The location of the property or property layout and type makes it unsuitable for the long-term use of the tenant requesting the adaptation.
- Suitable alternative accommodation can be made available
- The adaptation is technically difficult to achieve without detriment to the property and other tenants
- Funding is not available
- The specific advice from relevant agencies is that the proposed adaptation would not be appropriate or is not supported by them

Bridgewater will annually submit a bid to the Scottish Government for grant funding to meet the predicted costs of carry out medical adaptations referred to it by Social Work Occupational Therapists or other prescribed medical professionals. The bid will take account of any waiting list adaptations and historic expenditure. Historically the grant allocated to the association has not always been sufficient to fund all the adaptations that are requested, resulting in the need for a waiting list. The waiting list will be operated on the basis of the medical priority assessment made by the health professional. This limited funding means that households can in some cases wait some time for an adaptation to be carried out.^{1,2}

The Association may, in a limited number of cases, fund small adaptations outright, such as handrails, by transferring funds from the maintenance budget, up to a maximum value of £250 per adaptation.

In cases where funding has been exhausted and delays carrying out adaptations are anticipated, tenants will be advised that they may fund adaptation themselves, provided they receive permission from Bridgewater to do so. Self-funded adaptations may fall under the Tenants Right to Compensation for Improvements Policy when their tenancy ends. Where self-funded adaptations make the property more difficult to let, tenants may be asked to restore the property to its original condition and configuration.

In procuring adaptations work the Association shall adhere to the requirements of its Procurement Policy and any requirements of grant offers from the Scottish Government.

¹ SPICe Briefing (Housing Adaptations) March 2016

² Adaptations Without Delay (2019) Royal College of Occupational therapists

11. ASBESTOS MANAGEMENT

The Association recognises the dangers presented by asbestos and shall have detailed asbestos management policy and procedure documents in place. These shall describe the general approach and particular steps it shall take in order to meet relevant legal, health and safety and best practice requirements, and in particular The Control of Asbestos Regulations 2012, within the Association's Asbestos Management Plan. The Plan will set out the Association's strategy for complying with all relevant legislation and will identify the personnel responsible for implementing the strategy. The Asbestos Management Plan will be reviewed annually by the Association's Audit and Scrutiny Committee.

12. LEGIONNAIRES' DISEASE: THE CONTROL OF LEGIONELLA BACTERIA IN WATER SYSTEMS

The Association has an obligation to control legionella within domestic water systems serving the properties that it owns or manages, as set out in the HSE's Approved Code of Practice (ACoP) L8. The Association will carry out a risk assessment of all water systems within properties under its control and will inspect, adapt or treat as necessary any water system that poses significant risk of legionella infection to occupants.

13. EQUAL OPPORTUNITIES IMPLICATIONS

The Association, through the Repairs and Maintenance Policy will act to provide services in a manner that encourages equal opportunities and complies with all relevant equal opportunities requirements.

14. SUSTAINABILITY IMPLICATIONS

Bridgewater acknowledges that it can contribute towards global, national and local targets by adopting a 'greener' approach to all its business activities. The Association can and should use its position as a service provider, employer, landlord, estates manager, factor, charity, property developer and procurer of a wide range of maintenance contracts, to influence practical changes to make all Bridgewater's activities environmentally sustainable and ultimately carbon neutral. Bridgewater will endeavour to minimise its carbon footprint and be an agent for positive environmental change by:

- Reducing energy use
- Reusing and recycling
- Reducing the carbon footprint associated with travel/transportation
- Procuring sustainably by reducing the embedded energy within supply chains
- Using its green open spaces to make them biodiverse and environmentally sustainable
- Thinking in the longer-term about making a positive impact on our local community

15. RISK MANAGEMENT

Risk arises from the Association's Repairs and Maintenance Policy in a number of respects:

- Failure to comply with relevant legislation resulting in possible legal challenges
- Failure to comply with regulatory guidance
- Maintenance costs exceeding budget levels
- Rent loss from delay in repairing void properties
- Injury to residents or staff resulting from problematic repairs and maintenance works
- Early component failure
- Fraud as a result of poor contractor management or collusion

Given the importance of these specific risks, and any other risks that may be identified in the Association's Risk Management Strategy, it is recognised that these have to be effectively

managed. This will be achieved through the cyclical review of the Repairs and Maintenance Policy and the associated procedures, to ensure compliance with all legislative requirements and regulatory best practice guidance. The Association will also consult with tenants as a key element of the review process. Furthermore appropriate training opportunities will be made available to members of staff to ensure high standards of service are maintained. Budget monitoring and progress with repairs and maintenance will be the subject of regular reporting to the Board and regular internal audit exercises will be commissioned either in relation to the repairs and maintenance service as a whole or certain aspects of it.

As regards financial management issues, the Association shall ensure adequate resources are in place to support the delivery of its reactive repairs services and meet the defined standards of service and carrying out of planned maintenance work. In doing so it shall comply with its Financial Regulations and Scheme of Delegated Authority.

16. RECHARGEABLE REPAIRS

Housing repairs and maintenance is one of the most important factors influencing overall tenant satisfaction with the Association and its services. An integral part of the repairs service is the Association's ability to recharge tenants for the cost of a repair where the Tenancy Agreement identified that a repair is the tenant's responsibility. This includes repairs which are attributed to negligence, wilful damage or accidental damage on the part of the tenant, their household or a visitor to the home. Appendix VIII (RECHARGEABLE REPAIRS) provides details of the Association's policy in this regard. Customers will be required to meet all the costs associated with rechargeable repairs, including VAT, and the costs of administration including debt recovery.

17. COMPLAINTS PROCEDURE

Any service user making a complaint about the Repairs and Maintenance Service may submit a complaint using the Association's complaints procedure. All complaints relating to contractors who provide repairs and maintenance services will be notified of the complaint and will be required to provide appropriate redress/solution. Where regular progress meetings are held in the context of formal reactive repairs contracts, complaints will be reviewed during scheduled progress meetings.

18. PERFORMANCE MONITORING AND REPORTING

The Association shall maintain internal information systems which are based around ensuring effective monitoring, control and reporting of its repairs and maintenance activities. Comprehensive records of all repairs and maintenance work shall be held with a view to demonstrating transparency in the way work has been carried out and authorised. Information will, as far as reasonably practical, be held in the Association's Housing Management System and if necessary linked to its electronic file system. The collection of paper records will be kept to a minimum.

The Association will monitor repairs and maintenance performance using both regulatory and local performance indicators.

The Audit and Scrutiny Committee will have delegated authority to annually agree targets for the Association's repairs and maintenance services.

Regular performance, financial monitoring and statistical reports shall be presented to the Management Team and the Board for consideration. The structure and content of these reports will be reviewed periodically to ensure Board members are able to make informed strategic decisions.

19. POLICY REVIEW

The Association will review the Repairs and Maintenance Policy in 2023, or as required following a substantive legislative or regulatory change.

Appendix I

SERVICE STANDARDS

Responsive Repairs and Re-Lets

Bridgewater Housing Association will:

- Provide a variety of simple and convenient ways in which to report repairs
- Advise tenants of their repairs responsibilities
- Recharge tenants for the cost of any repair that they are responsible for or has been caused by their neglect or wilful abuse of our property.
- Provide an out of hours emergency service
- Send confirmation of all repairs – including time scale for completion and contractors contact numbers.
- Carry out:
 - Emergency Repairs in 4 hours
 - Urgent repairs in 3 working days
 - Routine repairs in 10 working days
 - Extended routine in 20 working days
 - Minimum void repairs 2 working days
 - Minor void repairs in 3 to 5 working days
 - Standard void repairs in 6 to 10 working days
 - Major void repairs 20 days

- Carry out heating and hot water repairs on the same day if reported before midday, whenever possible
- Ensure a convenient appointment is made for all inspections and repairs.
- Ensure that contractors carry identification, complete work within the timescales and tidy up after completing repairs
- Provide opportunity for tenants to comment on the quality of completed repairs
- Advise tenants of the extent and cost of repairs that they are responsible for before they have left the property at the end of their tenancy
- Advise tenants of the minimum letting standards for their property and seek feedback on their satisfaction with the condition of their new home
- Ensure there is a valid EPC, gas safety check and other relevant information in their home
- Inspect a minimum 5% sample of completed repairs including every property following void repairs, to check for quality. Where contractors are not delivering adequate levels of quality the proportion of post-inspections will be increased commensurately until satisfactory performance is sustained.

Tenants are expected to:

- Keep their home in a reasonable state of cleanliness and good decorative order
- Report repairs or faults as soon as possible in their own home or the common areas
- Allow staff access to inspect their property when required
- Make sure our contractors can get in to do repairs
- Carry out repairs that are their responsibility

Improvements and Alterations

Tenants are expected to:

- Always ask our permission in writing before they start any improvement work - a form will be provided to assist tenants with this.

- Carry out the work to the guidelines we give them and supply any certifications, statutory permissions and approvals requested from third parties.
- Allow staff access to inspect the alterations/improvements carried out.
- Contact the Association prior to moving out to agree if any improvements/alterations carried out can be left at the end of the tenancy.
- Re-instate or replace the original fixtures and fittings where advised to do so

The Association will:

- Not unreasonably refuse permission for any alteration or improvement to a tenants property
- Advise tenants in writing of any guidelines, restrictions or rights to compensation (for example the statutory Right to Compensation for Improvement Scheme) where they are given permission for alterations or improvements to their home.
- Advise tenants of any conditions that the Association intends to attach to any alteration work they wish to do.
- Discuss their request and inspect where appropriate before or after the alterations or improvements have been carried out to ensure the work is done to a reasonable standard.
- Give a decision within 10 working days of receipt of a request to undertake an alteration and state the reasons if permission is refused.
- Ask the tenant to remove or reinstate any authorised alteration/improvement. If the tenant fails to do this and the Association is required to carry out this work the tenant will be charged the cost

Planned Maintenance and Servicing Contracts

The Association will...

- Publish plans in advance in our newsletter and website where we are undertaking major maintenance work and ensure this information is regularly updated
- Consult with tenants about the works being planned
- Advise how the work will affect the tenant and their occupancy of the property
- Advise tenants about any delays or changes to any work we have told tenants we will be doing, and communicate these promptly
- Wherever possible give tenants a choice in colour, design, finishes etc.
- Advise customers when work will commence and how long it will take, ensuring works are carried out at reasonable times.
- Provide a named member of staff (a Named Individual) to manage and answer queries or problems associated with a contract
- Obtain all necessary statutory permissions before work begins
- Inspect all works as it progresses
- Carry out a customer satisfaction survey at the end of each contract
- React to tenant satisfaction comments resolving any problems
- Advise tenants of planned maintenance works completed each year
- Advise tenants of the contribution the Association makes towards disturbance they have experienced when improvements are made
- In exceptional circumstances, find alternative accommodation and assist tenants to move if required for major improvement works
- Carry out an annual Gas Safety Inspection, Periodic Inspection Report on electrical systems and any other Landlord safety obligations
- Ensure we maintain the common areas to a high standard and advise residents of the terms of our grounds maintenance contract

Tenants are expected to...

- Allow staff and contractors reasonable access to their property to plan and carry out planned maintenance work
- Allow access for an annual Gas Safety Inspection, water systems inspections and Periodic Inspections of electrical systems to ensure the safety of services and appliances in their home as required
- Advise the Association of any problems or omissions with any of our contracts

Appendix II

INSPECTION FRAMEWORK

1. INTRODUCTION

Bridgewater Housing Association has clear aims to provide the highest level of satisfaction to all tenants living in one of our properties whilst ensuring the service that is delivered covers the individual needs and expectations of our tenants. We also aim to ensure that our services are consistent with achieving value for money.

This framework is designed to ensure that Bridgewater provides a level of consistency in the way in which the organisation undertakes pre and post inspections and that our efforts are focussed on four key areas:

- Tenant need and expectation
- Health and Safety
- Quality
- Cost control and value for money

Bridgewater understands that many of our tenants have different needs and requirements. Our staff are specially trained to treat each repair request from a customer on its merits and will on occasion arrange for an appropriate officer to visit a tenant first if this is considered the most appropriate course of action.

2. PRE INSPECTIONS

As an organisation we understand the need for the repairs service staff to have technical expertise within our staff to undertake assessments on our properties that determine appropriate repair action to be taken. Our staff are trained and provided with guidance on the various types of scenario that may require a pre-inspection and more details of this can be found in Appendix II (A).

All pre inspections will have a target of 2 working days, to be completed from point of contact from the tenant, and on all occasions an appointment will be made by the Technical Services Team in advance of the visit.

If a pre-inspection is required this will not alter the overall priority timescales we set ourselves to complete a repair, therefore the days taken to inspect a problem will be deducted away from the overall repair priority when the actual repair is finally ordered. For example if a repair is considered routine with a 10 day target and it took 4 days to carry out a pre-inspection, the target for the contractor would be 6 days.

In general Bridgewater Housing Association will pre-inspect the following types of scenario:

- Any reported structural defect that is the potential to cause harm or deteriorate rapidly
- Reports of damp and mouldy conditions
- All jobs that have the potential to cost more than £300 in value. For example a request for a new door or window
- Requests for major plastering repairs
- Requests for new fencing
- Reports of defective or broken appliances such as a bath or sink unit.

A more detailed schedule of what the Association will tend not to inspect can be found in Appendix II(A).

3. POST INSPECTIONS

Bridgewater Housing Association has clear aims to provide high levels of customer service in all of our services to customers and we appreciate that the repairs service is viewed as one of the most important in terms of tenant's expectations and financial cost. As a result the Association will undertake a number of post repair inspections to ensure that the quality of repairs completed on our properties are of a high standard and that our preferred contractors are providing us with value for money services.

In particular the Association will post inspect repair work to ensure that:

- The quality of repairs are carried out to a high standard
- They represent value for money
- The customer is satisfied with the repair

We will complete a minimum of 10% of all completed reactive repairs. The Association will adopt a flexible approach to identifying post inspection work to ensure that resources are targeted in the most effective way. However the following types of repairs will generally always be targeted for inspection.

- Medical Adaptations
- Void Repairs
- Repairs with a value of more than £500
- Repairs where the work being claimed for does not match what has been instructed
- Repairs where the incorrect SoR (or other agreed rate) is being claimed for or where daywork rates are being used inappropriately or where claims for materials or plant cannot be verified or justified.
- Repairs where the tenant has made a complaint about the standard of repair work which has resulted in the complaint being escalated to Stage 2.

There may be exceptions to the above. For example a void repair which consisted of a gas and electric check only or a roof repair over £500 in value which cannot be inspected due to access reasons.

The Technical Team will work together closely and will prioritise inspection work as required. For example a poorly performing contractor or particular trade will be subject to closer attention. Wherever possible the work will be inspected after the invoice has been received so that the Clerk of Works can assess value for money, the quality of materials and workmanship and customer satisfaction. The Clerk of Works will request that the tenants/other service users complete a Satisfaction Survey Questionnaire during his visit. The Technical Team will also carry out a telephone or postal survey following the completion of repairs on an ongoing basis.

The outcome of the inspection will be recorded in our IT systems including an assessment of the overall quality of the completed repair and will take account of the views of tenants. The data will allow Bridgewater to monitor trends and to feedback performance to contractors.

The overall quality assessment for post inspections and customer satisfaction data will be assessed on a monthly basis and reported to the Audit and Scrutiny Committee through our performance management system on a quarterly basis. Specific trends in individual contractor's performance will be monitored by the Technical Services Team and any relevant issues highlighted to the Management Team.

4. TENANT ALTERATION REQUESTS

The Association currently has in place a procedure to allow tenants to apply for permission to undertake alterations or additions to their homes. This inspection framework outlines in which particular circumstances we will carry out an inspection of that request.

The requests which we will inspect will include:

- A request to make a structural change to a property. For example removing an internal wall or installing a sky light
- Requests from a tenant to install their own fencing to replace an existing boundary.
- Loft renovations
- Requests to install a tenants own style of external door
- Requests to fit a tenants own bathroom or kitchen suite
- Requests to install tenants own electric fireplace or gas fire.

Requests in which we will tend not to inspect but still grant permission where it is possible to do so are:

- Installation of a satellite dish (depending on building and location)
- Requests to make minor alterations
- To fit an additional kitchen wall or base unit
- To install shelving in a cupboard space
- To apply 'Artex' or similar textured finish to a ceiling or wall surface
- Replace door handles with tenants choice
- Make minor alterations to garden layouts.

5. VOID INSPECTIONS

Bridgewater's void procedures are clearly documented within the Voids Policy however as standard we will ensure that 100% of void properties are inspected within 48 hours of becoming vacant. This is to ensure that all necessary repairs are identified and allocated to the appropriate contractor in advance of offering a property to a prospective tenant.

A copy of the detailed checklist that must be completed in full before a property is considered "ready for let" can be found as an appendix to the Association's Void Procedure.

6. GENERAL

Scenarios where the Association will tend to, or tend not to, carry out a technical pre inspection.

The Association will tend to pre-inspect any repairs where the damage or defect may be defined as a rechargeable repair.

Repair Description	Yes - Pre Inspection required	No - Repair can be raised direct with the contractor
EXTERNAL		
Structural damage	X	
Rainwater goods		X
Fascias, soffits, bargeboard	X	
Chimneys/gas flues	X	
Pointing and minor brickwork	X	
Brick wall replacement or rebuild	X	
Roofing tiles/components		X
Concrete Canopies	X	
Coping Stones	X	
Uneven Pathway	X	
Rotary Driers/clothes poles		X
Fence Replacement	X	
WINDOWS		
Window Repairs		X
Window Replacement	X	
Glazing		X
Window Ironmongery		X
DOORS		
Door Entry Systems		X
Door Frame Replacement	X	
External Door Replacement	X	
Internal Door Replacement	X	
Replacement Ironmongery		X
Locks and Hinges		X
Door Numerals		X
Door Thresholds		X
Ease and Adjust Door		X
Communal Doors		X
GENERAL JOINERY		
Skirting and Architrave		X
Floorboards		X
Joists and Stairs		X
Bannister/Handrail		X
Dado/Picture Rail		X
ELECTRICAL		
Sockets and light fittings		X
Thermostats		X
Heating Failure		X
Fire place breakdown		X
Fire place renewal	X	
Security lights		X

Door Bells (mains Wired)		X
Heating Controls		X
Smoke/Heat Detectors		X
Carbon Monoxide Detectors		X
PLASTERWORK		
Floor and wall tile repair		X
Floor or wall tile replacement to large area	X	
Plaster patching		X
Artex Repairs	X	
Damp Proof failure	X	
Mould Growth	X	
PLUMBING		
Minor leaks		X
Replacement Taps		X
Bath Replacement	X	
Wash Basin Replacement	X	
Toilet Replacement	X	
Toilets seats in (Sheltered/Extra Care)		X
Silicone Sealant		X
Blockages to internal waste		X
Blocked Drains		X
Shower Repairs		X
Shower Replacement	X	
ALTERATION REQUESTS		
Structural Changes	X	
Installation of a skylight	X	
Loft Renovation	X	
Install tenants fencing	X	
Request to alter garden layout	X	
External Door Replacement	X	
Replacement kitchen or bathroom	X	
Fireplace	X	
Any alteration affecting gas, electrical, water or drainage services	X	
Satellite Dish		X
Additional kitchen units		X
Shelving		X
Gates		X
Door Handles		X
Garden Sheds		X
Minor alterations to garden layout		X
MISCELLANEOUS		
Jobs over the value of £300	X	
A variation request significantly increasing the original estimate	X	
Specific Tenant request	X	

Appendix III

REPAIRS CHARTER

	Core Commitment	We can demonstrate that:
1	Delivering an effective repairs service is a corporate and strategic priority	<ul style="list-style-type: none"> • There is strong corporate commitment, leadership and accountability to deliver an effective repairs service. We have shared goals and objectives for the responsive repairs service developed in consultation with tenants and other key partners • Our responsive repairs service is an integral part of our asset management strategy which influences overall investment, disposal and development of tenants' homes • Our responsive repairs service supports other organisational strategies and objectives and is linked in with other departments (e.g. housing management and development) to deliver organisational priorities in a joined up way • We have robust governance and risk management arrangements in place to challenge and drive performance • We are flexible and quick to respond to the changing economic and regulatory environment • There is a clear understanding, right across our organisation, that our responsive repairs service is one of the most important and valued services we provide. Delivering a quality service is a key organisational objective for us and all of our delivery partners
2	We equip everyone involved in the repairs service with the right skills, capacity and resources	<ul style="list-style-type: none"> • We commit sufficient time, capacity and resources to ensure we can consistently deliver an effective and efficient responsive repairs service • We have a structure in place that has the right people, with the right skills in the right jobs to deliver the responsive repairs service effectively and avoids duplication of roles and processes • We invest in training and development to ensure that staff, tenants and partners at all levels have the appropriate knowledge and skills to deliver our responsive repairs service effectively • We provide relevant training and development, capacity building and support to our tenants so they are able to be directly involved in the development and improvement of our responsive repairs service and the scrutiny of our performance • We have a reliable and flexible IT system, with real time integration which manages the critical flow of information to support the business, and enables us to meet customer expectations in relation to direct reporting, appointing and tracking of repairs via their preferred method of contact (e.g. the internet or smartphone)
3	We provide an accessible and accountable repairs service	<ul style="list-style-type: none"> • All of our tenants can easily access the repairs service, we offer a range of options for how tenants can report a repair • We offer equal access to our responsive repairs service regardless of age, disability, gender, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation • We collect relevant and meaningful information on the profile of our tenants which helps us to tailor how we deliver the responsive repairs services. Information collected is safely stored and used in accordance with data protection requirements • We ensure effective two way communication with our tenants • We clearly set out and communicate with tenants what our responsive repairs service can and cannot deliver, including what we will charge/recharge for, to enable us to effectively manage expectations and we apply this approach consistently and fairly • We have clear policies, procedures and processes in place for delivering the responsive repairs service which set out the aims of the service and the roles and responsibilities of all parties

4	We deliver a quality responsive repairs service	<ul style="list-style-type: none"> • Ensuring there is clear operational responsibility for the delivery of the responsive repairs service • Ensuring that all statutory and regulatory requirements are consistently met, including health and safety obligations. • Offering flexibility about how the service is delivered that meets the tenants needs • Ensuring that the repair is done in one visit where feasible to the required quality and to the overall satisfaction of the tenant. • Providing flexible appointments that balance the needs of our tenants/other service users with delivering a value for money service • Taking opportunities to improve and maintain the sustainability and energy efficiency of our stock • Having an effective quality assurance system in place to ensure the quality of work carried out consistently meets our required standards
5	We ensure that a value for money approach is embedded throughout our repairs service	<ul style="list-style-type: none"> • Value for money is understood and embedded across the responsive repairs service. It is part of our performance management framework, determines how we allocate resources and is widely communicated to staff and tenants who are encouraged to identify value for money opportunities • We understand the cost of delivering the responsive repairs service. We balance the need to minimise costs with maintaining a good quality of service • We understand how our cost and performance compares with other similar or local landlords and we use that information to improve our service • We have adopted a procurement strategy for the selection of our supply chain to deliver repairs services that are sustainable and provide value for money, for the duration of the contract
6	We continually strive to understand and improve our performance	<ul style="list-style-type: none"> • We have an effective performance management framework in place to report, monitor and review performance. These include challenging performance targets which are at a team, service provider and individual level. Our repairs targets are subject to regular review and demonstrate continuous improvement • Tenants are encouraged and empowered to hold us to account about the delivery and performance of our responsive repairs service. We provide our tenants with regular information on comparative costs, performance and satisfaction in a format which has been agreed with them, to enable evidence-based value for money judgements to be made • We welcome all feedback about our responsive repairs service - including comments, compliments and complaints, and meaningful satisfaction information. We use this feedback intelligently to continuously review and improve our service • Good practice is sought and adopted from within and outside the sector • Our responsive repairs service is continuously reviewed to minimise waste, avoid duplication and improve environmental sustainability

Appendix IV

Add typical 'extended' routine jobs e.g. double glazing units, non-standard sized upvc doors/windows

TARGET TIMESCALES

HABITABLE PROPERTY				
Repair Description	Emergency Repair	Urgent Repair	Routine Repair	Exceptions
PLUMBING				
Dripping Taps			X	
Leaking tap when used		X		
Blocked sink or basin	X			
Loose taps		X		
Replacement taps		X		
Blocked WC	X			
Blocked WC due to tenant negligence	X			Rechargeable
Leaking WC	X			
Replace flush handles	X			
Toilet difficult to flush	X			
Ball valve to tank		X		
Leaking overflow		X		
Broken Toilet Seat		X		General Needs - Tenant's responsibility
JOINERY				
Gain access for tenant due to faulty lock	X			
Gain access for tenant due to lost keys	X			Rechargeable
Renew faulty door lock of two forms of security on door		X		
Insecure Door	X			
Renew Internal Door			X	
Replace Door Handles		X		
Timber Skirting Board			X	
Architrave and frames			X	
Loose Floorboards		X		
ELECTRICAL				
Faulty light fittings		X		
Faulty sockets		X		
Immersion Heaters		X		
Thermostats		X		
Aerial Sockets			X	
No lighting single room		X		
No power	X			
Partial power loss		X		
Dangerous wires	X			
Corridor lights out		X		
Security lights		X		
Faulty shower with bath		X		
Faulty shower no bath	X			
Replacement Trunking			X	
Smoke Alarms	X			

COMMUNAL AREAS				
Lift not working	X			
Communal light out			X	
All communal lights out		X		Emergency if sheltered/Extra Care
Emergency lighting		X		Emergency if Extra Care
Security lights		X		Emergency if Extra Care
Door entry systems		X		Emergency if Extra Care or Sheltered
Loose handrail		X		
No TV Reception		X		
Rotary Driers			X	General Needs - Tenant's responsibility
Uneven path trip hazard		X		
Uneven path not dangerous			X	
HEATING				
Total failure during winter	X			
Total failure during summer	X			
Partial failure		X		
Radiator Leak		X		
Radiator replacement		X		
WINDOWS				
Broken glass	X			
Cracked glass		X		
Loose window		X		
Window won't close		X		Emergency if ground floor
Faulty handle		X		
Leaking window		X		
Loose window cill				X
Broken vent				X
ROOFS				
Moss removal				X
Roof felt replacement				X
Loose tiles		X	X	
Make safe after storm	X			
Rain penetration		X		
Major roof repair			X	
Replace broken slates			X	
Re bed ridge tiles			X	
Flashings				X
WATER				
No hot water	X			
No cold water	X			
No water to single tap		X		
Faulty stop tap		X		Emergency if it will not turn off
EXTERNAL				

Damaged fencing		X		Urgent if dangerous
Renew fencing			X	Urgent if dangerous
Damage gate		X		
Loose paving not dangerous		X		Emergency if main walkway
Trip Hazard		X		Emergency if main walkway
Renew flag stones			X	
Pointing			X	
Guttering Repairs			X	
Graffiti removal			X	Urgent if of an offensive nature
MISCELLANEOUS				
Insect infestations, vermin, fauna.			X	Urgent if stinging insects

LOCK-UPS/GARAGES				
Repair Description	Emergency Repair	Urgent Repair	Routine Repair	Exceptions
Repair to up-and-over doors/door gear			X	Repair is an emergency if vehicle trapped inside
Renewal of up-and-over door/door gear			X	Urgent if door not secure
Defective lock		X		
Serious water penetration		X		
Roof/fascias/gutters			X	
Concrete aprons			X	
Lost keys		X		

COMMON LANDSCAPED AREAS AND OPEN SPACES				
Repair Description	Emergency Repair	Urgent Repair	Routine Repair	Exceptions
Removal of abandoned goods, household waste, and the like		X		The person responsible can be identified
Removal of garden cuttings, trimmings, building materials and the like			X	The person responsible can be identified
Removal of broken glass or other hazardous materials		X		Emergency if within or adjacent to children's play spaces
Flooding caused by blocked drains or the like			X	
Fallen trees, branches or shrubs causing obstructions		X		Emergency if obstructing public road/access for services

Fallen trees, branches or shrubs not causing obstructions			X	
Fencing/railing repairs			X	Urgent if hazardous or causing an obstruction
Damaged or defective walls			X	Urgent if hazardous or causing an obstruction
Play area surfacing, play equipment, seating and the like		X		Emergency if hazardous or children/others are at risk
Bins, benches, grit bins and the like			X	Urgent if hazardous or causing an obstruction
Graffiti removal			X	Urgent if of an offensive nature

Appendix V

REPAIR RESPONSIBILITIES - OUTSIDE YOUR HOME

Repair Description	Association	Tenant	Exceptions
COMMUNAL AREAS			
Lifts and Stairs	X		
Automated door systems; controlled entry systems	X		
Fire detection, prevention and protection systems	X		
Communal facilities including laundry, catering, assisted bathing and toilets, facilities provided for service providers	X		
Floor coverings	X		
Redecoration	X		
ROOF			
Gas stacks/flues	X		
Roof Structure and Covering	X		
Guttering, rainwater pipes	X		
Fascia's, Soffits, Barge Board	X		
Fall prevention/fall arrest systems	X		
WALLS AND CANOPIES			
External walls render	X		
Foundations	X		
Concrete Canopies	X		
Door Canopies	X		
Coping Stones	X		
WINDOW AND DOOR			
Window frame and cills	X		
Glazing	X		
Glazing when caused by criminal damage and reported to the police	X		
Glazing when damaged by tenants household/visitor	X		
Window ironmongery	X		
Door Entry Systems	X		
Door Frames	X		
External Doors	X		
External Strips	X		
External locks and ironmongery	X		
Damaged locks by tenants household or visitor	X		Tenant's responsibility if Intentional.
Additional keys		X	
Gaining entry (lost keys)		X	Suited Door Entry Keys
Letter Plates	X		
PIPES AND DRAINS			
Soil and vent pipes	X		
Drains and gulley surrounds	X		
Gully grids	X		
Manhole Covers	X		
Blocked drains	X		Rechargeable if due to negligence
Underground bursts	X		
GARDENS AND BOUNDARIES			

Individual garden maintenance		X	
Tenants own garden features		X	
Communal area maintenance	X		
Dividing fence		X	
Boundary fence (if owned by the Association)	X		
External fencing owned by the Association	X		
Boundary Walls	X		
Gates if owned by the Association	X		
Paths, steps and other means of access	X		
Rotary lines	X		Please refer to lettable standard
Clothes Line Posts	X		Please refer to lettable standard

REPAIR RESPONSIBILITIES - INSIDE YOUR HOME			
Repair Description	Association	Tenant	Exceptions
WINDOWS			
Internal cills, upvc or timber	X		
Skirting Boards	X		
Window vents	X		
INTERNAL DOORS			
Door handles and latch	X		Tenants responsibility if own installed
Easing and adjusting	X		
WALLS			
Internal walls	X		Tenant recharge if neglect
Major plaster repairs	X		
Minor plaster repairs		X	
Hairline cracks in plaster		X	
Wall Tiles		X	
Re-grouting		X	
FLOORS			
Concrete floor	X		
Vinyl floor tiles		X	
Loose floor covering		X	Unless Extra Care
Floor Boards and Joists	X		
Carpets and laminates		X	
Door strips		X	
CEILINGS			
Repairs and Renewals	X		
Hairline cracks		X	
Patch repairs	X		
Artex ceilings, patch repairs	X		Tenants responsibility if installed privately
STAIRCASE			
Stairs	X		
Banisters and handrails	X		
Gloss painting		X	
BATHROOM			
Bathroom suite	X		
Bath panels	X		
Airing Cupboard Shelves		X	
Internal pipe boxing	X		
Toilet Roll Holders/ Towel rails etc.		X	

Shower Curtains		X	Please refer to the lettable standard
Toilet Seats		X	Please refer to the lettable standard
KITCHEN			
Kitchen Cupboards and units	X		Tenants responsibility if due
MISCELLANEOUS			
Insect infestations, wasps/bees nests, vermin, fauna		X	Except where caused by a defect affecting the

LOCK-UPS/GARAGES			
Repair Description	Association	Tenant	Exceptions
Up-and-over doors/door gear	X		
Defective lock	X		
Serious water penetration	X		
Roof/ fascias/gutters	X		
Concrete aprons	X		
Lost keys		X	Lock change will be carried out by Bridgewater and recharged to tenant
Wilful or accidental damage/negligence		X	Repairs carried out by Bridgewater will be recharged to tenant
Clearing out lock up at completion of tenancy		X	Clearance carried out by Bridgewater will be recharged to tenant

COMMON LANDSCAPED AREAS AND OPEN SPACES			
Repair Description	Association	Tenant/Resident	Exceptions
Removal of abandoned goods, household waste, and the like	X		When the person responsible can be identified
Removal of garden cuttings, trimmings, building materials and the like	X		When the person responsible can be identified
Damage caused to landscaping by	X		When the person responsible can be identified
Removal of broken glass or other	X		When the person responsible can be identified
Flooding caused by blocked drains	X		
Fallen trees, branches or shrubs	X		
Fallen trees, branches or shrubs	X		
Fencing/railing repairs	X		
Damaged or defective walls	X		
Play area surfacing, play equipment, seating and the	X		
Bins, benches, grit bins and the	X		
Graffiti removal	X		When the person responsible can be identified
Insect infestations, wasps/bees	X		

Appendix VI

VOID RE-LET STANDARD

Our letting standard sets out the minimum standard of the properties we will let to our tenants. The standard describes the levels of repair, decoration and cleanliness that incoming tenants can expect, and will be shared with them when the property is being offered. The letting standard covers standards for internal and external aspects of the property. Void re-let standards are subject to periodic review.

Any other repairs required to the property may be carried out after the tenancy starts.

It is designed to complement our Tenants Handbook and as a minimum ensure that we meet our requirements under the Scottish Secure Tenancy Agreement and the Social Housing Charter which requires that:

Tenants homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) by April 2015 and continue to meet it thereafter, and when they are allocated, are always clean, tidy and in a good state of repair. Properties will also meet the EESSH by December 2020, where technically feasible, and by February 2021 the Housing (Scotland) Act 1987 (Tolerable Standard) (Extension of Criterion) Order 2019 covering smoke, carbon monoxide and heat alarms.

HEALTH AND SAFETY

Gas Safety Checks

We will carry out a gas safety check where gas is supplied to a property. The gas supply and all gas appliances will be checked and will be in good working order. A safety certificate will be issued to the new tenant.

Electrical Safety Checks

We will carry out an electrical inspection of the electric installations in the property to ensure that they are safe and working properly.

Asbestos

If there are any suspected asbestos containing materials found during the empty house inspection (with the exception of textured coatings) we will arrange for an asbestos survey/test to be carried out in the property. If the test proves positive then the asbestos will either be encapsulated or removed. Where textured coatings are present it will be assumed that these contain asbestos and advice will be given to prospective tenants to minimise their exposure through the prevention and control of the spread of fibres.

Legionella/water systems management

Maintain and management water systems in void properties consistent with Bridgewater's Water Systems and Legionella Management Policy.

Cleanliness

We will sweep out the property and dispose of any rubbish or belongings left by the former tenant. We will clean out the loft area and dispose of any items which may have been left.

Internal clearance work shall be taken to mean²:

- 'Removal and disposal of all previous tenants' contents, furniture, non-installed domestic electrical appliances, carpets, laminate flooring, other floor coverings, curtains, and the like not required to be retained by Client for use of the next tenant.
- Co-ordinate with Bridgewater's gas servicing contractor to cap off gas supply, test for leaks and disconnect any previous tenant installed gas appliances, fires etc.

- Removal and disposal of all previous tenant installed non-approved fixtures and fittings, installed gas and electrical appliances, shower units, electrical light fittings, power and spur points, associated wiring, and supply/waste pipework etc. and the like not required to be retained by Bridgewater for use of the next tenant.
- Clear all cupboards of any material, goods, rubbish etc. left by previous tenant, collect all loose material, mail, rubbish etc. from all rooms and dispose of, including checking for and clearing away all anti-social, medical, human or animal debris including provision of sharps boxes.
- All making good arising from the removal of previous tenant installed fixtures and fittings, including remove all fixings, screws, nails, plugs etc., fill all holes and make good plasterwork.
- Initial wash and scrub and clean all surfaces of dwelling, floors, walls, ceilings, woodwork, all cupboards, kitchen units, sanitary fittings, shower trays, shower units, boiler casings radiators, pipework etc. in preparation for the undertaking of any Works instructed to the void dwelling, including cleaning smoke and nicotine stained walls and ceilings, de-scale stained sanitary fittings, degreasing walls, and kitchen units.'

Window Catches

We will check all window catches in the property to ensure they are in working order. We will provide keys where windows are fitted with locks.

Central Heating

Central Heating and other heating appliances will be in full working order.

Smoke Alarm

The property will be fitted with at least one mains operated smoke detector per floor or storey which will have been checked and will be operational.

Heat Detectors

We will check that heat detectors are working properly.

Security

The incoming tenant will be provided with all sets of keys that the Association has for the property. This will generally be a minimum of 2 sets of house keys for front and back doors. Tenants of flats will receive 2 controlled door entry keys, and 1 key for the bin store and pram store.

Tenants in supported accommodation, such as sheltered housing, may wish to consent to a house key being retained by the Housing Support Officer for access in emergencies.

Energy Performance

We will check the energy performance of the property before it is re-let.

A copy of the Energy Performance Certificate will be fixed in a suitable location within the house or flat. The certificate provides information about how energy efficient the property is.

Decoration

It is the Association's Policy to not carry out decoration work in empty properties except where decoration is significantly below the lettable standard. Where decoration is significantly below the lettable standard a decoration allowance in the form of decoration vouchers will be offered to the incoming tenant based on the Housing Officer/Property Officers assessment on a room by room basis.

Decoration will be deemed to be below the lettable standard if, in any given room or area:

wallpaper is significantly peeling or torn, or

walls/ceilings are badly marked, drawn on or smoke stained, or

walls/ceilings continue to look dirty even after a thorough clean

the woodwork or metal surfaces re so badly chipped, or have multiple layers of paint, or have been painted in particularly strong colours to the extent that has been badly chipped/painted for example, the paint is peeling off the woodwork or has been painted a strong colour so that overpainting is not adequate

Technical Officers/Housing Officers may use the following table to calculate the amount of decoration allowance to be provided:

Room Type	Allowance to be provided
Single or small bedroom	£40
Large or double bedroom	£60
Living room	£60
Kitchen or bathroom	£40
Kitchen with dining space	£40
Hallways	£40
Cloakrooms	£20

The amount to be provided will be assessed during the void inspection process and will not be increased unless authorised by the Housing and Customer Services Manager. Decoration allowances will be subject to an annual adjustment for inflation.

Where decoration is in a particularly poor condition, which may affect the lettability of a property, the Technical Services Manager may instruct redecoration work to be undertaken by the Association's contractors if requested by the Housing Services Manager.

Kitchen

Kitchen units and fittings will be clean and in a serviceable condition.

Work surfaces will be clean and suitable for use.

A suitable cooker connection will be provided.

A suitable connection will be provided for a washing machine.

Bathroom

All sanitary ware will be clean, free from significant defects and in working order. The

Association is responsible for repairing/replacing showers which it has installed.

Doors & Woodwork

Internal pass doors, door facings and skirting boards will be clean and free from significant defects. Glazing will meet health and safety/BS standards.

Walls & Ceilings

Any significant defects in plaster or plasterboard will be made good and polystyrene tiles will be removed. Minor dents on walls will generally not be repaired.

Stairs, Banisters and Balustrades

Stairs, banisters and balustrades will be clean and secure.

Floors

Floorboards will be secure and free of significant defects. Floors will be swept and clean. Good quality floor coverings, for example, tiling in bathrooms, from a previous tenancy may be left.

Aerials

The property will have a digital aerial compliant with digital switchover in summer 2011.

EXTERNAL

Fabric of the building

The fabric of the building will be free of significant non-cosmetic defects and wind and water tight.

Paths, Steps and External Handrails

Paths, steps and external handrails will be stable, free from trip hazards and will be in a safe and reasonable condition.

Gardens

The garden will be tidy and free of litter. The grass will have been cut to a manageable height and any overgrown hedges or trees will have been cut back.

Clothes poles or a rotary dryer will be provided. If a new rotary dryer has been provided, this may be left in the property for the new tenant to install at his/her preferred location. Tenants are responsible for replacing clothes lines and rotary dryers.

Communal Garden Areas/Drying areas

Occupants within a block of flats are responsible for garden maintenance. Communal drying areas will be free of trip hazards and will have sufficient hooks for clothes lines or rotary dryers.

Fencing/walls

The Association is responsible for the maintenance of boundary walls and fences adjacent to footpaths, pavements and roadways. These will be in a reasonable condition and will be stable and secure.

Divisional Fences

Divisional fences are the responsibility of the incoming tenant and his/her neighbour(s). The fencing will have been repaired only if a hazard exists or may be replaced if it is beyond effective repair.

External clearance work shall be taken to mean³:

- Removal and disposal of all previous tenants' contents, furniture, domestic appliances, carpets, laminate flooring, other floor coverings, curtains, scrap metal, timber, broken glass, garden debris, fly tipped material, building debris and the like not dumped within the boundaries of the void dwelling.
- Removal and disposal of all previous tenant installed non-approved fixtures and fittings, lean-to's, fencing, gates, sheds, garden furniture including external electrical light fittings, associated wiring, and the like not required to be retained by Client for use of the next tenant.
- Checking for and clearing away all anti-social, medical, human or animal debris including provision of sharps boxes.

Meter Reading & Fuel Supply

When a property becomes void Bridgewater will take electricity and gas meter readings on the day it becomes vacant. Bridgewater will provide the incumbent energy provider with the meter readings and arrange to become the new customer until the property is re-let. The Association will inform the energy provider when a new tenancy commences and provide final meter readings to the provider. The account with the energy provider will be transferred to the new tenant at the start of the new tenancy. Bridgewater will provide advice during the tenancy sign-up process as to how the new tenant can change energy provider.

^{2,3} *Extracted and adapted from the NHF M3 Schedule of rates 'long' descriptions*

Appendix VII

GAS SERVICING

No-access procedures

This procedure should be used to inform tenants that a gas service is to be carried out within their property and, where access is not provided, the procedure that will be followed to ensure the service is carried out within 12 months of the previous service and in accordance with current legislation and legal advice.

The Association (BHA) will provide the Gas Servicing Contractor (GSC) with a list of properties which contain gas appliances and the date by which each appliance's 10 month servicing cycle must be achieved.

Tenants will receive a letter a minimum of 28 days in advance to inform them of the date and approximate time of their planned gas appliance inspection and service. Tenants will be encouraged to contact the GSC directly to arrange a more suitable appointment for the service to take place.

Stage 1: The Gas Engineer will attend each property at the time and on the date stipulated. If access is not possible the GSC will leave a 'No-Access' card informing the tenant of the time of the visit. The card will provide a new appointment not less than 2 days and not more than 7 days ahead. The card will also urge the tenant to contact the GSC or BHA to make an alternative appointment if required. The GSC will formally record the date and time of this event.

Stage 2: The GSC will attend the property as noted on the initial No-Access card or as may have been agreed with the tenant. If access is not possible the GSC will leave a second 'No-Access' card informing the tenant of the time of the second visit. The card will urge the tenant to contact the GSC or BHA promptly to make an appointment for the service. The GSC will formally record the date and time of this event.

As a final mechanism to ensure the Association's compliance with its statutory obligations, we will consider forcing entry to carry out this work. Every effort will be made to avoid this, through written correspondence and other appropriate methods of communication.

Stage 3: If after 7 days following the 2nd no access visit by the GSC access has not been provided or gained, the No Access & Forced Entry process will be initiated. At this point a letter will be sent normal 1st class mail to the tenant giving 7 days' notice for them to contact BHA to arrange access for the service to be carried out.

Stage 4: – Failure by the tenant to contact BHA within 7 days of the Stage 3 letter above, will result in Technical Services contacting 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.

Stage 5: – Technical and/or Housing Services will attempt to contact the tenant by phone and/or email or in person to make arrangements for access for this work. When calling by telephone, 3 attempts will be made (one a.m., on p.m. and one late call, and dates/times noted). If a tenant makes, then breaks an arrangement for access following Stage 5, BHA will move on to the next stage as if no arrangement had been made.

Stage 6: – Where the intended action is to be taken to force entry, a standard pro forma should

be completed by Technical services personnel and countersigned by either the *Chief*

Executive, Housing and Customer Services Manager or Technical Service Manager prior to proceeding with arrangements to force entry. In addition to this, clarification should be sought that a Scottish Secure Tenancy (SST) agreement has been signed by the current tenant and a copy is on file. The procedures described are relevant only to an SST.

Stage 7: – Following the enquiries made at Stage 6, and with no response, action will be taken to make forced entry and carry out the service. The tenant will be given at least 7 days' notice of the Association's intention to force entry will be issued to the tenant. Copies of this letter will be posted normal 1st class and also hand delivered by a Sheriff's Officer. These letters will note the Association's intention to gain entry by force if no access is provided on a specified date and time, the consequences and costs associated with non-cooperation and also the tenant's legal obligations under their tenancy agreement with the Association.

Stage 8: – The following actions will be taken if the tenant fails to respond to the Stage 7 letter. At least 2 members Bridgewater staff must be present to witness the actions taken by the tradesman/forcing access and the work of the Gas Engineer:

1. For properties with an internal gas meter:

- 1.1 If access is not provided to allow the service to be carried out in accordance with the Stage 7 letter, a BHA appointed tradesperson will force entry into the property via either the front or rear entrance door (whichever is likely to cause the least damage or disruption). All costs associated with forced entry in these circumstances will be regarded as rechargeable repairs as set out in Section 16 of this policy.
- 1.2 A notification will be left pinned to the door saying that the locks have been changed and the service/safety check carried out, or that the supply pipework has been capped, along with details of what the tenant must do next (contact the office to retrieve the new keys or what they must do to have their supply/heating reconnected).
- 1.3 The Gas Engineer carries out the service or caps the supply (see 1.4). The property will then be vacated and secured.
- 1.4 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 on the Association'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.
- 1.5 A member of the Housing Association staff present will photograph any pre-existing damage as well as record what was done in the house and any damage caused by BHA and/or its contractors as a result of the process of breaking in.

2. For properties with an external gas meter:

- 2.1 The Gas Engineer will access the external meter and disconnect supply piping on the Association's side of the meter.
- 2.2 A notification will be left pinned to the door saying that the supply pipework has been capped, along with details of what the tenant must do next (contact the office for advice about what they must do to have their supply/heating reconnected). All costs associated with disconnecting/reconnecting an external gas meter in these circumstances will be regarded as rechargeable repairs as set out in Section 16 of this policy.

Following issue of the Stage 7 letter the Stage 8 procedure must be followed unless the Technical Services Manager has given his express written instructions to do otherwise.

Appendix VIII

RECHARGEABLE REPAIRS

1. INTRODUCTION

Housing repairs and maintenance is one of the most important factors influencing overall tenant satisfaction with the Association and its services. An integral part of the repairs service is the Association's ability to recharge tenants for the cost of a repair where the Tenancy Agreement identifies that a repair is the tenant's responsibility. This includes repairs which are attributed to negligence, wilful damage or accidental damage on the part of the tenant, their household or a visitor to the home.

The division of responsibility for repairs between the Association and tenants is set out in the Tenancy Agreement and at Appendix V of this document. Further information is available in the Association's Website.

This policy should also be considered in conjunction with the Association's Void Management Policy including Re-Let Standards, the Arrears Policy and procedures, the Complaints Policy and the Equal Opportunities Policy.

2. POLICY AIMS

The aims of this policy are

- to set out the circumstances in which the Association will recharge tenants for repairs work where this is relevant to the work
- To ensure that re-chargeable repair costs are collected from tenants wherever possible, thus ensuring best use of the Housing Association's repairs budget.
- To reduce abuse or misuse of the repairs service

3. IMPLEMENTATION OF THE POLICY

Repairs for which the cost may be recharged to the tenant will generally include, but is not limited to:

- Damage caused by negligence, misuse or criminal damage by the tenant, a member of their household or visitors to their home.
- Accidental damage caused by the tenant, a member of their household or visitors to their home.
- Unsatisfactory alterations carried out by the tenant, a member of their household, or persons instructed by them.
- An emergency response repair which required to be cancelled because the tenant is not at home to allow access when the contractor calls.
- The tenant or a member of their household loses their keys and access must be gained.
- The tenant, a member of their household or visitor to their home refuses to allow the police access to their home. The cost of repairing damage caused by the police in other circumstances will be recharged to the Police Authority.

Tenants will not usually be charged the cost of repairs if:

- They suffer from mental health problems or learning difficulties
- The damage has been reported to the police and the tenant has obtained a crime reference number/police incident number

The Property Maintenance Officer will have discretion to waive charges due to the age, health and/or disability of a tenant and to report on these within the Departments Performance Management Framework.

For non-emergency rechargeable repairs, the tenant will usually be able to choose whether to arrange for the work to be carried out themselves or for the Association to arrange the work and then recharge them for the cost. However, if the tenant arranges for the repair to be carried out and it is not completed to a satisfactory standard then the Association will complete the repair and recharge the cost to the tenant.

Former tenants will usually be charged with the cost of any repairs to their former home that are not the result of fair wear and tear, and for the removal costs of any furniture, floor coverings, other belongings or rubbish left in the property. If the former tenant is deceased then only the removal costs and any exceptional repair costs will be made against the estate.

Damage caused by contractors employed by the Association due to negligence, lack of care or accident will normally be recharged to the contractor, or the contractor will be required to reinstate any damage at his own expense.

4. PAYMENT

The full cost of repairs plus VAT will be recharged.

An invoice for the full amount will be sent to the tenant or former tenant but arrangements can be made for payment by instalment, so long as at least 50% of the recharge amount has been paid in full prior to the work being instigated. The prepayment of 50% may be reduced to a lesser proportion if, in the opinion of the Housing Officer, this may be necessary to avoid particular hardship to the tenant or a member of their household.

All reasonable attempts will be made to recover any outstanding charges in relation to rechargeable repairs and in accordance with the Association's debt recovery procedures. Any court costs incurred as a result of legal action being taken will also be recharged to the tenant or former tenant.

The Association may refuse to carry out any further non-essential repairs or improvements to a tenant's home if the tenant has not paid the cost of any previous rechargeable repairs. In these circumstances, only the minimum level of repairs required to ensure that occupants remain safe and secure and that the property remains wind and watertight may be carried out. The Property Maintenance Officer will make the appropriate decision and will inform the tenant in writing, with any appeal to the Technical Services Manager.

5. RESPONSE TIMES

Rechargeable Repairs will be carried out in accordance with the Association's repair response times set out in Appendix IV.

6. REPOSSESSION OF TENANCY

Where it is clear that extensive deliberate and wilful damage has been caused to the Association's property, consideration will be given to taking repossession proceedings where the tenants conduct is unacceptable and in breach of the terms and conditions of their tenancy agreement.

7. PRACTICAL ISSUES

Rechargeable repairs can be identified:

- During a pre-termination inspection
- During a void inspection
- During a stock condition or other property survey
- During a routine visit by Housing Officers or Clerk of Works or Property Maintenance Officers, as part of day to day Housing Management/Maintenance activities
- As a repair completed without prior authorisation (out of hours).
- As an avoidable abortive visit e.g. no access following emergency call out by tenant
- As an unnecessary call out by tenant/other customer for a non-emergency repair

It is the responsibility of the Repairs Assistant to administer the rechargeable repairs process as set out in this policy.