



REPAIRS AND MAINTENANCE POLICY

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1. Introduction

The objective of ng homes' Repairs and Maintenance Policy is to:

Meet the Association's repairs and maintenance responsibilities and obligations in compliance with Section 5 of the Association's secure tenancy agreement.

Deliver a high-quality responsive repairs and maintenance service that meets the expectations of our customers.

Deliver cyclical and planned investment that keeps the housing stock in good condition, in demand and performing well.

Guide ng homes to compliance with the Scottish Housing Quality Standard (SHQS), Energy Efficiency Standard for Social Housing (ESSH) and all other statutory and regulatory obligations and frameworks.

2. Legal Obligations

ng homes will adhere to the following legislation to ensure the statutory and legal obligations are fulfilled:

- Housing (Scotland) Act 2014 and any future amendments
- The Building (Scotland) Regulations & Building Standards 2017
- Construction (Design and Management) Regulations 2015
- The Gas Safety (Installation and Use) Regulations 1998 and the Gas Safety (Installation and Use) (Amendment) Regulations 2018
- The Control of Asbestos Regulations 2012
- Right to Repair (Housing Scotland Act 1987 as amended 2001 and 2010)
- Right to Compensation for Improvements (Housing Scotland Act 1987 as amended 2001 and 2010)
- Health and Safety Executive Guidance
- The Property Factors (Scotland) Act 2011 and Code of Conduct

3. Equal Opportunities

Our Repairs and Maintenance Policy complies with ng homes Equalities and Diversity Policy to ensure equality of treatment for all service users without discrimination or prejudice. At all times ng homes will provide services and meet our responsibilities including the nine groups with 'protected characteristics' as defined by the Act which include sex, faith or religion, race, ethnic origin, sexual orientation, mental or physical health, disability or marital status.

4. General Data Protection Regulations (GDPR)

ng homes will ensure that we safeguard the data we process. All personal data will be treated in line with our obligations under the General Data Protection Regulations (GDPR) and the Data Protection Act 2018, as well as the terms of the tenancy agreement. Information regarding how personal data will be used and the basis for processing such data is provided in the Association's privacy notice.

5. Landlord Responsibilities

ng homes has a legal responsibility to ensure that the repair and maintenance requirements of our tenancy agreements are met.

ng homes will keep the interior, exterior and structure of homes in good repair, including:

- Drains, gutters and external pipes (this does not include the clearance of blockages caused by the tenants' negligence)
- Roof
- Outside walls, outside doors, windowsills, window catches, sash cords and window frames, including external painting and decoration
- Internal walls, floors and ceilings, doors, door frames and internal staircases and landings (but not including painting and decoration)
- Chimney, chimney stack and flues (but not including chimney sweeping)
- Pathway, steps, or other means of access
- Plasterwork
- Integral garages and stores
- Boundary walls and fences

- Installations for space heating, water heating and sanitation and for the supply of water, gas and electricity including: basins, sinks, baths, toilets, flushing systems and waste pipes, showers, water tanks
- Electrical wiring, fireplaces, fitted fires and central heating installations, door entry systems, communal TV aerials and extractor fans.
- Installations including those that ng homes own or lease which directly or indirectly serve the house.

The Association will **not** be held responsible for:

- The repair of any fixtures and fittings not belonging to ng homes which make use of gas, electricity or water.
- The repairs or maintenance of anything installed by, or belonging to, a tenant which should have been removed at the end of the tenancy.

If a home is served by a communal television or communications aerial provided by ng homes, the Association will take reasonable steps to repair any defect within a reasonable period. However, should the system become obsolete the Association will not be responsible for upgrading to a new system. Where repairs or maintenance have to be completed, the Association will make reasonable efforts to minimise disruption to tenants.

6. Classification of Repairs

Emergency Repairs:

Generally a repair is categorised as an Emergency and responded to within 24 hours if it:

- Poses a significant threat to health and safety
- Poses a serious risk to the structure of the property
- Results in the property being insecure

Urgent Repairs:

Generally a repair is categorised as Urgent and responded to within three full working days where there is a:

- Medium or moderate threat to health and safety.
- Medium or moderate risk to the structure of the property.

Routine Repairs:

Generally a repair is categorised as Routine and responded to within five working full days where there is a:

- Low or minimal threat to health and safety.
- Low or minimal risk to the structure of the property.

Complex Repairs

These are repairs which are likely to involve multi-trades and can include works of high value, those requiring long material supply lead-in times or drying out times, removal of asbestos, or works requiring owners or insurance approval. The response target time is within 30 full working days.

7. Void Properties

A void is defined as a property for which rent is chargeable, but there is no tenant. It is the Association's aim to minimise the period that any void property lies unoccupied by completing all repairs and returning the property to the Housing Officer within ten full working days. A void property inspection is carried out in conjunction with the Housing Officer to identify the necessary repairs and safety checks, in order that the flat can be brought up to the Association's lettable standard. An Electrical Installation Condition Report (EICR) and gas safety check must be carried out at the end of every tenancy.

8. Pre and Post Inspection

Pre and post inspections will be carried out to ensure good workmanship and high quality of service to customers as follows:

- All void properties (pre and post)
- 5% of all reactive repairs (pre and post), to be increased to 10% if unsatisfactory repairs are found to be of a poor quality workmanship
- 10% common repairs affecting owner- occupiers (pre and post), to be increased to 15% if unsatisfactory repairs are found to be of a poor quality workmanship
- 10% of out of hours emergencies (post)

- All medical adaptations (pre and post)
- 10% contract works (post), to be increased to 15% if unsatisfactory repairs jobs are found to be of a poor quality.

9. Right to Repair

Under the Housing (Scotland) Act 2001 (amended 2010) and Scottish Secure Tenant and Short Scottish secure tenants (Right to Repair) Regulations 2002 (Scottish Statutory Instrument 2002/316), tenants have the right to have certain urgent repairs carried out within a given timescale.

Repairs which qualify for this Right to Repair Scheme include:

Number	Repair	Full working days to complete repair
1	Blocked flue to open fire or boiler.	1
2	Blocked or leaking foul drains, soil stacks or toilet pans where there is no other toilet in the house	1
3	Blocked sink, bath or drain	1
4	Loss of electric power	1
5	Partial loss of electric power	3
6	Insecure external window, door or lock	1
7	Unsafe access path or step	1
8	Significant leaks or flooding from water or heating pipes, tanks, cisterns	1
9	Loss or partial loss of gas supply	1
10	Loss or partial loss of space or water heating where no alternative heating is available	1
11	Toilet not flushing where there is no other toilet in the house	1
12	Unsafe power or lighting socket, or electrical fitting	1
13a	Full loss of water supply	1
13b	Partial loss of water supply	3

14	Loose or detached banister or handrail	3
15	Unsafe timber flooring or stair treads	3
16	Mechanical extractor fan in internal kitchen or bathroom not working	7

Any compensation will be calculated as laid down by the Act, should work not be completed on time.

Any compensation paid to the tenant will be deducted from the Contractor.

Further details and procedures are contained in the Right to Repair Policy of the Association and the Right to Repair leaflet published by the Scottish Government.

10. Alterations and Improvements

ng homes will fully support its tenants' right to carry out improvements and alterations to their home.

In order to carry out alterations or improvements to the property, permission must be sought from ng homes before work is carried out in accordance with the tenants' tenancy agreement.

11. Cyclical and Planned Maintenance

Cyclical maintenance is defined as a programme that anticipates and makes provision for the gradual deterioration of building components and finishes over a short to medium term. It consists of cyclical inspections at planned intervals of building components and maintenance works arising from these inspections.

Examples of cyclical maintenance works are:

- Pre-painting inspections
- Decoration to communal areas
- Gutter cleaning and roof inspections
- Electrical installation condition reports (EICRs)
- Gas servicing
- Water pump inspections
- Tank inspection and water hygiene

- Fire system testing
- Dry riser testing
- Communal ventilation fan maintenance
- Lightning conductor testing

Cyclical maintenance is carried out at agreed intervals and usually involves inspection, servicing or cleaning. The allocated contract spend and any repair or remedial works for cyclical projects is recorded under the cyclical cost code. Where appropriate, any large scale repair works identified as part of a cyclical contract will be collated and programmed in as a planned maintenance contract.

Planned maintenance is work which is programmed in advance, normally over a five or thirty year period, and which usually involves the replacement of external or internal components of the property or common parts.

Planned maintenance will be programmed in line with our Asset Management Strategy and regularly updated with stock condition survey information. Components will be replaced in accordance with their anticipated lifecycle.

There may be occasions when there is a premature failure or damage of a component outwith planned programmes. The Association will adjust its scenario planning software that updates its asset information and will budget annually for such works.

Examples of planned investment works are:

- Lift renewal
- Overcladding and re-roofing
- Full heating renewals
- Kitchen and bathroom replacement
- Full electrical rewiring
- Full replacement double glazing and door sets

12. Gas Responsibilities

The Gas Safety (Installation and Use) Regulations 1998 places a legal duty on ng homes to complete an annual inspection of gas appliances, pipework and flues provided by the Association within a 12 month period of the previous inspection.

ng homes will inspect annually any gas installation in the house provided by the Association and will provide the tenant with a copy of the current inspection record before the beginning of the tenancy. In addition, a gas safety check is carried out at every change of tenancy when there is a gas appliance within the property. Further guidance is contained within the Gas Safety Policy.

13. Stock Condition Surveys and Life Cycle Costing

In order to deliver sustainable buildings, ng homes needs to consider current stock condition and future expenditure and will use the standard method of life cycle costing which aligns with the maximum lifespans within the Building Cost Information Service (BCIS) and published in the "Life Expectancy of Building Components" and BCIS Building Running Costs online. ng homes operates a 5 year and 30 year planned maintenance programme of component renewals in its properties based on the standard BCIS element life cycles.

The Association will carry out a stock condition survey at void stage if it has not been done within a 5 year period, or as part of a planned maintenance project at five yearly intervals to enable the life cycle costings to be updated. All stock condition survey information will include the elements required for compliance with the Scottish Housing Quality Standard and the Energy Efficiency Standard for Social Housing.

14. Rechargeable Repairs

In compliance with Clause 5.9 of the Association's secure tenancy agreement, repairs that are the responsibility of the tenant shall be re-charged appropriately to the tenant.

Examples of rechargeable repairs include (but are not limited to):

- Vandalism or wilful damage

- Replacing lost or supplying additional keys/key fobs
- Forcing access and/or repairing damage after losing keys
- Call outs as a result of tenant's own equipment being faulty
- Tenant negligence
- Failure to clear out voids of all furniture, possessions etc.

In all circumstances, tenants will be advised of costs and agreement sought regarding payment before any work is carried out.

Where non-payment occurs post repair, the cost of the repair will be recovered in compliance with the Association's Debt Recovery Policy.

15. Asbestos Control

It is the policy of ng homes to ensure that, as far as is reasonably practical, no person is exposed to any asbestos containing materials that may be present in any of the properties it owns, occupies, or manages.

ng homes will comply with all legal requirements and responsibilities in terms of managing asbestos safely.

ng homes' Asbestos Management Policy and Procedures conforms with the Health and Safety at Work Act 1974, and the Control of Asbestos Regulations 2012, and will apply to all buildings and all individuals employed, engaged, appointed or contracted by ng homes without exception.

16. Water Hygiene and Legionella Control

ng homes is responsible for health and safety and needs to take the right precautions to reduce the risks of exposure to legionella or other water-borne diseases.

The Association will:

- Identify and assess sources of risk
- Manage any risks (Legionella Risk Assessments)
- Prevent or control any risks

- Keep and maintain correct records
- Carry out any other duties we may have with regards to compliance with all water hygiene and legionella legislation

17. Scottish Housing Quality Standards (SHQS)

To continue to achieve or exceed the standards defined in the Scottish Housing Quality Standard (SHQS) and the Energy Efficiency Standard for Social Housing (ESSH)

The SHQS is a national standard based on a minimum set of quality measures for all houses in the social rented sector.

The Association had an obligation to comply with these standards by 2015. This standard requires all property to be:

- Compliant with the tolerable standard
- Free from serious disrepair
- Energy efficient
- Provided with modern facilities and services
- Healthy, safe and secure.

These standards are continually monitored by Housing Officers during annual inspections and implemented through cyclical and planned maintenance projects and repairs.

18. Energy Efficiency Standard for Social Housing (ESSH & ESSH2)

The Scottish Government introduced ESSH in March 2014 and set a first milestone for social landlords to meet for social rented homes by 31 December 2020. A second milestone, ESSH 2 was confirmed in June 2019, to be met by December 2032.

- The ESSH 2 milestone is that "All social housing meets, or can be treated as meeting, EPC Band B (Energy Efficiency rating) or is as energy efficient as practically possible, by the end of December 2032 and within the limits of cost, technology and necessary consent."

- The standard does not prescribe how RSLs are to achieve these recommended minimum energy efficiency ratings but provides a list of 'reasonable measures' that must be considered when deciding what works will be undertaken to bring properties up to the minimum rating.
- No social housing below EPC Band D should be re-let from December 2025, subject to temporary specified exemptions.
- The Association will individually assess our properties at void stage and if any cost effective measures (such as low energy lighting for all fixed outlets or routine cyclical replacement of elements) can be implemented to bring the EE rating up to the next band then this work will be included.
- The Association will complete new EPCs at void stage and during planned maintenance improvement works. New EPC data and SAP calculations will be used on an ongoing basis to check and refine the quality of modelling.

The Association will produce an EESSH2 strategy in preparation for the 2025 review to confirm the 2032 milestone of meeting Band B. In line with the EESSH 2 and Asset Management Strategy, the Association will investigate the implementation of more extensive measures, such as external or internal wall/floor insulation.

19. Medical Adaptations

The Association will adapt (and keep in good repair) any property that suits the changing needs of a tenant or a member of the tenant's household subject to:

- The provisions laid down in the Association's Adaptations Policy.
- Grant funding or some other form of financial provision being confirmed.

20. Tenant Satisfaction

ng homes will continually assess tenant satisfaction of the maintenance service. Currently this is being carried out via a third party.

21. Other Related Strategies, Policies and Procedures

- Asset Management Strategy
- Risk Management Strategy
- Complaints Policy
- No Access Policy
- Data Protection Policy
- Estate Management Policy
- Adaptations Policy
- Void Management policy
- Customer Care Policy
- Asbestos Management Policy
- Gas Safety Policy
- Electrical Safety Policy
- Electrical Safety in Multi-Storey Blocks Policy
- Emergency Lighting in Multi-Storey Blocks Policy
- Fire Safety in Multi-Storey Blocks Policy
- Tenants Right to Repair Policy
- Clerk of Works Procedures
- Design and Specification Policy
- Development Defects Policy and Procedures
- Development Handover Procedures Policy

22. Review of Policy

The Repairs and Maintenance Policy will be reviewed in 3 years, or sooner, if legislative, regulatory or good practice requirements change.