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REACTIVE REPAIRS & PLANNED MAINTENANCE POLICY
SUMMARY



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INTRODUCTION

At PHA we are committed to delivering an efficient and effective reactive and planned maintenance service to all our customers, including tenants, sharing owners, factored owners, mid market rent tenants and commercial tenants managed by Partick Works Limited (PWL).

We want to develop and maintain a sustainable community and aim to stay close to this community by working in partnership with our contractors to deliver high quality homes and services and increase customer satisfaction. This policy aims to ensure the needs of our current and future tenants are met in relation to the provision of quality housing.



OUR COMMITMENT TO IMPROVING & UPGRADING OUR HOUSES

PHA will carry out the repairs we are responsible for in our tenanted houses and will attend to common repairs on behalf of our tenants and owners.

We will:

- Aim to ensure that, where possible, all our homes meet the Scottish Housing Quality Standard and Scottish Housing Energy Efficiency Standards.
- Deliver well-maintained homes and give customers a choice of when work is done.
- Make sure houses are always clean, tidy and in a good state of repair when re-let.
- Provide well maintained back-courts and common areas.
- Make it easy for customers to influence decisions about the quality of our service.
- Consider the impact of our service on the environment.
- Increase productivity and improve value for money.

WHAT ARE THE CLASSIFICATIONS OF REPAIR AND PLANNED MAINTENANCE?

Reactive Maintenance

Reactive repairs are repairs to a tenant's house or the common property which arise on a day to day basis and require attention within a short period of time.

Planned Maintenance

Planned maintenance repairs or improvements are carried out through a programme of works and/or inspections at regular intervals e.g. gas servicing, close cleaning.

Major Repairs

Major repairs are improvements to our houses to replace and/or upgrade existing components e.g. kitchen, bathroom, window replacement programmes.

Project Based Works

These are 'one off' projects to improve an area and/or address an issue within a building or common area e.g. stonework repairs.

Adaptations

These are improvements to a house and/or common area to help the tenant to live more comfortably within their home and reduce the need to transfer to another house. Referrals are received from the Social Work Department and funded through Glasgow City Council.

Servicing

We carry out routine gas, electric, lift safety and water quality inspections in all our houses, in line with legal requirements.



WHAT ARE THE MAIN OBJECTIVES OF THIS POLICY?

Our key objectives are:

- To ensure everyone has open and fair access to the service they are entitled to in line with their tenancy agreement or deed of conditions.
- To ensure customers get the right information at the right time, in language they understand.
- To ensure our customers are aware of our services by giving them information as soon as they become a customer, and through regular newsletters and updates on our website.
- To ensure new tenants receive a copy of their gas safety certificate and a guidance copy of their Energy Performance Certificate.
- To influence the design specification and components used in the development of new buildings and renovations, ensuring our customers benefit from good quality, energy efficient homes.
- To improve value for money by making sure life cycle costs of maintaining and servicing our homes is fully considered.
- To ensure we meet the Scottish Housing Quality Standard by 2015 through our planned maintenance programme.
- To ensure our reactive, planned and major repairs works use energy efficient components and re-use/recycle materials.
- To carry out an Energy Performance Assessment on every home we re-let.

HOW WILL WE MEET THESE OBJECTIVES?

We will meet our objectives by giving our customers access to the following 8 services:

Reactive Maintenance

Customers can book an appointment with a joiner, plumber, electrician and/or builder to carry out reactive repair works in their home. Timeslots are:

- Monday to Thursday: 8.00am-10.00am; 10.00am-12 noon; 12.30pm-2.30pm; 2.30pm-4.30pm.
- Friday: up to 12.30pm, Saturday: up to 12 noon.
- An Emergency service operates at all other times.

Common repairs and those that do not fall within the appointment system will be treated as follows:

- **Emergency** - to be attended to and made safe within 2 hours of notification.
- **Non-emergency** - to be completed within 7 working days of notification.

Right to Repair

We tell our customers if a repair is covered under the Government's Right to Repair Scheme and give details on:

- The maximum time allowed to do the repair.
- The last day of that period.
- Their rights under the scheme.
- The name, address and phone number of our contractor.
- The secondary contractor they can approach if necessary.

If we fail to complete the repair in time, we will pay compensation in line with Scheme rules.

Right to Compensation for Improvements

Any tenant who applies to improve their property will be notified if they can go ahead with the improvement and if it qualifies under the Right to Compensation for Improvement scheme.

Rechargeable Repairs

We are obliged to carry out repairs to items identified in the Tenancy Agreement, Lease Agreement or Deed of Conditions. All other repairs are the resident's responsibility and must be completed by them or by PHA on their behalf.

We will recharge customers for repairs resulting from:

- Vandalism or wilful damage.
- Supplying lost or additional keys.
- Forcing entry to their home.
- Negligence.
- Misuse of the emergency service.
- Failing to clean/clear their house when their tenancy ends.

Planned Maintenance, Major Repairs & Project Based Works

Work programmes for major repairs such as replacing kitchens, bathrooms and central heating, and to upgrade or improve common areas are set out in our Maintenance Plan, which can be obtained from our offices or downloaded from our website at www.partickha.org.uk

Medical Adaptations

- **Where sufficient grant funding is available** - we will consider a request from the Social Work Department (SWD) to adapt a house to meet the tenant's needs.
- **Where there are insufficient funds to meet the demand of our customers** - we will award priority to applications based on greatest need.
- **Where the need is equal** - we will consider best use of stock and other housing options open to the customer.

Void Management

We will:

- Assess and categorise empty houses against agreed re-let standards.
- Carry out all necessary repairs and planned maintenance work before a new tenant moves into the house.
- Integrate all major works carried out as part of the void process within our life cycle costing, financial and maintenance plans.
- Make contact with the tenant within six weeks of them taking entry.
- Use customer comments to identify further improvements to a range of services.
- Carry out a follow up visit within one year of handover.



Servicing

We are responsible for the servicing and maintenance of various components within the house including:

- Gas and electrics.
- White goods supplied by us.
- Specialist hoist and laundry equipment in supported accommodation.
- Water tanks used for the storage of drinking water.
- Conduction lift and pump service.
- Communal lifts.
- Fire and sprinkler systems.
- Security alarm systems.
- Care alarm systems.

We also have an obligation to manage asbestos in our houses and maintain an Asbestos Register which includes the results of surveys we carry out and details of where asbestos has been removed or made safe.

HOW DOES THIS POLICY FIT WITHIN PHA'S CORPORATE PLAN?

This policy supports the following key objectives defined within our Corporate Plan:

- **Homes and Services** - 'Deliver high-quality homes, better services and increased customer satisfaction'.
- **Communities and Neighbourhoods** - 'Get closer to communities, so we know, understand and respond to what our customers want and need, and support community and economic regeneration'.

HOW WILL PERFORMANCE ON THIS POLICY BE MONITORED?

We will review performance against our service standards yearly and publish headline targets in our Delivery Plan. We will measure how good the service is through our post inspection, internal audit process and through estate inspections with members of our Customer Scrutiny Panel, benchmarking group, partner agencies and contractors. We will also carry out resident surveys.

We will report details of our performance to our customers each year through the Annual Report and other communication channels. We will also report performance to The Scottish Housing Regulator through the Annual Return on the Charter.



HOW TO COMPLAIN ABOUT THIS SERVICE

Anyone can complain if they feel we have not met our service standards. You can collect a copy of 'Our customer guide to making a complaint' from our office. Our complaints process is also outlined in our Complaints Policy which you can uplift from our office or download from our website at www.partickha.org.uk

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Procurement

All contracts are procured in line with the conditions set out in the Procurement Policy.

Contractor Management

Contractor performance is assessed on an ongoing basis.

Administration

All repairs and improvement works are recorded in our ICT system following written procedures, ensuring response times and quality can be measured.

Customer Engagement

A short life working group of tenants, staff and representatives from our partner contractor, Carillion Energy Services, spent several days assessing the quality of our houses and our re-let standards. Group members asked that we consider improving our void re-let standards to make sure all houses meet current day standards. As a result, changes have been instructed to the re-let standard and further consideration will be given to extending the modernisation standard.

Updates

This policy and supporting procedures will be reviewed every three years, but it will be amended as necessary to improve service delivery or to reflect any revised legislation, guidance and/or recognised good practice published in the interim.

Equality

We carried out an equalities screening exercise to assess if this policy has the potential to adversely affect anyone in respect to age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation. The results showed this policy has no negative impact and so a full Equalities Impact Assessment is not required. In delivering services to owners and mid-market rent tenants, PWL will comply with PHA's Equality & Diversity Policy.



Legislative & Regulatory Requirements

This policy complies with the following pieces of legislation and statutory instruments:

The Data Protection Act 1998; The Freedom of Information (Scotland) Act 2002; The Homelessness (Scotland) Act 2003; The Tenements (Scotland) Act 2004; The Health and Safety and Welfare Ref.1992; EU Procurement Directive EC and 2004/18/EC; The Energy Performance of Buildings (Scotland) Regulations 2008; Directive 98/83/EC - The quality of water intended for human consumption; Directive 2003/18/EC - The protection of workers from the risks related to the exposure of Asbestos at work; The Public Contracts (Scotland) regulation 2012/88 as amended; Building (Safety, Health and Welfare) Regulations; The Construction (Design and management regulations 1994) as amended 1999 (MHSWR) and 2007(CDM); Factoring (Scotland) Act 2011; CSGN 2006/06 Procurement Guidance for Registered Social Landlord.



This policy also complies with current legal and regulatory requirements and takes into consideration the outcomes of the Scottish Social Housing Charter relating to the provision of a reactive repairs and planned maintenance service.

Construction (Design & Management) Regulations 2007

The Construction (Design & Management) Regulations 2007 will apply to certain works instructed through this policy and the majority of major works will require the appointment of a CDM Co-ordinator.





A copy of our full Reactive Repairs & Planned Maintenance Policy is available to collect from our office or to download from our website at www.partickha.org.uk

