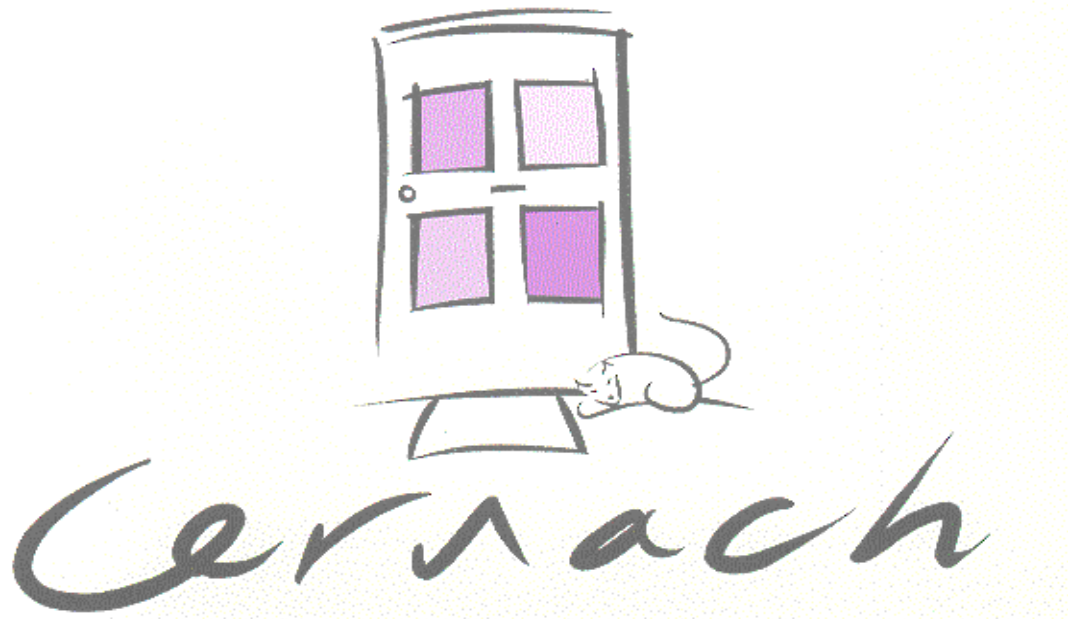


CERNACH HOUSING ASSOCIATION LIMITED



Repairs and Maintenance Policy

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Cernach Housing Association

Repairs & Maintenance Policy



Contents

No.	Item	Page No.
1.0	Introduction	3
2.0	Legislative & Regulatory Framework	3
3.0	Equality & Human Rights	4
4.0	Policy Aim	5
5.0	Risk Management	6
6.0	The Repairs Service	9
7.0	Repair Priorities and Response Times	11
8.0	Reporting and Processing Repairs Requests	12
9.0	Planned & Cyclical Maintenance	13
10.0	Quality Standards	14
11.0	Medical Adaptations	15
12.0	Pre & Post Inspections	15
13.0	Alterations and Improvements	16
14.0	Right to compensation for improvements	16
15.0	Decant due to Emergency/Major Repair	16
16.0	Decoration Allowance	18
17.0	Tenant Safety	20
	• Gas servicing and maintenance	20
	• Electrical safety	22
	• Fire safety	24
	• Asbestos control	25
	• Water hygiene	25
	• Damp, mould and condensation	26
18.0	Contractors Defect Liability Period	27
19.0	Stock Condition	28
20.0	Building Insurance	29
21.0	Access to Properties	29
22.0	Maintenance Contracts	30
23.0	Procurement	30
24.0	Owner Occupiers	30
25.0	Environmental Sustainability in Maintenance	31
26.0	Customer Satisfaction	31
27.0	Information to tenants	32
28.0	Complaints	32
29.0	Staff Training	32
30.0	Policy Review and Tenant Consultation	33

Appendices

Appendix1	Summary of Repairs and Maintenance Responsibilities	34
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1. Introduction

- 1.1 The Association has a statutory responsibility as a social landlord, under section 31 of the Housing (Scotland) Act 2010, and recognises the link between providing an inclusive, efficient and cost effective maintenance service and overall satisfaction, with the service provision of the organisation.

2. Legislative & Regulatory Framework

- 2.1 Cernach HA will adhere to the following legislation to ensure the statutory and legal obligations are fulfilled:

- Housing (Scotland) Act 2001, 2010, 2014
- 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 Health & Safety at Work etc Act 1974
- Electricity at Work Regulations 1989
- Electrical Equipment (Safety) Regulations 1994

- 2.2 This policy has been developed within a framework that ensures proper compliance regulatory advice and good practice including: -

- Scottish Social Housing Charter
- Scottish Secure Tenancy Agreement
- Short Scottish Secure Tenancy Agreement
- General Data Protection Regulation and Data Protection Act 2018
- Human Rights Act 1998
- Equalities Act 2010

- 2.3 The policy also complies with the Scottish Social Housing Charter and specifically the following outcomes:

- Outcome 4: Quality of Housing.

Social landlords manage their businesses so that “tenants’ homes as a minimum, when they are allocated are always clean , tidy and in a good state of repair, meet the Scottish Housing Quality Standard (SHQS) and any other

building quality standard in place throughout the tenancy; and also meet the relevant Energy Efficiency and Zero Emission Heat Standard.

- Outcome 5: Repair, maintenance, and Improvements

Tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done".

- Outcome 13: Value for Money

Tenants, owners, and other customers receive services that provide continually improving value for the rent and other service charges they pay.

- 2.4 The policy ensures that the Association properties are wind and watertight and meet the standards contained within the Scottish Housing Quality Standards, EESSH and all other statutory and regulatory obligations and frameworks.
- 2.5 To enable the Association to sustain the property throughout the life of the tenancy the Association also has a duty to inspect the house and identify work necessary to comply with these statutory responsibilities and to inform the tenant of such work.
- 2.6 The Association must ensure that any work necessary is carried out within a reasonable time of the tenant notifying the Association, or of the Association otherwise becoming aware that it is required and make good any damage caused by the carrying out of the work.
- 2.7 The Association recognises the importance to tenants of a high quality repairs and maintenance service and will seek to ensure that repairs are carried out to the specified programmes and standards are within agreed timescales.

3. Equality and Human Rights

The Association's Equality and Human Rights policy, which was approved by the Committee in April 2021, outlines our commitment to promote a zero tolerance to unfair treatment or discrimination to any person or group of persons, particularly on the basis of any of the protected characteristics¹. This includes ensuring that everyone has equal access to information and services, and, to this end, the Association will make available a copy of this document in

The Equality Act 2010 identifies the "protected characteristics" as age, disability, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, gender reassignment and sexual orientation.

a range of alternative formats including large print, translated into another language or by data transferred to voice.

We are also aware of the potential for policies to inadvertently discriminate against an individual or group of individuals. To help tackle this and ensure that it does not occur, best practice suggests that organisations carry out Equality Impact Assessments to help identify any part of a policy that may be discriminatory so that this can be addressed (please see section 6 of the Equality and Human Rights policy for more information).

In line with section 6 of the Equality and Human Rights Policy, the Association carried out an Equality Impact Assessment on this policy and no remedial action was identified as necessary. The full assessment is appended at the end of this policy.

4. Policy Aims

4.1 The primary aim of the Repairs and Maintenance Policy is to set out the guidelines by which the Association will operate in order to preserve and maintain the condition of its housing stock and by ensuring effective and efficient repair and maintenance programmes are prepared and delivered on an annual basis.

4.2 The Association aims to: -

- Provide quality homes that offer a warm, comfortable and healthy environment for occupants, and remain in demand.
- Provide an efficient and responsive reactive repairs service that is responsive to the needs of the tenants and other service users and that gets repairs done right, on time, first time.
- Achieve high standards of customer care and satisfaction.
- Achieve value for money in procurement.
- Ensure tenants are given clear information on all aspects of the repairs and maintenance service and levels of performance.
- Ensure our properties meet the criteria within the Scottish Housing Quality Standards (SHQS) and the Energy Efficiency Standards for Social Housing (EESH).
- Comply with statutory obligations, regulatory standards and best practice.
- Enable medical adaptations work to be carried out in order to meet the individual needs of tenants whenever possible and practicable, subject to funding constraints.
- Provide a repairs service to owner occupiers in line with their Written statement of service and the Property Factors Act.

- Ensure effective systems are in place for monitoring and recording information about the condition of our assets. This information shall underpin the planning and maintenance and improvement work and the financial planning process.
- Enable the Management Committee to exercise due control over maintenance activities by ensuring appropriate performance systems are in place.

5. Risk Management

- 5.1 By having a written detailed Repairs and Maintenance policy, the Association is able to ensure that a uniform and professional approach is adopted throughout the organisation and the service delivered is compliant with law, best practice and internal policy.

With a high proportion of the Association income spent on maintenance the Association reviews its Risk Management in maintenance in line with its Risk Management Policy.

Below are keys factors, which must be considered throughout maintenance services procurement and service delivery to reduce the risk of tenant dissatisfaction within the maintenance service:

- Establish and implement a comprehensive reactive maintenance policy and procedures including the awarding of maintenance contracts to approved contractors;
- Ensure that the annual cyclical and planned maintenance programmes, as required by property inspections, are completed by due dates;
- Establish a high quality Design Guide for major improvements, from which the brief for each project is drawn. Review the Guide at least every 5 years;
- Ensure the appointment of competent consultants and contractors from the approved lists through adherence to the policy on procurement;
- Ensure the responsibilities of consultants and supervising contractors are clearly defined and all have the necessary insurances before confirmation of appointment;
- Ensure that all tender documents are comprehensive, detailed, unambiguous, and clearly define the contractor's responsibilities;

- Implement the results of the Life Costing system, undertake 5-year cycle property inspections, and ensure any revised costings are input to budget spreadsheets;
- Ensure effective supervision of each project through regular reports and meetings, including progress and cost reports as appropriate;
- Identify repairs for which the Association is not responsible and report to the Finance Section to reclaim the cost from the tenant;
- Monitor tenant satisfaction through periodic surveys and return of "Satisfaction Surveys Forms";
- Minimise the risk of liquidation or early contract termination through establishing the viability of contractors invited to tender and retaining a proportion of each authorised payment to the contractor until the defects liability period is completed;
- Where appropriate establish, as part of the contract arrangements, effective defects period procedures and ensure these are adhered to; and
- Where appropriate establish, as part of the contract arrangements, and in association with the Maintenance Officer, effective hand-over procedures to minimise the time required for letting and potential loss of rental income.

6. The Repairs Service

6.1 Repairs & Responsibilities

Repairs responsibilities may fall within four broad areas:

- a) Tenant Responsibility
- b) Landlord Responsibility
- c) Other Agencies Responsibilities
- d) Mutual Responsibility

6.1.2 Tenant Responsibilities

Tenants have specific responsibilities regarding repairs and maintenance of their home, common parts and the surrounding environment as outlined in their Tenancy Agreement. Tenants will be given clear information about these obligations at the start of their tenancy and throughout their tenancy through newsletters and information leaflets.

The tenant is responsible for taking reasonable care of the house. This responsibility includes carrying out minor repairs and internal decoration, furnishings, appliances supplied by the tenant and the installations of those appliances, including any alteration to plumbing fixtures in order to accommodate the appliance, i.e. the plumbing in of automatic washing machine.

The tenant shall be responsible for damage to glass, damage to sinks or sanitary ware, the replacement of sink plugs and tap washers, toilet seats, toilet door snibs, rotary dryers and internal door handles. Cost incurred through forcing entry through lost keys, replacing batteries for smoke detectors outwith normal service provision. This includes replacement bulbs for exterior light fittings. Discretion may be exercised in circumstances where the tenant is frail, elderly or otherwise vulnerable.

The tenant shall be responsible for ensuring that all front and rear gardens areas are maintained, i.e. cutting grass.

The tenant is responsible for notifying us of emergencies and allowing access.

The tenant should take reasonable care to ensure water pipes do not freeze, particularly if leaving the property unoccupied.

The tenant is responsible for arranging home contents insurance for their belongings.

This policy recognises that there may be circumstances where exceptionally vulnerable customers may be more directly impacted by a necessary repair to their home. In these cases, discretion can be applied to ensure vulnerable customers are supported appropriately.

Summary of Repairs and Maintenance Responsibilities is located in Appendix 1

6.1.3 Landlord Responsibility

Cernach Housing Association aims to maintain its housing stock to a high standard, to ensure its tenants can enjoy living in their homes. We will comply at all times with the current legal and regulatory responsibilities relating to the provision of a repairs and maintenance service. We will also

comply with the contractual obligations to tenants as set out in the Scottish Secure Tenancy Agreement between the tenant and the Association.

The Association, as the landlord, shall be responsible for repairs to the fabric and structure of the property including fixed installations, i.e. plumbing (pipework), heating systems including pumps and extractor fans. Also included is the exterior decoration, downpipes and guttering (except, where blocked due to negligence) and external brickwork or render work.

The landlord is not responsible for any fixtures, fittings or items installed by the tenant. The landlord is not responsible for repairing damage caused by deliberate neglect, accident or negligence by tenants, anyone living in the household or visitors to the household.

The landlord has a right to inspect the property or carry out repairs during reasonable times of the day. As the landlord we will give tenants at least 24 hours' notice in writing. If the tenant doesn't let us enter the property, or in cases of an emergency, we may force entry.

6.1.4 Other Agencies Responsibilities

Where a fault affects a communal area such as a boundary wall, public road or footpath, or affects the electricity or gas supply, the appropriate local authority roads department or gas/electricity company is responsible for rectifying the fault.

6.1.5 Mutual Responsibility

Mutual responsibility occurs where the Association is a joint owner with an interest in common for a property and where agreement is required from the other owners before work is authorised.

7. Repair Priorities and Response Times

Cernach Housing Association aims to achieve a high quality responsive repairs and maintenance service. This involves making sure the repairs are completed Right First Time.

A responsive repair is work that arises from the Association's obligation to carry out repairs to a property. These types of repairs will generally be at the request of the tenant or identified during an inspection by staff.

The Association shall periodically review the completion timescales to ensure it is operating in line with its peer organisations, regulatory guidance, customer feedback and good practice guidance.

To deliver an efficient service and allow for tenants to effectively assess repairs performance, Cernach Housing Association categorises responsive repairs into the following categories: -

7.1 Emergency repairs

These repairs are necessary to prevent serious damage to the building, a threat to safety and security of the tenant. For example, no heating, no water or power, a broken window or insecure door.

They should be completed within 24 hours. Contractors will be instructed to attend within 2 hours and make safe.

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.

7.2 Non-Emergency repairs

These are any repair that is not included in the emergency repair category and will be completed in 3 working days.

7.3 Tenant arranged non-emergency repairs

These are repairs where a tenant requests a repair to be completed outwith the 3 working days

7.4 Right To Repair

All tenants of public sector and Registered Social Landlords have a statutory “Right to Repair”, as determined by the Housing (Scotland) Act 2001. Cernach Housing Association delivers its statutory responsibilities on “Right to Repair” by including the statutory requirements within the repairs and maintenance policy as an integral part of the repair service.

The Scheme covers certain repairs up to the value of £350. These repairs are known as qualifying repairs and they include:

<i>Right to Repair: Qualifying Repairs</i>	
Qualifying Repairs	Timescale
Unsafe power of lighting sockets or electrical fittings	1 day
Loss of electric power	1 day
Part loss of electric power	3 days
Blocked flue to an open fire or boiler	1 day
External windows, doors or locks which are not secure	1 day
Loss or part loss of space or water heating if no alternative heating is available	1 day
Toilets which do not flush (if there is no other toilet in the house)	1 day
A blocked sink, bath or basin	1 day
Loss of water supply	1 day
Part loss of water supply	3 days
Significant leaking or flooding from a water or heating pipe, tank or cistern	1 day
Unsafe access to a path or step	1 day
Unsafe timber flooring or stair treads	3 days
Loose or detached banisters or handrails	3 days
A broken mechanical extractor fan in a kitchen or bathroom, which has no external window or door	7 days

The Association is obliged to advise a tenant who reports a repair whether it is a qualifying repair and also tell the tenant the maximum time in which the repair must be done. When the repair is a qualifying repair, the tenant must be advised of the name and address of the main contractor and at least one other approved contractor and make arrangements for access to carry out the repair.

Where the main contractor fails to carry out the repair within the time limit set, the tenant can instruct the landlord's second contractor to carry out the repair. The landlord will pay £15 compensation to the tenant for the inconvenience. The second contractor has the same length of time to carry out repairs as the main contractor. If they do not carry out the repair within the time limit set then the tenant will be entitled to another £3 compensation for each working day until the repair has been completed. The maximum amount payable for any one repair will be £100.

Where the following circumstances apply compensation will not be paid:

- Where reasonable access was not given to carry out the repair at the time agreed with the tenant.
- Where the repair was made safe whilst awaiting specialist components

- Where the Association's contractor is unable to complete the repair due to circumstances out with the Association's control i.e. due to exceptional weather conditions, power failure, fire or flood. The Association should advise the tenant of any temporary arrangement made and the extended qualifying repair timescales.
- Where the Association has carried out a temporary repair within the agreed response time to prevent the immediate threat to the tenants health, safety or security. The Association should advise the tenant of any temporary arrangements made and the extended qualifying repair timescale.
- Repairs within the "defects liability period" and which are the building contractor's responsibilities, i.e. the first year of a new buildings.

7.5 Rechargeable Repairs

In the main the Association shall carry out repair work for which it is responsible in accordance with the tenancy agreement. Charges will be levied where a repair becomes necessary because of clearly wilful, negligent or accidental actions of the tenant(s), occupants or visitors, rather than through fair wear and tear. The rechargeable repair policy provides further details.

7.6 Void Repairs

These are repairs that are carried out to a property when it becomes empty after a tenancy ends. The Association aims to re-let properties as quickly as possible to minimise loss of income. The Association is required by law to complete electrical and gas safety checks as well as providing an energy performance certificate. The void management policy provides further details.

8. Reporting and Processing Repair Requests

8.1 Reactive Repairs

Tenants can report reactive day-to-day repairs to the Association by: -

- Visiting the office
- Telephoning the office on 0141 944 3860
- Through the Association's website www.cernachha.co.uk
- Speaking to a member of Cernach's staff out with the office.

- Emailing admin@cernachha.co.uk

On reporting a repair tenants should be advised:

- The priority category given to the repair and the response time for this repair.
- Whether the repair is a qualifying repair under the Right to Repair legislation, and if so, the procedure and the timescales that apply and how compensation will be paid, if the timescales are not observed.

8.2 Out of Hours

The Association operates an emergency repair service outwith office hours. Clear information on the emergency out of hours telephone numbers and contact persons are made available to tenants in the tenant's handbook, published in the Association's newsletters, sign up packs, on our answer machine message and available on the Associations web-site.

Tenants can report out of hour emergencies by calling City Building LLP on the out of hours emergency number on 0800 595 595.

9 Planned & Cyclical Maintenance

9.1 Major Repairs

Major repairs are planned works which are carried out when building components are no longer fit for purpose or working effectively and efficiently. They include re-roofing, kitchen replacement, bathroom replacement and central heating replacement. Planned maintenance is work which is programmed in advance, normally over a 5 year, or 30-year period.

The Association shall implement a robust and transparent system of planning and costing future maintenance works. This shall be based upon the recording of detailed, accurate and up to date information on our properties and their components. The staff team shall be actively encouraged to feedback information about the condition of any properties they visit. In line with this to ensure our information is up to date and relevant the Association instructs an independent surveyor to carry out a stock condition survey every two years. The surveyors consider life cycle of each element of the property, and this is taken into consideration when programmes of planned works are arranged.

The Association carries out property inspections to all tenanted properties across a 5-year cycle to ensure our properties are being well maintained and identify any potential repair which have not been reported.

The Association shall tender contracts for planned maintenance work in accordance with the Procurement policy.

On completion of these planned maintenance works, tenants affected will be surveyed to obtain their views on the service they received. The information will be collated and reported to the Management Committee and to residents through the newsletters and will be used to ensure continuous service improvement.

9.2. Cyclical Maintenance

Cyclical maintenance comprises the servicing and maintenance of building elements to ensure that they achieve their projected life cycles and continue to operate safely, efficiently and effectively. Cyclical programmes can include gas servicing, electrical safety inspections, servicing smoke alarms, heat alarms and carbon monoxide detectors, gutter cleaning, water hygiene and external painting. They will be carried out at timescales determined as being appropriate to maintain high standards.

10. Quality Standards

10.1 Scottish Housing Quality Standard

The Association recognises the expectations set out by the Scottish Housing Quality Standard (SHQS) and strived to meet these expectations as per the most updated guidelines issued by the Scottish Housing Regulator and subsequent regulatory requirements.

10.2 The Energy Efficient Standard for Social Housing

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

At the time of writing this policy we are waiting for new Scottish Government guidance relating to ESSH2. The anticipated publication date of new energy standards is expected during the Autumn/Winter of 2023.

11. Medical Adaptations

- 11.1 The Association recognises that as tenants age and their circumstance change they may develop chronic medical conditions which can reduce mobility. The fitting of aids and adaptations to their home may improve their quality of life, whilst allowing them to remain in their home and live independently within the community.
- 11.2 Our policy aims to provide the necessary aids and adaptations required by our tenants within the constraints of its annual budget. Where the Association is unable to undertake an adaptation, (through lack of financial resources), the tenant or applicants name will be included on a “Medical Aids and Adaptations” waiting list.
- 11.3 Any tenant who requires a medical aid or adaptation should, in the first instance, contact the Occupational Therapy Department at their Health Centre for an assessment of their needs. The Occupational Therapist should arrange to visit the tenant at home, to assess the physical support required. As assessment form is completed and sent to the Association.
- 11.4 The Association receives annual grant funding from The Scottish Government’s Housing and Regeneration Services Department to carry out the aids and adaptations to our stock. There can be more applications for assistance than monies received in grant funding. We will follow best practice and regulatory requirements and aim to carry out the work as quickly as possible-within our budget constraints.

12. Pre & Post Inspections

- 12.1 In specific cases the Association should pre-inspect repair work. The Association target for pre-inspection is 10% of all reported repairs. Such cases of pre-inspection should include circumstances where:
- a) The repair cannot be diagnosed from the information provided by the tenant
 - b) The repair is recurring regularly and may have been misdiagnosed
 - c) The repair may have been caused as result of damage by the tenant for, which the tenant may be charged.
 - d) There are structural problems with the property.

Where a repair is to be pre-inspected, the tenant should be advised in advance and an access time arranged.

12.2 The Association completes Post Inspections on a sample of completed repairs. We will post inspect repairs for the purpose of monitoring.

- quality
- contractor performance
- tenant satisfaction.

The Association will establish a simple system of selecting jobs for post inspections and aim to post inspect a minimum of 10% of all reactive maintenance completed jobs and a 100% of all planned and major works, voids and medical adaptations.

13. Alterations and Improvements

13.1 As stated in the Scottish Secure Tenancy Agreement, tenants are required to ask for written permission if they want to alter any fittings or fixtures within their property. The Association will not refuse permission unreasonably and should respond to any request within 28 days.

13.2 The Association has considered the risks involved in failing to adhere to the policy when dealing with tenant's alteration. Failure to meet the response times for dealing with alterations properly or in fact failure to respond or inspect alteration may detract from the value of the property or have health and safety implications due to poor workmanship.

13.3 This policy is supported by a clear Alterations and Improvement procedure, which provides guidance for Staff and Committee whenever an alteration request is received.

14. Right to Compensation for Improvements

14.1. The Housing (Scotland) Act 2001 gave tenants the right to compensation for improvements at the end of their tenancy for certain type of work they have carried out in their home as long as the landlord has approved the alteration. Tenants must make their claim when they give notice of termination their tenancy or at the latest, 21 days after their tenancy ends. The Association will respond to any claim within 28 days. This policy information is supported by the Alterations, Improvements and Compensation procedure note.

15. Decant due to emergency/major repairs

15.1 The Association recognises that there are situations where tenants cannot reside in their homes for a period of time and emergency temporary accommodation

may be required. This will normally be as a direct result of fire, flood or similar.

- 15.2 In the first instance it should be ascertained if the tenant(s) can temporarily reside with friends or relatives. If possible, this is likely to be the least stressful option and provide the most support for tenants, particularly where children are present and family/friend support is available.
- 15.3 If staying with friends or relatives is not possible, a referral should be made to Glasgow City Council Homeless department on 0141 276 6168. The purpose of the referral is to secure a temporary furnished let. It should be explained to the tenant that any offer of accommodation must be accepted, or they will be responsible for finding their own accommodation. Due to the emergency nature of the accommodation, preference or choices cannot be taken into account where they would mean no accommodation can be offered.
- 15.4 If no homeless accommodation is available, then a hotel or bed and breakfast accommodation should be secured by the Housing Management staff. This should only be a last resort and for a very short period of time to allow more suitable accommodation to be found (normally via homeless or Cernach's housing stock).
- 15.5 The tenant is responsible for paying the rent for the temporary let (including making a benefit claim, if necessary). If this homeless unit rent is higher than the tenancy rent that the tenant cannot live in, the Association will pay the difference direct to the Council and this will be reclaimed from any insurance claim. If hotel or bed and breakfast accommodation is secured it will be on a room only basis. The Association will pay for the room only, costs will be recovered from any insurance claim. The tenant is responsible for paying for all other goods, services and foods consumed during the stay. A meal allowance may be considered if the hotel accommodation is for one night, to allow a more suitable emergency accommodation to be secured. Allowance per adult per day is £20 and per child is £10.
- 15.6 No pets are allowed in hotel accommodation and tenants are responsible for making their own provisions for their pets, including payment of any boarding or kennels.
- 15.7 Please note that if the decant situation is attributable to the tenant's neglect, Cernach HA may not be required to meet some or all of their liabilities otherwise arising or may come to the tenant retrospectively to recover their costs. Examples of neglect could be:
- Wilful fire raising at the property;
 - Deliberate flooding of the property;

- Acts of vandalism to the property which may make it uninhabitable.
- 15.8 The Maintenance team will keep in regular contact with the tenant regarding repairs and timescales as soon as information is available. Access will be required to the tenancy, and to this end the tenant must make keys available to the Association to enable all necessary repairs to be completed.
- 15.9 The Maintenance team will arrange a health and safety check and no access will be provided to the property by the tenant, until it is deemed safe by a contractor or authority such as Fire Service, Police etc.
- 15.10 The tenant will be advised they must claim on their content's insurance for damage repair/replacement of goods, belongings and furnishing. The Association will not be able to provide replacement furnishings. Advice and assistance should be provided on where the tenant may be able to source temporary furniture.
- 15.11 This policy recognises that there may be circumstances where vulnerable customers may be more directly impacted by emergency decant. In these cases, discretion can be applied to ensure vulnerable customers are supported appropriately.

16. Decoration Allowance

- 16.1 A decoration allowance may be awarded in any of the following circumstances:
- Following any reactive repair work carried out by the Association, where the decoration has been extensively damaged, at the discretion of the Senior Maintenance Officer. Extensive damage may mean partially stripped rooms and badly torn wallpaper. No allowance will be paid after an incident that a tenant should have been insured for.
 - Following any planned maintenance or improvement work carried out by the Association where the Maintenance Officer has deemed it necessary for a decoration allowance to be given.
 - When a new tenant moves into a property and the standard of decoration is below a reasonable standard as defined by the Association's minimum letting standard. No allowance will be paid where a new tenancy is the result of a mutual exchange. A tenant's request for a transfer will be suspended if the current decoration of the property is not of a reasonable standard.

- 16.2 Decoration Allowance will take account of current legislation, the Scottish Social Housing Charter and promote good practice.
- 16.3 It is the Association's responsibility to 'make good' as the Housing (Scotland) Act states that landlords must make good any damage caused by them in carrying out work. This is embodied in the SST Section 5.14.
- 16.4 It is the tenant's obligation to carry out internal decoration. This is embodied in the Association's Scottish Secure Tenancy agreement and Short Scottish Secure Tenancy Agreement under section SST 5.17 which states: -

"the tenant is responsible for taking reasonable care of the house which includes carrying out minor repairs and internal decoration".

Paragraph 2.2 also states that the tenant must take reasonable care to prevent damage to the property and decoration.

- 16.5 The Social Housing Charter requires that properties should be clean and tidy and in a good state of repair when they are let. There is no obligation on us to make a contribution to decoration in order to comply with this outcome.
- 16.6 For the proposed levels of compensation the property allowance depends on the number of rooms that need to be decorated and will be calculated on a room by room basis as below:-

Living Room	£60
Hall	£30
Hall with stairs and landing	£60
Single Bedroom	£40
Double Bedroom	£50
Kitchen	£40
Bathroom	£30
Ceiling only	£10

- 16.7 The Association will decide how much decoration allowance is to be awarded before any viewings take place. Prospective tenants will be told how much decoration allowance they would be entitled to at their viewing.
- 16.8 Under no circumstance will an allowance be awarded where a tenant has caused damage or has neglected the interior decoration of the property or where the decoration of a property is not the incoming tenant's personal taste.

- 16.9 The decoration allowance will be paid as a decoration voucher or as a paint pack with no cash equivalent given. Decoration vouchers are used at the Dulux Decorator Centre in Maryhill. The tenants visit or order goods via a telephone hotline or website. Tenants can collect the goods from the Dulux Decorator Centre or have them delivered to their home at no extra charge. The voucher can only be redeemed on production of id confirming that the person using the voucher is the tenant. Delivery to the tenant's home is only completed on production of id.
- 16.10 The Association receives a full monthly report on vouchers redeemed and expired. This allows the Association to monitor the use of the vouchers and take follow up action where required.
- 16.11 The Housing Officer or Maintenance officer, at their discretion, may inspect the property to confirm that the decoration has been undertaken. If at inspection the decoration of the property is unchanged or the tenant is unable to demonstrate through the presence of the materials that they have spent the voucher appropriately, the Housing Officer or the Maintenance officer with the authority of the Senior Maintenance Officer/Senior Housing Officer could recharge the tenants for the value of the decoration allowance.

17. Tenant Safety

Under tenant safety we will address areas to include gas servicing, electrical safety, fire safety, asbestos, water hygiene and damp, mould & condensation.

17.1 Gas Servicing and Maintenance

- 17.1.1 The Association recognises the critical importance of ensuring gas heating and hot water systems in its properties are in good safe working order. It shall meet all statutory duties in relation to gas safety maintenance and associated health and safety legislation.
- 17.1.2 The Association will appoint GAS Safe registered contractors to carry out the servicing, installation and repair work to gas appliances and installations. In doing so it shall maintain effective administrative systems to ensure all gas systems in tenanted properties, and any other properties under its management, are subject to an annual service, the keeping of appropriate records, the accurate monitoring and reporting on the progress of the servicing programme and related routine repair work.

- 17.1.3 As a routine the Association will programme all gas safety inspections within a 10-month cycle in order to reduce the risk of services exceeding the 12 month statutory timescale. Safety checks will also be carried out to void properties.
- 17.1.4 The Gas Engineer will carry out the servicing in accordance with Gas Safe Register requirements and the work instructions for the servicing of gas appliances.
- 17.1.5 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.
- 17.1.6 The Association will obtain a current Landlord's Safety Record (CP12) for each of our properties which has a gas supply or take appropriate action to gain entry to properties for this purpose.
- 17.1.7 The Association will keep electronic copies of all landlords' certificates (CP12) for two years. We will ensure the contractor provides our tenants with their copy of the CP12 when carrying out the safety check. However, there may be instances where this is not possible and the contractor must issue the landlord's certificate no more than 28 days after the safety check has been carried out.
- 17.1.8 All new tenants will be issued with a copy of the most recent CP12. A copy will also be kept in the Association's house/SDM files.
- 17.1.9 When a mutual exchanges-of properties takes place, a gas safety check will be carried out immediately prior to the change in tenancy, regardless of when the last annual service was undertaken.
- 17.1.10 Certificates for boilers serving multi-occupancy premises will be displayed centrally by the Residential Manager who will advise the tenants of the means of obtaining individual copies.
- 17.1.11 Recently built or rehabilitated properties do not require a safety certificate for one year after installation, as they are covered under warranty. However, contractors installing gas systems into any properties as part of a development or major repairs contract, will be requested to provide at handover a gas safety inspection form or a landlord safety certificate for each property with a gas supply. This assists in the process of including them in the subsequent years' gas servicing contract and keeps the Association's records up to date.

17.1.12 In fulfilling its legal responsibilities, the Association shall pursue a clear process in order to secure access to the properties for the servicing work to be carried out. This process is noted within the Association's Gas Procedure.

17.1.13 The Association will consider longer term contracts (e.g. 3 years) or bulk procurement of gas servicing and maintenance with other local RSL's. All these types of contracts would be subject to the same internal annual review and regular appraisal of performance and value for money.

17.1.14 Quality control checks on 10% of properties will be carried out by the Gas Safety contractor, and a further 1% of the total number of services surveyed will be carried out by an independent assessor. If the gas safety contractor does not have the facility of quality checking, then 10% of properties worked on will be checked by an independent assessor. The Maintenance Officer will choose the properties to be checked.

17.1.15 The Association and the contractor shall have regular meetings to discuss: -

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

17.1.16 The Association will report on the current situation regarding to gas servicing at each Operations Sub Committee meeting. The report will include the number of gas servicing taken place year to date, contractor performance, identify any areas of concern and the number of properties which need not receive a certificate by the anniversary date.

17.2 Electrical Safety

17.2.1 The Association will comply with relevant legislation and regulations including:

- Fire (Scotland) Act 2005 and Fire Safety (Scotland) Regulations 2006
- Scottish Housing Regulator – Registered Social Landlords, must meet all applicable statutory requirements that provide for the health and safety of the occupants in their homes and comply with the Healthy, Safe and Secure elements of the Scottish Housing Quality Standard:
 - Element 11A & B – Tolerable Standard
 - Element 45 Safe electrical system
- The Housing (Scotland) Act 1987 (Tolerable Standard) as updated 2019 to include 'satisfactory equipment for detecting fire and giving warning in the event of fire or suspected fire'.
- Health & Safety at Work Act 1974

- Electricity at Work Regulations (1989)
- 18th ed of the IET Wiring Regulations (BS7671:2018)
- Electrical Equipment (Safety) Regulation 2016

17.2.2 Landlord Responsibilities

- To comply with Element 45 safe electrical systems, the Association must carry out Electrical safety inspections (EICR) at intervals of no more than five years as set out in BS 7671 Requirements for electrical Installations.
- The Association will ensure that all electrical installations, fixtures, fittings, and any electrical equipment provided, is safe, in a reasonable state of repair and in proper working order at the start of the tenancy and throughout its duration.
- The Association will instruct ‘Competent Person’ to carry out electrical works.
- Following EICR the contractor will produce an EICR certificate and a copy of this will be issued to the tenant.
- The Association will ensure that all its properties receive an EICR in the following instances. The fire detection system in properties will be inspected each year when the gas safety check is carried out.

Property	Frequency
Domestic Property	Every 5 Year
Void Property	Before property is let
Mutual Exchange	Prior to sign up

- Keep accurate records of all EICR tests.
- Observations noted during the testing and inspection process shall be addressed in the following manner in accordance with the severity of the situation.
 - Danger Present (C1) – the safety of those using the installation is at risk and immediate remedial action is required. These will be rectified during the test or the installation will be isolated.
 - Potentially Dangerous (C2) – those using the installation may not be at immediate risk, but urgent remedial action is required to remove potential danger. An attempt to remediate these defects will be made during the test, however, should further investigation or disruption be required an appointment will be made to return at a date.

- Improvement recommended (C3) – non-compliance with the current safety standard which presents no immediate or potential danger but may result in significant safety improvements if remedied. These defects will be recorded on the certificate and will be brought up to current day standards during future improvement or replacement works.

17.2.3 In fulfilling its legal responsibilities, the Association shall pursue a clear process in order to secure access to the properties for the servicing work to be carried out. This process is noted within the Association's Electrical Safety Procedure.

17.2.4 When mutual exchanges takes place, an electrical safety check will be carried out immediately prior to the change in tenancy, regardless of when the last check was undertaken.

17.2.4 The Association will report on the current situation regarding to electrical safety at each Operations Sub Committee meeting. The report will include the number of EICRs due in the reporting year, contractor performance, identify any areas of concern and the number of properties exceeding the 5 yearly regulatory guidelines.

17.3 Fire Safety

17.3.1 The Association will comply with relevant legislation and regulations including:

- Fire (Scotland) Act 2005 and Fire Safety (Scotland) Regulations 2006
- Scottish Housing Regulator – Registered Social Landlords, must meet all applicable statutory requirements that provide for the health and safety of the occupants in their homes and comply with the Healthy, Safe and Secure elements of the Scottish Housing Quality Standard:
 - Element 11A & B – Tolerable Standard
- The Housing (Scotland) Act 1987 (Tolerable Standard) as updated 2019 to include 'satisfactory equipment for detecting fire and giving warning in the event of fire or suspected fire'.

17.3.2 Landlord Responsibilities

17.3.3 The Association has a legal responsibility following updated guidance from the Scottish Government as of 1st February 2022 that every property in Scotland has satisfactory equipment for detecting fire and giving warning in the event of a fire or suspected fire. To comply with its legal obligations the Association will ensure that each property has:

- One smoke alarm in the living room or the room you use most for living purposes.
- One smoke alarm in every hallway and landing (circulation spaces)
- One heat alarm in the kitchen
- All smoke and heat alarms should be mounted on the ceiling and
- All smoke and heat alarms should be interlinked.

17.3.4 The Association has a legal responsibility to ensure that each property has satisfactory equipment to warn if carbon monoxide (CO) is present in concentrations that is hazardous to health. To comply with its duties the Association will ensure CO detectors are fitted in rooms where there is a fixed combustion applicant or a flue.

17.3.5 Keep accurate records of all Smoke/Heat alarms installs

17.3.6 As mentioned under Gas Servicing and Maintenance section Smoke/Heat alarms and CO detectors will be serviced yearly as part of the Gas Servicing programme.

17.3.7 In fulfilling its legal responsibilities, the Association shall pursue a clear process in order to secure access to the properties for the servicing work to be carried out.

17.4 Asbestos Control

17.4.1 The Association has a detailed Management of Asbestos Policy. It is our policy 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 we own, occupy or manage. As well as the separate policy, the Association has a procedure which details the health and safety and management of asbestos.

17.5 Water Hygiene

17.5.1 The Association is responsible for health and safety and needs to take the right precautions to reduce the risks of exposure to legionella.

17.5.2 The Association will carry out our duties with regards to compliance with all legionella legislation.

17.6 Damp, Mould and Condensation

17.6.1 The Association is aware of the legislative requirements and good practice set out in the following documents:

- Housing (Scotland) Act 1987, 2001, 2006 ,2010 & 2014
- Disability Discrimination Act 2005
- The Equality Act 2010
- The Environmental Health Protection Act 1990
- Scottish Housing Quality Standards (SHQS)
- Energy Efficiency Standard in Social Housing (EESH)

The Housing (Scotland) Act dictates that to meet tolerable standards a property must be substantially free from rising or penetrating damp.

17.6.2 Causes of Damp, Mould and Condensation

It is important to be aware of differences between damp caused by condensation and damp caused by other factors.

Rising damp – This is the movement of moisture from the ground rising through the walls and floor. This can be caused by deterioration/fault or missing damp proof course.

Penetrating Damp – This is caused by water penetrating the external structure of the building through leaking roofs , blocked/damaged gutters etc or by internal leaks from plumbing faults , defective bath/shower seals.

Condensation damp – This is the most common type of damp, and it caused by a combination of excess moisture in the air and poor ventilation. This type of damp can be managed by the residents through the effect use of heating and ventilation.

17.6.3 Landlord Responsibilities

- The Association will comply with current legal and regulatory requirements relating to the provision of a repairs and maintenance service. We will also comply with contractual obligations to tenants as set out in the Scottish Secure Tenancy Agreement between the tenant and the Association.
- Following a report of possible damp, mould or condensation we will fully investigate to determine the cause and carry out required works as per our reactive repairs timescales.

- We will remain in regular contact with residents who report damp, mould and condensation.
- Promote and provide general advice and guidance on how to control damp and condensation.
- Ensure that staff have training and are aware of the most up to date guidance on damp, mould and condensation.
- When a property becomes void each room should be checked for damp, mould and condensation. Check extractor fans and ventilation systems are working effectively. Follow up works will be carried out as necessary before reletting the home.
- We will periodically requires access to homes for carrying our stock conditions surveys, and the surveyors will look for any signs of excess moisture in the homes, and discuss anything that may need addressed
- Keep records of all inspection, follow on works and outcomes of any reports of damp , mould and condensation.

17.6.4 Tenant Responsibilities

- Tenants have a responsibility as per Scottish Secure Tenancy agreement to report as soon as reasonably possible any repairs to the property or common parts.
- Following report of damp, mould or condensation tenants should allow access for inspection and remedial works.
- Take necessary steps to prevent condensation damp within the property. This includes keeping moisture levels low by covering pans when cooking, drying clothes outside where possible, keeping the kitchen and bathroom doors closed when cooking or bathing, adequately heating rooms, keep property well ventilated by opening windows, using extractor fans or ventilation systems.
- Following report residents should take advice and support offered by the association.

18. Contractors Defect Liability Period

18.1 In major works projects, such as new build schemes, the contractor is required by the building contract to make good any defects in materials or workmanship in the twelve months following practical completion. This is known as the Defects Liability period. The contractor is not responsible for wilful damage, breakages or wear and tear. These should be dealt with as a reactive repair.

Any defects coming to light should be reported to the Association's office and recorded by staff so that progress may be tracked. The out of hours procedures

are only to be used in the event of an emergency. Generally, the building contractor will issue his own phone number for emergency repairs during the Defects Liability Period. Tenants in these properties should use this number instead of the Association's normal emergency number. Tenants who call out Contractors for non-emergency repairs will be charged the full call out cost.

19. Stock Condition

19.1 The aim of the stock condition policy is to sustain the condition of the Association's stock and project future repairs and planned maintenance contracts. The Association will complete a programme of stock condition surveys over a five year period. This data is used to update the Associations 30-year Life Cycle Costs data, which identifies key areas of future investment.

19.2 Stock Condition Survey Programme

19.2.1 The Maintenance Officer should inspect 10% of the stock on an annual basis and record this information using a formatted stock condition form. If it is evident during the inspection that the property is in a state of disrepair due to tenant neglect or negligence intervention action should be taken by the Housing Officer and Maintenance Officer. This may take the form of raising recoverable repairs or intensive housing management, as appropriate, in order to remedy the breach of tenancy.

19.2.2 A sample of every scheme should be surveyed by a Consultant every two-~~four~~ years. The Depute Director is responsible for commissioning and programming stock condition surveys every two-years. The results from these surveys together with the information collated from the inspections undertaken by the Maintenance Officer, will be used to inform the life cycle costing data and the five-year investment plan.

19.2.3 When the stock condition surveys are completed this information should be saved in scheme order within the maintenance file. This allows the Association to demonstrate to The Scottish Housing Regulator that we have a sound database on all our properties' current stock condition.

19.3 Collating and Storing Life Cycle Costing Data

19.3.1 These surveys should be relevant to reviewing and updating the Life Cycle Costing data.

19.3.2 Upon completion of the stock condition survey, the consultant should update the spend profiles and cost levels to provide a reasonable basis for the

Association's 30 year business planning. The cyclical maintenance programme informs the five-year plan.

20. Buildings Insurance

- 20.1 The Association holds comprehensive buildings insurance for all properties in its ownership. Such insurance will not cover loss or damage caused to tenants' contents such as furniture or other possessions.
- 20.2 Tenants, sharing owners and factored owners are responsible for arranging home contents insurance to cover their own possessions.

21. Access to properties

- 21.1 The Association has a duty in terms of the Housing (Scotland) Act 2001 to ensure that all our properties are 'wind and watertight and in all other respects reasonably fit for human habitation'.
- 21.2 As the Association have a legal duty to carry out relevant works or repairs we can at any reasonable time giving 24 hours' notice in writing to tenant, enter the property for the purpose of viewing its state and condition or to carry out any work necessary to comply with social landlords duty to ensure that the house is wind and watertight and in all other aspects reasonably fit for human habitation. Under exceptional circumstances we may have to force access where we have been unable to contact the tenant.
- 21.3 The Association shall ensure that tenants are provided with written notification prior to the commencement of planned maintenance activities, or where a cyclical programme requires access within the property.
- 21.4 When access is required for Gas Service or Electrical checks (EICR) where the association have a legal obligation to carry out works within a specified time frame the Association will follow a strict procedure.
- 21.5 The Associations contractors will be responsible for arranging access in the first instance. If they are unable to arrange access, then details will be passed to the Maintenance Team to pursue for access.
- 21.6 The Association will issue standard letters that are detailed within the Gas Service procedure and the Electrical Inspection procedure.

- 21.7 Where the Association has been unable to obtain access for service/inspection we will then force access without obtaining a court order to ensure that the system (Gas Boiler, Electrical wiring) is safe for the tenants.
- 21.8 The Association will make every effort to contact tenants to arrange an access date by telephone, email and letters, with force entry being the final stage if no communication from tenant is received.

22. Maintenance Contracts

- 22.1 The Association's reactive maintenance and improvement contractors are monitored following the set guidelines and procedures within the contractor's procurement procedure.
- 22.2 All maintenance work is tendered using a list of approved contactors that is reviewed on an annual basis or when required.

23. Procurement

- 23.1 The Association in partnership with other members of DRUMCOG operates a Framework of Contractors for reactive maintenance work.
- 23.2 The Association reviews procurement arrangements on a regular basis to ensure continuing high standards and value for money.
- 23.3 Details on the Associations Procurement can be found within the Association's Procurement Policy.

24. Owner Occupiers

- 24.1 The Association will regularly liaise with owner occupiers who, under their deed of conditions, are obliged to contribute to the cost of common repairs and maintenance.
- 24.2 The Association should inform all owners, in writing, of any anticipated costs, in excess of £400 per household, in advance of any contract work being authorised.
- 24.3 The Association sets out procedures for commissioning consultants and contractors for maintenance work that ensures quality and value for money.

25. Environmental Sustainability in Maintenance

- 25.1 The Association's Environmental Sustainability Policy encourages development and improvement of our housing stock to increase efficiency and reduce energy consumption.
- 25.2 Reviewing the Repairs and Maintenance policy and procedures in light of environmental consequences is an important step in providing a sustainable approach to managing housing stock. The Association should ensure that maintenance contracts come under the same scrutiny as development contracts in terms of sustainable design and specification.
- 25.3 Maintenance/Renewal life cycles adopted for dwellings and their components tend to reflect mortgage terms (30 years is the most quoted figure) rather than the actual lifespan of maintained construction.
- 25.4 Components often outlast their predicted lifespan and are needlessly replaced on manufactures recommendations or on the basis of established maintenance schedules rather than through rigorous inspections of individual items.
- 25.5 The Association through annual stock conditions survey and regular updates to its life cycle data will ensure that significant embodied energy can be saved through accurate and evidence-based maintenance schedules, which are demand led rather than predicted and provided for.
- 25.6 When establishing future maintenance/planned maintenance contracts we must consider the following within the specification:
- Climate change: check if drainage is strong enough to withstand increasing storm damage and rain
 - Local sourcing: source local contractors and materials
 - Waste minimisation: ensure all contractors provide waste minimisation plans
 - Water conservation: ensure all new kitchens and bathroom fittings are water conservation products
 - Environmental products: build up database of environmental products

26. Customer Satisfaction

- 26.1 Cernach Housing is committed to a high level of customer satisfaction, seeking continuous improvement. The Association will carry out an independent tenant satisfaction survey every three years, which will include questions on the maintenance and repairs service, monitor comments and complaints from tenants and service user and collect

feedback from 100% of our tenants on their satisfaction with the overall performance of the repairs service. We will seek to collect this feedback using the telephone, e-mailing questionnaires and completion of a post repair with the contractor.

- 26.2 The Association will use the tenant feedback to ensure continuous improvement in both the contractor's and the Association's performance within the repairs and maintenance service. The information should also ensure continuous improvement in the Association Repairs and Maintenance Policy and assist us in maintaining a high level of customer service.

27. Information to Tenants

- 27.1 Cernach Housing Association will provide all tenants with written details of its Repairs and Maintenance Policy on request.

28. Complaints

The Association has a published Complaints policy & procedure, which can be used where there is dissatisfaction with this policy or the operation of this policy. Any tenant who feels aggrieved by their treatment under this policy can ask for a copy of the Association's complaints policy, which is available at the Association's office and on the website www.cernachha.co.uk.

As with all our service policies, the complaints policy can be made available in large print, translated or on tape. Tenants also have the right to complain to the Scottish Public Services Ombudsman if they are not satisfied with our stage 2 response.

29. Staff Training

Cernach recognises that it is extremely important that the resourcing and training of staff is adequate to meet all the needs of its tenants.

The Association is committed to making training relating to effective repairs and maintenance available to staff. Training should be updated as appropriate. Staff will be encouraged to network with other RSLs in order to share best practice in providing an effective and efficient repairs and maintenance service.

30. Policy Review and Tenant Consultation

- 30.1 The Association has developed this policy in consultation with tenants and the Resident' panel and takes account of representations made.
- 30.2 The Association will make the policy available in the Association newsletters and on its website.
- 30.3 The Operation Sub Committee will review the Repairs & Maintenance policy every three years. This review will be brought forward if there is a need to respond to new legislation and/or policy guidance.

Appendix 1 – Summary of Repairs and Maintenance Responsibilities

PLUMBING ITEM	RESPONSIBILITY			COMMENTS
	CERNACH	TENANT RECHARGE	PRIORITY	
Pipes, taps, stopcocks, etc	√		E/Other	Bursts are emergency Leaks and others are urgent
Plugs and chains	√			
Hot Water Cylinder	√		E/R	No hot water is Emergency or RTR
Storage tanks	√		R	Leaks are emergencies, other are urgent
Choked sinks or toilets	√	√	E	Recharged if due to neglect
WC Cisterns	√		E/U	Leaks are emergencies, others are Urgent
WC Bowl	√	√	E/U	Leaks are emergencies, others are Urgent – Rechargeable if due to neglect
Toilet Seats		√		
Wash hand basins	√	√	R	Rechargeable if due to neglect
Baths	√	√	R	Rechargeable if due to neglect
Kitchen Sinks	√	√	U	Rechargeable if due to neglect
Showers		√		Unless fitted by Cernach
Waste Pipes	√		U	
Drains	√		E / U	
Gutters and downpipes	√		R	
Washing Machine Valves		√		Unless fitted by Cernach at decant accommodation

ELECTRICAL Item	Responsibility		PRIORITY	COMMENTS
	CERNACH	TENANT		
Switches and sockets	√		U	Emergency if dangerous
Light fittings	√	√	U	Association Standard fittings only – tenant installed fittings are tenants responsibility. r/r if Association has to remove tenant fitting and replace with standard fitting
Stair Lighting	√		U	
Wiring and consumer unit	√		E	Check trip switch first
Plugs and fuses		√		
Immersion heater	√		U	Urgent if other means to heat water
Electric Fires		√		Unless fitted by Cernach
Storage heaters	√		R	Emergency if no heat in the house
Communal TV aerials	√		U	
Warden call systems	√		E	
Controlled entry systems	√		U	
Extractor fans	√		R	
Door bells		√		
Smoke detectors	√		E	
Smoke detector batteries		√		
Electrical appliances		√		
Outside lighting	√	√	U	If fitted by Cernach (tenants are responsible for bulbs to lights in individual properties)

**Cernach Housing Association
Repairs and Maintenance Policy (Cont'd)**



HEATING	Responsibility			
Item	CERNACH	TENANT	PRIORITY	COMMENTS
Boiler	√		E	
Radiators, pumps, thermostats	√		E / R	Emergency only if no heating
Chimneys or flues	√		R	Emergency if blocked
Chimney sweeping	√			
Gas fires	√		U	If fitted by Association

JOINERY	Responsibility			
Item	CERNACH	TENANT	PRIORITY	COMMENTS
External Doors and Frames (Including handles and locks)	√		R	Emergency if door not secure
Internal Pass Doors and Frames	√		R	Emergency if unsafe i.e. (hanging on one hinge)
Internal door handles (like for like)		√		
Replacing lost or broken keys		√		
Skirting		√		
Stairs, banisters and handrails	√		R	Emergency if unsafe
Floors	√		R	Inspection needed first
Broken Glass		√ Cost of invoice		Unless vandalism is proven then Urgent
Window Frames, latches, cords	√		R	Unless insecure then emergency
Double glazing	√		P	

**Cernach Housing Association
Repairs and Maintenance Policy (Cont'd)**



STRUCTURE	Responsibility			
Item	CERNACH	TENANT	PRIORITY	COMMENTS
External walls, roughcast	√		R	Will be inspected first
Roof tiles, ridges, etc	√		R	Emergency if unsafe
Chimney heads and cans	√		R	Emergency if unsafe
Carports		√		Unless built by Cernach
External woodwork (including painting)	√		R	

OUTSIDE THE HOUSE	Responsibility			
Item	CERNACH	TENANT	PRIORITY	COMMENTS
Unsafe Paths and Steps	√		R	Only if provided by Cernach. Emergency if unsafe
Handrails	√		E / R	Emergency if unsafe
Fences and gates	√		R	Only if provided by Cernach. Pre – inspection needed
Clothes ropes or drier cords		√		
Retaining / Boundary Walls	√		R	



<h2 style="margin: 0;">Cernach Housing Association Equality Impact Assessment Tool</h2>	
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Name of the policy / proposal to be assessed	Repairs & Maintenance Policy	Is this a new policy / proposal or a revision?	Revision
Person(s) responsible for the assessment	Holly Lochran, Senior Maintenance officer		
1. Briefly describe the aims, objectives and purpose of the policy / proposal	The aim of this policy is to set the Association’s approach to dealing with Repairs and Maintenance		
2. Who is intended to benefit from the policy / proposal? <i>(e.g. applicants, tenants, staff, contractors)</i>	Tenants, staff, and contractors		
3. What outcomes are wanted from this policy / proposal ? <i>(e.g. the benefits to customers)</i>	To ensure all staff have an understanding of Repairs and Maintenance and the importance of providing a high standard repairs services to residents.		

**Cernach Housing Association
Repairs and Maintenance Policy (Cont'd)**



4. Which protected characteristics could be affected by the proposal? (tick all that apply)

Age Disability Marriage & Civil Partnership Pregnancy/Maternity
 Race
 Religion or Belief Gender Gender Reassignment Sexual Orientation

5. If the policy / proposal is not relevant to any of the protected characteristics listed in part 4, state why and end the process here.
 After consideration there is no known elements of this policy which could impact protected characteristics.

	Positive impact(s)	Negative impact(s)
<p>6. Describe the likely positive or negative impact(s) the policy / proposal could have on the groups identified in part 4</p>		
<p>7. What actions are required to address the impacts arising from this assessment? (This might include; collecting additional data, putting monitoring in place, specific actions to mitigate negative impacts).</p>		

Signed: H Lochran (Job title): Senior Maintenance Officer
 Date the Equality Impact Assessment was completed: 22/06/2023

Please attach the completed document as an appendix to your policy / proposal report