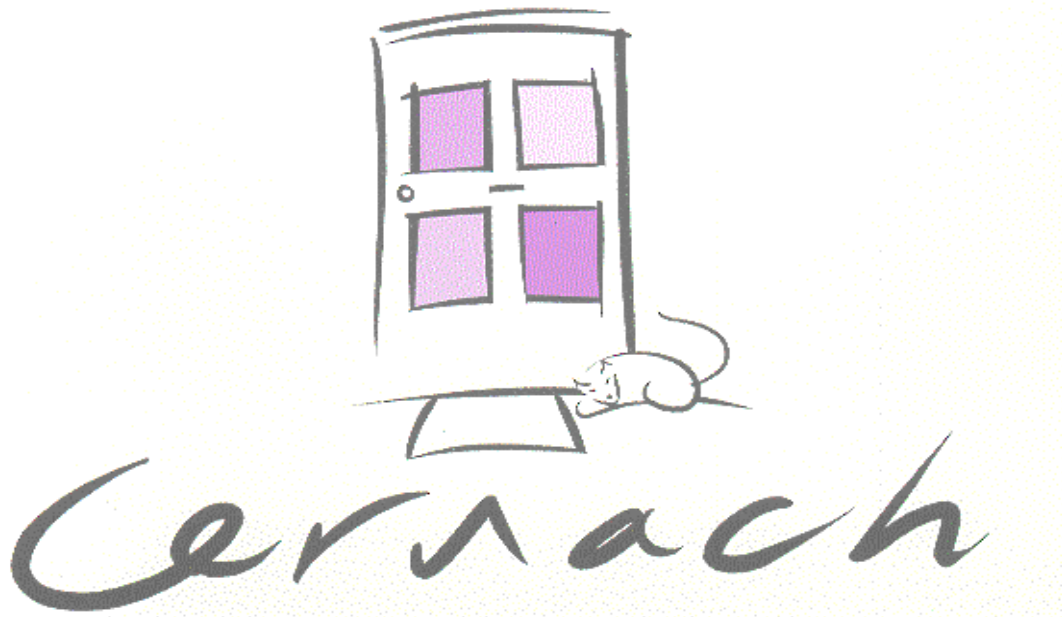


**CERNACH HOUSING ASSOCIATION
LIMITED**



**PRE & POST INSPECTION
POLICY**

**Date Approved by Management Committee:
Due for Review:**

**February 2017
February 2020**

Cernach Housing Association Pre & Post Inspections Policy



1. INTRODUCTION

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 very high quality standard within specified programmes and are completed within agreed timescales.

To achieve and sustain this standard the Association will conduct pre and post inspections within the maintenance services.

2. RISK MANAGEMENT

The Association has considered the risks involved in failing to adhere to the procedures when dealing with pre and post inspections. Failure to carry out post inspections may detract from the performance level within or have health and safety implications due to poor workmanship. With this in mind, Committee are fully aware of the requirements placed upon them in regards to the Association's Pre and Post Inspection Policy, which is backed with a clear procedure and is followed by Staff and Committee.

3. EQUALITY & DIVERSITY

3.1 The Association's Equality and Diversity policy, which was approved by the Committee in April 2015 following community consultation, 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 a range of alternative formats including large print, translated into another language or by data transferred to voice.

¹ The Equality Act 2010 identifies the "protected characteristics" as age, disability, marriage and civil partnership, race, religion or belief, gender, gender reassignment and sexual orientation.

- 3.2 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 Diversity Policy for more information).
- 3.3 In line with section 6.3 of the Equality and Diversity Policy, the Association will apply a screening process based on that recommended by the Equality and Human Rights Commission to ascertain whether each policy requires an Impact Assessment to be carried out. The screening process was applied to this policy and it was decided that an impact assessment is not required.

4. LEGAL & REGULATORY FRAMEWORK

Section 5 of the Scottish Social Housing Charter states: "Social landlords manage their businesses so that: Tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done."

5. PRE-INSPECTIONS

- 5.1 Pre-inspection is important in identifying repairs which require more programming than a normal reactive repair of a minor nature. Also in specific cases the Association will pre-inspect repair work. Such cases will 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.
- 5.2 In conducting pre-inspections will ensure that the tenant and the contractor are aware of the extent of work required and reducing time taken at the work stage.

6. POST INSPECTIONS

The Association will carry out Post Inspections on a sample of completed repairs, which is an essential part of performance monitoring within the Maintenance function. The Association will aim to post inspect a minimum of 10% of all reactive maintenance completed jobs and a 100% of all planned and major works contracts.

7. POST INSPECTION CRITERIA LEVELS IS AS FOLLOWS:

7.1 The following post inspection targets will ensure the provision of an efficient and effective maintenance service and provide the Association tenants with the high level of customer satisfaction within maintenance services.

10% of all reactive works carried out in the year as follows.

- a) All repairs where the customer is dissatisfied
- b) All common reactive repairs
- c) All reactive repairs costing more than £500
- d) A random sample of repairs not in the above 3 categories to bring the total up to 10%

In addition to the above, the following works will also be subject to post-inspection:

- All void works
- All adaptations
- 50% of works carried out by any new contractors in the first three months of providing a service to Cernach
- 10% of gas maintenance inspections (carried out on the Association's behalf by a specialist company)
- All planned and cyclical works

8. TENANT SATISFACTION SURVEYS

As part of the Post Inspection process the tenants will be asked a number of questions in relation to the contractors performance, which are as follows:

- a) Were you happy with the time between reporting the fault and the repair being completed?
- b) Were satisfactory arrangements made for access?
- c) Did the tradesman identify himself?
- d) Did the tradesman behave in a professional manner?
- e) Was the repair carried out to your satisfaction?
- f) Did the tradesman clean up afterwards and leave the property in a tidy condition?
- g) How would you rate the service provided overall?

9. MONITORING AND REPORTING

The Depute Director will ensure that the Maintenance Officer monitors the overall quality of the maintenance service. This is recorded and reported to the Property Management Committee on a monthly basis.

10. POLICY REVIEW

This policy will be reviewed every three years or sooner where changes in legislation affect procedure. In order to do this effectively, the Management Committee must be able to assess how well the ways in which the policy has been operated meets with the agreed objectives. The success of this policy shall be measured against the following outputs and outcomes:-