



Policy:	Repair & Maintenance Policy
Maintenance:	
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1. Purpose & Aims

- 1.1 To ensure that all properties owned by Blochairn Hosing Association (BHA) are fit for human habitation before the start of the tenancy and throughout.
- 1.2 To provide a prompt, efficient and effective repairs service which gets repairs completed right, on time, first time, including an out of hours emergency service, for all of our tenants.
- 1.3 To achieve high standards of customer care and satisfaction by monitoring our performance regularly and enabling tenants to comment on repairs that we undertake
- 1.4 To maintain a comprehensive and systematic programme of planned and cyclical maintenance, major repairs and property improvements.
- 1.5 To ensure our properties are in high demand and meet the needs and expectations of both existing tenants and those of future generations.
- 1.6 To ensure opportunities for participation particularly in respect of planned maintenance contracts through offering tenant choices.
- 1.7 The procedures detailed within this section have been written to ensure all reasonable steps have been taken to comply with the Housing (Scotland) Act 1987 and the Scottish Secure Tenants (Right to Repair) Regulations 2002.

2. References

- Housing (Scotland) Act 1987
- Housing (Scotland) Act 2001
- Scottish Secure Tenants (Right to Repair) Regulations 2002
- Scottish Social Housing Charter
- Scottish Housing Regulator Standards of Governance and Financial Management
- Scottish Housing Quality Standard

3. Equalities & Diversity

- 3.1 The Association is committed to ensuring equal opportunities and fair treatment for all people in its work. In implementing this policy, our commitment to equal opportunities and fairness will apply irrespective of factors such as gender or marital status, race, religion, colour, disability, age, sexual orientation, language or social origin, or other personal attributes.

- 3.2 In line with our commitment to equal opportunities, this policy can be made available free of charge in a variety of formats including large print, translated into another language or on audio tape.

4. Repair Responsibilities

4.1 a) Tenant Responsibility

The tenants' responsibilities are contained in the Tenancy Agreement between the tenant and the Association. For factored owners' responsibilities are detailed in the deeds of conditions.

The tenant has responsibility for the following:

- Taking reasonable care of the house. This responsibility includes carrying out minor repairs and internal decoration, furnishings, appliances supplied by the tenant and the installation of those appliances, including any alteration to plumbing fixtures in order to accommodate the appliance, i.e. the plumbing in of automatic washing machine.
- Damage to glass (unless it can be proven to be vandalism), damage to sinks or sanitary ware, the replacement of sink plugs and chains, toilet seats, light bulbs and fluorescent tubes/starters, replacing lost or broken keys/fobs, costs incurred through forcing entry through lost keys and replacing batteries for smoke detectors out with normal service provision.
- Ensuring maintenance of all front and rear gardens areas i.e. grass, hedge and bush cutting where the garden is exclusive to the tenant. The exception to this is where the Association carries out landscape maintenance in the backcourt areas of closes or by agreement with the Tenant or resident.
- Reporting repairs promptly to the Association
- Ensuring that the dwelling and fixtures belonging to the Association remain in the condition in which they were provided subject to fair wear and tear
- The tenant must replace items damaged through neglect or carelessness on the part of the tenant or any member of the tenant's household or a visitor;
- The tenant will be responsible for payment of an abortive call out or work carried out as a result of problems pertaining to the tenant's own fixtures and fittings, appliances or installations;

b) Landlord Responsibility

- External fabric - To repair and maintain the external fabric of the building and related common parts in a good condition. This includes, for example, roofs, external walls, gutters, downpipes, and close doors.
- Internal common works – To maintain common entrances, stairways, passageways and other common areas in a good condition and fit for use by the resident household and visitors. This includes for example stairs, close windows and communal TV aerials
- Internal fitments – To repair and maintain installations provided by the Association. This includes for example, kitchen and bathroom fitments, pipework for the supply of gas and water, heating systems and electrical wiring, windows and doors.
- Environmental repairs – To repair and maintain environmental areas owned by the Association such as paths, walls fences, bin stores, play areas, drying areas and hard and soft landscaping.

c) Other Agencies Responsibilities

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

d) 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. These responsibilities are set out in the deed of condition for the property and the factoring agreement for the common property.

4.2 BHA has a duty to ensure that all properties meet the 'tolerable standard'.

4.3 A full list of repairing responsibilities is contained in Appendix 1

5. Right to Repair Scheme

5.1 Scottish secure tenants and short Scottish secure tenants have the right to have certain 'qualifying' repairs up to the cost of £350 carried out by BHA within a given timescale.

5.2 Tenants can arrange for another contractor from our list to carry out the repair if the appointed contractor does not start the qualifying repair within the time limit set.

5.3 BHA will provide compensation if the repair was not carried out within the given timescale. The fixed rate calculation below:

- £15.00 basic amount, plus

- £3.00 for every day from the day after the repair becomes late until the day that the repair is completed.

5.4 The above is subject to a maximum of £100 for any one repair.

5.5 We will provide full information on alternative contractors when on report of such repairs along with the relevant timescales.

5.6 In the case of all qualifying repairs, our internal response targets will seek to exceed the statutory guidelines as detailed in Appendix 2. We will notify tenants of their rights under this scheme annually.

6. Categorising repair & maintenance reports

6.1 We will categorise work required as either reactive repair reports or maintenance reports as per the definitions below. Categories have a timescale for completion of the works as shown in the tables below:

Reactive repair reports	Response
Emergency reactive repairs – Repairs necessary to prevent serious damage to the building, danger to health, risk to safety or risk of serious loss or damage to the occupiers property. Includes right to repair one day response repairs. Emergency repairs may require additional follow up work once the initial emergency is safe.	4 hours (available 24/7)
Urgent reactive repairs – These are repairs that require quick completion but there is no immediate danger. Includes right to repair cases with a 3 day response	2 working days
Routine reactive repairs – These are repairs for which there is no requirement to complete under either the emergency or urgent category. Includes right to repair cases with a 7 day response.	5 working days
Extended repairs – Repairs that require multiple visits or the manufacturing of components.	30 working days

Maintenance Reports	Response
Cyclical - Cyclical 'ad hoc' maintenance normally carried out as part of a contract such as additional gas/ electric checks	2, 5 or 30 working days. Depending on urgency

Medical adaptation – Where occupational therapist referral received or costs reclaimed to local authority. Where adaptation requests are non-standard in specification we will indicate our response time on receipt of the referral	30 working days
Planned maintenance – ‘Ad hoc’ orders that would normally be carried out as planned maintenance e.g. boiler, kitchen or bathroom renewal.	2, 5 or 30 working days. Depending on urgency
Void – Any works undertaken within void properties. Properties requiring major component renewal will take longer to complete.	2 or 5 working days.
Other maintenance – Maintenance issues not constituting reactive repairs: Rubbish uplift, pest control, decoration (if not part of a repair), additional landscaping (including power washing), key cutting, fob programming, needle uplift, inspections (asbestos, lofts, roof anchors, EPC, emergency lighting)	2, 5 or 30 working days. Depending on urgency

6.2 Appendix 2 details a further breakdown of repair responses. The first working day begins on the day of the report.

7. [The reactive repair service](#)

7.1 Tenants should immediately report damage, faults, or disrepair to BHA, in line with the tenancy agreement.

7.2 Reporting of repairs is by either telephone, text, email, letter, in person at BHA’s office during office hours, and through the Association’s website. We will explain how to report repairs at the tenancy sign up.

7.3 The Association will aim to ensure good quality materials by contractors and that high standards of workmanship is attained. We will clearly identify our expectations to our contractors and invite customer feedback via our satisfaction survey at individual repair level.

7.4 We will publicise information about the service in a number of ways. These include our website, answering machine and annual report. Publications such as the quarterly newsletter will provide general information such as practical tips, out of hours contact details and performance statistics.

8. No access for repair and order cancellation

- 8.1 At point of reporting non-emergency repairs, we will establish an access arrangement for undertaking works. Should there be no access at the appointed time; the contractor will leave a card requesting contact to rearrange a further appointment. The contractor will revisit accordingly.
- 8.2 Should the tenant fail to contact on receipt of the card, the contractor will carry out a speculative second visit. We will cancel the works order after no access to the second visit. We will notify the tenant of the cancellation.
- 8.3 Where no access is available in extreme emergency or unexpected situations, such as a serious flood, we will make every effort to locate the whereabouts of the tenant. In the event of this not being possible, we will gain access in the presence of the police. Where police are not available, we will ensure the attendance of 2 employees

9. Inspections

- 9.1 Our policy on pre and post inspections is as follows:

a) Pre-inspections

We may arrange a pre-inspection of a routine repair in the following circumstances as further defined in Appendix 3

- If it is not clear what is being reported
- Where rechargeable damage is suspected
- High cost repairs over £300
- Any structural defects with a potential to cause harm or deteriorate quickly
- Reports of dampness or mould due to water ingress or condensation
- Repairs relating to fire damage

b) Post Inspections

We aim to carry out a random 5% post inspection on all completed reactive repairs and in every case where a tenant is not happy with the quality of the work.

- 9.2 We will carry out pre and post inspections for all replacement kitchens, bathrooms and boilers; consented alteration requests; void property repairs, medical adaptations and insurance claims. We will keep photographic records.

10. Alterations and Improvements

- 10.1 Tenants may ask for permission to carry out improvements to their home, including making alterations or additions to it. The Association must provide written permission prior to the commencement of any work. We will not withhold consent without good reason, or have any responsibility for supervising the installation

process.

- 10.2 The following list of alterations outlines when permission is required. The list is not exhaustive and advice should be sought in all circumstances where there is a change or addition to the current fixtures & fittings:

Internal	External
Laminate/ tile flooring, light fittings, kitchen (appliances, alteration & installation), security alarm, , heating installation, doors, radiators, bathroom fitments & appliances.	Artificial grass, fencing (including painting), decking, driveway, lighting, tap, house sign, key safe, patio, external area, shed/ greenhouse, door & windows, CCTV, electric charge points, aviaries, garages, conservatories.

- 10.3 We will not grant permission for cat flap due to the damage caused to external doors.

- 10.4 Where we consent to alterations proceeding, it will be subject to the following general requirements. We will further advise of any project specific requirements within the conditions of permission:

- The tenant must obtain building and planning permission where necessary;
- The proposed work will not detract from future letting;
- The tenant must follow any guidelines for the work given by the Association;
- Where an alteration is removed the Association will expect the property to be returned to the original condition;
- The Association will not be responsible for any maintenance costs
- The tenant is responsible for the cost and repair of any damage to the Association's property which may be caused by the installation/alteration, its presence or subsequent removal if this is required;

11. Compensation for improvements

- 11.1 The Association will have procedures in place to comply with legislation contained within the Housing (Scotland) Act 2001 in relation to compensation for improvements. Scottish Government guidance is available on request from the Association.
- 11.2 Generally, you may qualify for compensation if you have written approval for your alteration and it is contained within a prescribed list of improvements. The tenancy must have ended but not through repossession or a housing transfer with the same landlord.
- 11.3 Compensation paid cannot be lower than £100 or greater than £4000 for each improvement made.
- 11.4 Claims are required, in writing, to the Association within the period starting 28 days

before and ending 21 days after the tenancy ends.

12. Rechargeable Repairs

12.1 We identify all rechargeable repairs in line with the relevant sections contained within the Scottish Secure Tenancy Agreement. The association may make a charge in the following situations:

- Accidental or deliberate damage to fixtures and fittings by tenant or visitors
- Repairs carried out to tenant alterations
- Repeated no access to repairs charges or forcing access for gas servicing
- Misuse of emergency repair service
- Force access by Police
- Unsatisfactory property condition at tenancy end (not wear and tear)
- Insurance excess where rechargeable repair is subject of claim
- Other cost incurred which are not the responsibility of Blochairn Housing Association.

12.2 We may waive the cost of a rechargeable repair in exceptional circumstances. The following list outlines when this might apply:

- Forced access by emergency services to secure resident safety
- Where there is damage to a property because of domestic violence
- Where the police have a report and can confirm a crime reference number
- Where damage is caused by fair wear and tear
- Where the tenant has extenuating circumstances that affect their understanding of their liability for the repair or ability to avoid incurring the costs involved.
- Where there are significant humanitarian concerns involved in the case.
- When permission has been given to leave items at change of tenancy
- Any other significant reason as agreed by the Operations Manager

12.3 The association will accept payment by instalments. A repayment plan must be agreed at the earliest opportunity. In the event of a non-emergency recharge repair, a payment arrangement is required before the work begins.

12.4 If preferred individuals might opt to use their own contractors unless there is a risk to health and safety. Such repairs will be required within an agreed timescale and to an acceptable standard. It is unlikely we will sanction a second rechargeable repair without the adherence to a repayment plan, unless there are health and safety concerns.

12.5 We will notify outgoing tenants of potential rechargeable repairs, for which they will have until the date of leaving to make good. This includes clearing the property of furniture and belongings.

13. Void Properties

- 13.1 The Association has a Void Management Policy, which details how we relet void properties as quickly as possible in order to minimise loss of rental income.
- 13.2 We will pre inspect every property where a tenancy termination is submitted where the outgoing tenant is still in occupation. This will inform discussions on repairing liabilities within the property.
- 13.3 A further inspection will take place when we receive keys at the office. At this point, we will order the necessary repairs to ensure the property meets our void re-let standard.
- 13.4 The time taken to carry out repairs on void properties will vary on an individual property basis. Our timescales range from 1 working day, 3 or 5 working days, for minor repairs to 10 working days for more extensive work.
- 13.5 We will ensure both a gas and electrical safety check prior to a new tenant taking up residency. We will adhere to our Legionella policy on void properties. Where required we will arrange for an up to date Energy Performance Certificate and relevant asbestos testing.

14. Medical Adaptations

- 14.1 We aim to maximise the availability of housing for people with diverse needs and recognise that adapting houses can have a significant positive impact on the health and wellbeing of individuals and their households. We will process medical adaptations on receipt of an Occupational Therapist assessment; however, we may act upon confirmation from another appropriate medical source.
- 14.2 Tenants can self-refer in the case of minor adaptations such as conversion to mixer taps or installation of a handrail.
- 14.3 The Association submits a bid and receives an annual allocation of grant funding from the Scottish Government based on the Association's estimated requirements for the year ahead. All adaptation works are front funded by the Association and we claim grant retrospectively from the Scottish Government upon completion of the works. If our projected spend indicates that this annual budget is insufficient, Association can request additional funding from the Scottish Government.
- 14.4 When the Association exhausts our annual grant funding, we will create a waiting list of approved adaptations to take priority the following financial year. We will process requests in date order received when additional funding becomes available.
- 14.5 The Association may decide to instruct the adaptation at its sole discretion and cost. Approval for the use of own resources will be in line with the Association's Schedule of Delegation.

- 14.6 We will maintain installed additional or specialised equipment or facilities in accordance with this policy.
- 14.7 The Association considers each adaptation request on its own merits. In exceptional circumstances, we may decide not to proceed with installation. In such cases, there is a full explanation, in writing, to the tenant. The following outlines examples of situations where we might refuse:
- The property to be adapted does not meet the long term needs of the tenant
 - Where suitable alternative accommodation is available.
 - Where the alteration is technically difficult to achieve without detriment to the property and other tenants.
- 14.8 When reallocating medically adapted properties, we will endeavor to prioritise applicants who require the existing adaptations. This is in accordance with section 10 of our allocations property.

15. Graffiti Removal

- 15.1 Where graffiti appears on external surfaces, the Association will work in partnership with Glasgow City Council to maintain our area in a good condition. They remove graffiti within 20 working days or 2 working days where it is offensive.

16. Insurance

- 16.1 The Association will make sure that its assets, properties and services have appropriate insurance cover including Public Liability, and our maintenance contractors have appropriate insurance cover. We will notify our insurers as soon as possible about repairs or incidents that might result in an insurance claim.
- 16.2 Tenants and owners are responsible for arranging home contents insurance to cover their own possessions. We will provide details to our tenants of reasonably priced home contents insurance and actively promote take up of the scheme.

17. Health and Safety

- 17.1 The Association recognises the critical importance of ensuring the health and safety of all our residents. We will meet all statutory legislative duties in this area through a range of policies and procedures in the following areas:
- Gas Safety
 - Electrical Safety
 - Asbestos Management
 - Lift Safety
 - Fire in common Areas

- Water Hygiene Management
- Dampness, Mould & Condensation

18. Planned & Cyclical Maintenance

- 18.1 Our planned maintenance is work programmed in advance, normally over 30 years. We use information held on stock condition and the anticipated life span of components. To supplement this information, we will use feedback from our tenant satisfaction survey and robust monitoring of our reactive repair spends as a prompt for targeting technical inspections. Examples of planned maintenance include replacement of kitchens, bathrooms, windows, roofs and heating systems.
- 18.2 The Association recognises the expectations set by the specification of a Scottish Housing Quality Standard, and will ensure compliance through our planned maintenance programme informed by regular and comprehensive stock condition surveys.
- 18.3 Cyclical maintenance is periodic, carried out at agreed intervals and usually involves inspection, servicing or cleaning. Examples of cyclical maintenance include annual gas appliance checks, gutter cleaning and communal painter work.
- 18.4 The Association will publish its annual maintenance programme for the following financial year containing details of planned and cyclical maintenance contracts that will be undertaken. The financial implications of this will be included within the Associations business planning process.
- 18.5 As a matter of course, the association will give tenants advance notice of any cyclical and planned maintenance works due in their property. We will give detailed information about the nature of the work, specification, timescales and any disruption likely.
- 18.6 Where possible, we will give tenants the opportunity to exercise choice in the specification of products and works. Where possible, we will assess long-term savings from specifying higher quality materials or improvements to the design of properties.
- 18.7 The Association shall respect the needs of tenants that are frail, vulnerable or disabled, and as far as practical, adopt flexible working practices that recognise their particular requirements.
- 18.8 We will seek views of tenants on satisfaction of completed works via a survey. We will use this information, along with any complaints received during the course of the works to assess the performance of contractors and to identify possible future service improvements.
- 18.9 We will consult with all owners affected by any substantial work we plan to our tenanted properties.

19. Contractor Selection

- 19.1 We will award all reactive, planned and cyclical work in line with relevant legislation and Scottish Government guidance. This will demonstrate an open and transparent process with a focus on achieving best value.
- 19.2 The Association will ensure that only qualified and experienced contractors with proven safety records carry out work. We will have a focus on both price and quality and will ensure that our contractors meet all relevant legal requirements. Before appointing a contractor, we will assess the following information (where applicable):
- Provision of public/ employment insurance details
 - Provision of suitable references from previous clients or similar work
 - Provision of Health and Safety Policy
 - Provision of license to operate, where appropriate
 - Provision of risk assessments and method statements
 - Details of a membership of a Trade Organisation or a Safety Group, including details of individuals covered
 - Description of safety training provided
 - Health and Safety prohibition and improvement notices
 - Accident/ injury data
 - Details of access to a qualified safety advisor
- 19.3 We ensure that our contractors have agreed to the Associations expected standards of conduct. Details of these are contained within appendix 4.
- 19.4 The Association will produce a list of “Approved” Contractors, based on a formal vetting process, which we will review annually. Contractors are required to submit application returns for review. Only approved contractors can work for Blochairn.
- 19.5 The Association will advise contractors of all significant hazards or any other factors that are associated with the works undertaken e.g. provision of the current asbestos register.
- 19.6 Where contractors are not operating safely, the Association will take appropriate action. This could potentially lead to expulsion from the approved list.
- 19.7 We will consistently monitor and review contractor’s performance in line with Key Performance Indicators. We will also consider customer complaints and satisfaction, recalls to orders, feedback from colleagues, administration processes, post inspections, and orders completed right first time.

20. Defects

- 20.1 A defects liability period is normally one year after completion of contract. This applies to both construction of new build properties and planned maintenance

contracts. During this time, the original contractor is liable for rectifying defective work at no extra cost to the Association.

- 20.2 We will advise all tenants of any defect liability periods that may affect them. Tenants should continue to report day-to-day repairs during this period.
- 20.3 The conditions of contract do not allow for our preferred response times, but emergency work will be undertaken immediately.
- 20.4 We will record all defects reported so that progress can be monitored and repeat problems identified early to enable the contractor to analyse any trends in component failure.

21. Factoring

- 21.1 Blochairn Housing Association registers with the Scottish Property Factors Register (no. PF00257)
- 21.1 The Association ensures compliance as detailed within the Written Statement of Services to Owners issued annually to owners.

22. Authority, Financial Control & Funding

- 22.1 We regularly review maintenance spend and invoice authorisation levels. The Financial Regulations detail these amounts.
- 22.2 The Associations Management Committee approves the overall budget for repairs, maintenance and improvements as part of the annual budget-setting process.
- 22.3 We fund the repairs and maintenance service from rental income. In addition, we receive payments through insurance claims, payments made by owners for communal repairs and rechargeable repairs.

23. Tendering

- 23.1 The Association must comply with the Public Contracts (Scotland) Regulations 2015, the Procurement Reform (Scotland) Act 2014 and the Procurement (Scotland) Regulations 2016 and relevant European Union legislation and regulations
- 23.2 There will be appropriate procedures agreed for the award of projects valued at over £2million and will involve consultants, e.g. Quantity Surveyor and Architect. The Association will consider quality and price and accept the tender that provides the best overall value.

24. Satisfaction & Complaints

- 24.1 We will provide convenient communication methods to provide feedback for individual reactive repairs, planned and cyclical maintenance contracts. These comments, along with analysis of complaints received will ensure we deliver a high quality maintenance service.
- 24.2 We will deal with compliments and complaints in accordance with the Associations Complaints Policy.

25. Training, Review & Distribution

- 25.1 The Association is committed to training and developing staff and committee members to their full potential in order to deliver a high quality of service in all areas.
- 25.2 The Management Committee will review this policy on a three yearly cycle or earlier if required. The review will incorporate changes in legislation, complaints, comments and feedback from customers.
- 25.3 This policy is available to any employee and committee member and any tenant or interested party and has been developed following tenant consultation

-- END OF POLICY --

APPENDIX 1 - Whose responsibility, is it?

Doors	Us	You
Doorbell (us when supplied by HA)	✓	✓
Door entry system	✓	
Door chain		✓
Door name plate		✓
Property security, i.e. Door spy hole, door locks	✓	
Draught excluders	✓	
Letterbox	✓	
Communal close doors	✓	
Flat doors including glass	✓	
Keys lost		✓
Forced entry (can be recharged)		✓
Door frames, facing & skirting	✓	
Kitchen		
Cooker (unless provided by association)		✓
Cooker socket	✓	
Filters for cooker hoods		✓
Kitchen units	✓	
Kitchen worktop	✓	
Sink bowl & drainer	✓	
White goods (unless provided by the association)		✓
Plumbing		
Blocked sink, WHB, bath or toilet	✓	
Domestic cold-water supply	✓	
Internal/External pipes & drains	✓	
Downpipes & gutters	✓	
Hot water supply	✓	
Plug & chains	✓	
Tap washers	✓	
Damage to sinks or sanitary ware (can be recharged)		✓
Underground pipe burst	✓	
Heating		
Fires (where fitted by association)	✓	
Gas boilers	✓	
Radiators	✓	
Heating controls	✓	
Gas servicing	✓	
Windows		
Glass unless vandalism (can be recharged)		✓
Windows (frames, catches and handles)	✓	
Window cills	✓	
Electrical		

Extractor fans	✓	
Communal TV or satellite aerial	✓	
TV aerial socket	✓	
Individual TV or satellite aerial		✓
Light fittings (excluding table lamps etc.)	✓	
Plugs (including fuses)		✓
Light bulbs & tubes		✓
Mains wired smoke alarms	✓	
Carbon monoxide detector (where installed by association)	✓	
Consumer unit	✓	
IEE safety inspections	✓	
Reset trip switch		✓
Bathroom		
Bath (unless tenant damage)	✓	
Shower (where fitted by association)	✓	
Shower curtains		✓
Toilet seat (unless wear and tear)		✓
W.C and wash hand basin (unless tenant damage)	✓	
Structure		
Roofs (including roof anchor inspection)	✓	
Ceilings	✓	
Floors	✓	
Roughcast & plastering	✓	
Stairs	✓	
Handrails	✓	
Walls (including plaster repairs)	✓	
Wood cladding	✓	
Grass cutting of individual gardens & common areas	✓	
Close cleaning	✓	
Tenants garden features and flowerbed maintenance		✓
Loft insulation	✓	
Cavity wall insulation	✓	
Tenants own security lighting		✓
Other		
Bin stores	✓	
Clothes poles	✓	
Fencing	✓	
Internal decoration		✓
External decoration	✓	
Pest infestation*	✓	✓
Carpets and personal belongings		✓
Insurance		
Home contents insurance		✓
Building insurance	✓	

*We may offer advice on eradication of common household insect infestation before dispatching a specialist contractor

APPENDIX 2 - Repair Responses

	Emergency	Urgent	Routine	
Plumbing	4-hour response	Next working day after report	5 working days after report	Additional Comments
Blocked or leaking foul drains, soil stacks, or toilets where there is no other toilet in the house	✓			Qualifying Right to Repair – legal maximum response 1 working day
Blocked sink, bath or drain	✓			Qualifying Right to Repair – legal maximum response 1 working day
Loss of water supply	✓			Qualifying Right to Repair – legal maximum response 1 working day
Significant leaks or flooding from water or heating pipes, tanks or cisterns	✓			Qualifying Right to Repair – legal maximum response 1 working day
Toilet not flushing where there is no other toilet in the house	✓			Qualifying Right to Repair – legal maximum response 1 working day
Partial loss of water supply		✓		Qualifying Right to Repair – legal maximum response 3 working days
Dripping tap			✓	
Leaking tap when used			✓	
Loose tap			✓	
Leaking overflow			✓	
Broken flush handle		✓		
Shower repair			✓	
Repair to sanitary ware components			✓	
Gas and central heating	4-hour response	Next working day after report	5 working days after report	Additional Comments

Blocked flue to open fire or boiler	✓			Qualifying Right to Repair – legal maximum response 1 working day
Loss or partial loss of gas supply	✓			Qualifying Right to Repair – legal maximum response 1 working day
Loss or partial loss of space or water heating where there is no alternative heating available	✓			Qualifying Right to Repair – legal maximum response 1 working day
Leaking radiator		✓		
Radiator valves repair			✓	
Repair to heating controls			✓	
Electrical	4-hour response	Next working day after report	5 working days after report	Additional comments
Loss of electric power	✓			Qualifying Right to Repair – legal maximum response 1 working day
Unsafe power or lighting socket or electrical fitting	✓			Qualifying Right to Repair – legal maximum response 1 working day
Partial loss of electric supply		✓		Qualifying Right to Repair – legal maximum response 3 working days
Mechanical extractor fan in internal kitchen or bathroom not working			✓	Qualifying Right to Repair – legal maximum response 7 working days
Faulty light fittings, sockets or aerial sockets		✓		
Electrical repair to shower		✓		
Repair to smoke alarm or carbon monoxide detector		✓		
Repair to cable trunking		✓		
Joiner	4-hour response	Next working day after report	5 working days after report	Additional comments
Insecure external window, door or lock	✓			Qualifying Right to Repair – legal maximum response 1 working day
Loose or detached banister or handrail		✓		Qualifying Right to Repair – legal maximum response 3 working days

Unsafe timber flooring or stair treads		✓		
Gain access to property	✓			
Repair to internal door, handles, door frames or facings			✓	
Skirting board repair			✓	
Repair to internal window and all associated ironmongery			✓	
Repair to kitchen units and worktops			✓	
Board up broken window	✓			
Glazier	4-hour response	Next working day after report	5 working days after report	Additional comments
Measure double glazed unit		✓		
Reglaze broken window				Extended repair as custom made
External/ Common areas	4-hour response	Next working day after report	5 working days after report	Additional comments
Unsafe access path or step	✓			Qualifying Right to Repair – legal maximum response 1 working day
No TV reception			✓	
No close lighting at all	✓			Certain properties maintained by Glasgow City Council
Partial close lighting		✓		
Repair to door entry system			✓	
Make safe damaged roof after storm	✓			
Renew or replace cracked roof tiles or damaged flashing				Extended repair response as special order
Clothes pole or drier repair			✓	
Rain penetration			✓	
Repair to external building fabric including roughcast			✓	
Repair to gutters or downpipes			✓	
Repair pointing			✓	
Repair to fencing (timber)			✓	
Repair to fencing (metal)				Extended repair if blacksmith required

APPENDIX 3 - Guide to when a pre-inspection is required

External	Yes	No
Structural damage	✓	
Fascias, soffits or bargeboards	✓	
Chimneys	✓	
Pointing and minor brickwork	✓	
Brick wall replacement or rebuild	✓	
Roofing tiles (broken, cracked or missing)		✓
Concrete canopies	✓	
Coping stones	✓	
Uneven pathways	✓	
Clothes driers/poles		✓
Fence replacement	✓	
Windows		
Window repairs		✓
Window replacements	✓	
Glazing		✓
Window ironmongery		✓
Draughty windows	✓	
Doors		
Door entry systems		✓
Door frame replacement	✓	
External door replacement	✓	
Internal door replacement	✓	
Replacement ironmongery		✓
Locks and hinges		✓
Door thresholds		✓
Draughty door	✓	
Ease and adjust		✓
Joinery		
Skirting		✓
Floorboards		✓
Joists and stairs		✓
Bannisters and handrail		✓
Electrical		
Sockets and light fittings		✓
Security lights		✓
Smoke alarms		✓
Carbon monoxide detectors		✓

Consumer unit faults		✓
Heating		
Loss of heating or water		✓
Radiator leaks		✓
Heating controls		✓
Wall finishes		
Floor or wall tile replacement - small (where installed by association)		✓
Floor or wall tile replacement - large (where installed by association)	✓	
Plaster patching small		✓
Plaster patching large	✓	
Plaster over artex	✓	
Damp proof failure	✓	
Dampness mould growth or condensation	✓	
Plumbing		
Minor leaks		✓
Replacement taps		✓
Wash hand basin, WC or bath renewal	✓	
Silicone sealant		✓
Blockages to drains or pipes		✓
Shower repairs		✓
General		
Orders expected to be over £300 in value	✓	
Where insufficient information is provided to diagnose fault	✓	
Specific tenant request	✓	

APPENDIX 4 - Code of conduct for approved contractors

	The Association require contractors to;
1.	Introduce themselves to tenants/staff and show proof of identity
2.	Explain the nature and purpose of the visit
3.	Behave in a polite and courteous manner at all times
4.	Keep the tenants home secure and take care of the tenants property and possessions protecting them from dust, paint etc. while carrying out works
5.	Minimise disruption and mess within the tenants home
6.	Clear all rubbish or debris from the garden or other areas outside the property resulting from any external works carried out
7.	Keep safe all materials and equipment used on site and avoid danger to tenants and visitors
8.	Reconnect and test services such as electricity, water and gas at the end of each working day
9.	Recompense tenants for any gas or electricity used
10.	Refrain from smoking, working under the influence of alcohol and drugs, using bad language, playing music and or using the tenants facilities without permission
11.	Advise the Association of tenants complaints or concerns
12.	Comply with confidentiality guidelines
13.	Comply with health and safety legislation and relevant codes of practice
14.	Comply with equal opportunities and good practice