



## **REACTIVE MAINTENANCE POLICY 2018**

### **1.0 INTRODUCTION**

The Association is committed to ensuring funds are available to provide an efficient and effective repairs service which represents value for money and which complies with the standards set out in the Scottish Social Housing Charter.

This policy sets out the Association's aims and service standards and the funding arrangements that are in place to achieve these standards. It covers services to Ochil View tenants only. Reactive Maintenance Services provided to tenants of other landlords will be set out in our contractual agreement with that landlord. Services provided to owners and sharing owners are addressed in the Property Factoring Policy.

The technical aspect of the reactive maintenance service is provided by Property Services within the Customer Services Department staff and the budget is monitored by the Finance and Corporate Services department.

### **2.0 POLICY OBJECTIVES:**

This policy sets out the arrangements that contribute to achieving the Association's aims to:-

**Strategic Objective 1** (Asset Management) to invest in its existing housing stock to ensure that the Association provides the highest standard of accommodation possible

**Strategic Objective 2** (Customer Service) to provide a comprehensive and responsive customer service to tenants, sharing and factored owners which supports sustainable tenancies and delivers customer satisfaction

**Strategic Objective 6** (Human Resources and Health & Safety) To ensure that OVHA recruits and retains sufficiently trained and experienced Committee members and suitably qualified staff and satisfies all health, safety and environmental requirements and legislation

**Customer Service Objective 1:** To provide a range of quality housing and maintenance services to tenants and other customers

**Customer Services Objective 4:** To achieve consistently high levels of customer satisfaction from the delivery of services (CS4)

**Social Housing Charter Outcome 5:** Repairs, maintenance and improvements  
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. This outcome describes how landlords should meet their statutory duties on repairs and provide repairs, maintenance and improvement services that safeguard the value of their assets and take account of the wishes and preferences of their tenants. This could include setting repair priorities and timescales; setting repair standards such as getting repairs done right, on time, first time; and assessing tenant satisfaction with the quality of the services they receive.

### **Social Housing Charter Outcome 13: Value for money**

Social landlords manage all aspects of their businesses so that: • tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay. This standard covers the efficient and effective management of services. It includes minimising the time houses are empty; managing arrears and all resources effectively; controlling costs; getting value out of contracts; and giving better value for money by increasing the quality of services with minimum extra cost to tenants, owners and other customers

## **3.0 LEGAL REQUIREMENTS**

The most relevant legislation relating to reactive repairs is the Housing (Scotland) Act 2001, Schedule 4: Landlords Repairing obligations which set out the respective responsibilities of the Association and tenants and the Right to Repair. Other legislation addressing the management of asbestos and gas safety is covered by other policies.

The Association must maintain its housing stock in line with legal requirements and in accordance with the division of responsibility for repairs set out in the Scottish Secure ( or Short) Tenancy Agreement

Tenants are also advised of their legal rights and responsibilities in the Tenant's Handbook.

## **4.0 REACTIVE MAINTENANCE**

### **4.1 Definition**

Reactive maintenance describes repairs, which occur in an intermittent and unplanned fashion, e.g. burst pipes, broken windows, fused sockets, swollen doors, missing roof tiles etc. Whilst the causes of these may vary, their defining character is that they occur at random and are usually requested by tenants or staff.

### **4.2 Reactive Repair Classification**

The classification of repairs used within the reactive maintenance category is as follows:

- ✓ Emergency
- ✓ Urgent
- ✓ Routine

### **4.3 Repair Categories and Response Times**

The category into which any given repair falls will be determined solely by the Association Guidance on categorisation of repairs are provided in The Tenants' Handbook for information.

Delays may occur in circumstances out with the control of the Association such as unsuitable weather or non-availability of materials.

Tenants will be advised of the category of their repair request. This will determine the maximum timescale and they will be advised of the latest expected date for the completion of their reported repair. During the period of this Policy, the Association will introduce a Repair by Appointment system. The Association will aim to complete Emergency Repairs within 2 hours (as set out below) - other repairs will be completed at the earliest possible appointment which is convenient for the tenant. Appointments will be available on Monday-Friday, from 8.30am to 4.30 pm

The Association will instruct one of its approved contractors to complete the work. The Association will maintain a contract with one main contractor, and a number of other contractors such as are necessary to complete specialist works.

The tenant will be requested to contact the Customer Services (Technical) section if the repair has not been completed at the given appointment. The Customer Services Assistant will then actively pursue the completion of the repair.

### **Emergency (2 hours)**

Emergency repairs are required to remove a threat to life, health or property. The main examples of repairs requiring an Emergency Response are:

- ✓ Water leak from a pipe, tank, cistern or toilet
- ✓ A blocked toilet (only one in the property)
- ✓ Dangerous wiring or another part of the electrical system
- ✓ A faulty smoke, heat or carbon-monoxide detector
- ✓ No central heating or hot water
- ✓ A loose bannister or handrail at a staircase
- ✓ An external door or window that cannot be secured
- ✓ A loose tile, slate or other item on a roof
- ✓ No gas, water or electricity
- ✓ Faulty stair light in the common stair of a flatted property.

This list is not exhaustive and staff may instruct other repairs to be completed as emergencies if they feel that a threat to life, health or property has arisen and the repair requires to be dealt with as an emergency

During office hours, emergency repairs should be reported to the Association's office. Outside of office hours, the Association will have in place arrangements to have repairs completed and these arrangements will be notified to tenants.

The contractor will be expected to attend within 2 hours of the repair being reported and to complete the work necessary to remove the emergency nature of the repair. This may mean either a repair 'to make safe' or a permanent repair to resolve the issue. The contractor will advise the Association if further work is required.

### **Urgent (24 hours)**

- ✓ The response time for an urgent repair is a maximum period of 24 hours, unless the tenant agrees to a later appointment being made. The main examples of Urgent repairs are:
- ✓ A blocked sink, drain or waste pipe
- ✓ A stair light out within a house
- ✓ A faulty storage heater
- ✓ A faulty Door entry system
- ✓ This list is not exhaustive and staff may instruct other repairs to be as Urgent if they feel the circumstances require it

### **Routine (10 working days)**

Remaining repairs will be considered routine.

## **5.0 KEY PERFORMANCE INDICATORS**

Key performance indicators will be used to monitor performance of the reactive maintenance service, and will be reported to the Association's Management Committee, Customer Services Committee and Involved Resident's Group.

## **6.0 REACTIVE MAINTENANCE FUNDING**

Repairs for reactive maintenance are funded from the rental income.

A budget is set annually for reactive maintenance following discussions between the Director of Finance and Corporate Services, the Director of Customer Services and the Property Services Manager.

## **7.0 MONITORING OF BUDGET**

The monthly spend against budget is monitored by Finance and Corporate Services. Any significant deviations from budget will be explained and brought to the attention of the Management Committee as part of quarterly management reports.

Quarterly reports on spend against budget are reported to the Finance, Audit and Corporate Governance Committee by the Director of Finance and Corporate Services.

## **8.0 INSTRUCTION OF WORKS AND AUTHORISATION OF INVOICES**

The instruction of works and the authorisation of invoices will be carried out in accordance with the requirements of the Association's Financial procedures.

## **9.0 THE ASSOCIATION'S RESPONSIBILITY**

Tenants' homes, as a minimum, must meet the Scottish Housing Quality Standard and when they are allocated be clean, tidy and in a good state of repair. A detailed description of the responsibilities of the landlord will be provided in the Tenants' Handbook.

### **9.1 Access**

The Association will give the tenant 24 hours' notice in writing of access being required for inspection or routine maintenance. The tenant, or their nominated representative, is required to be present when a repair operative attends. The Association will not issue keys of an occupied property to a contractor.

In the case of an emergency, the tenant's co-operation will be expected for emergency access. If emergency access is required the Association reserves the right to force entry to carry out repairs. Where entry has been forced, the property will be left in a secure condition and advice will be left for the tenant regarding access if locks have been changed.

### **9.2 Insurance**

The Association will maintain comprehensive building insurance. The Association is not responsible for arranging contents insurance cover.

### **9.3 Right to Repair/Compensation**

If the Association delays or fails to carry out certain repairs, there are statutory regulations which give tenants the right to have certain repairs carried out. Tenants may also be entitled to compensation, details of which are set out in the Tenants' Handbook.

## **10.0 THE TENANT'S RESPONSIBILITY**

A detailed description of tenants' responsibilities will be provided in the Tenants' Handbook.

The tenant agrees to repair or replace items damaged through neglect, accidental or wilful damage on the part of the tenant or any member of the tenant's household or a visitor to the property.

The arrangements for recharging tenants for works for which they are responsible is set out in the Association's Rechargeable Repairs Policy

## **11.0 PROCUREMENT OF REACTIVE MAINTENANCE SERVICES**

The procurement of services in relation to the reactive maintenance function shall be undertaken in accordance with the Association's Corporate Procurement Policy

## **12.0 DELEGATION / AUTHORITY TO INSTRUCT WORK**

The Property Services Manager will control the day to day functions of the Reactive Repair Service and will report to the Director of Customer Services.

### **13.0 INSURANCE CLAIMS**

If a repair is subject to an insurance claim, the Association's insurance brokers will be notified within one week of the identification of an event which is covered by the Association's insurance policy. Quotations will be sought in discussion and agreement with the Insurer's administrative requirements.

### **14.0 COMMITTEE REPORTING**

The Customer Services Committee and the Management Committee will monitor the Reactive Repairs Service by means of reports submitted by the Director of Customer Services and the Director of Finance and Corporate Services

### **16.0 VOID REPAIRS**

The Association will bring all vacant property to the Lettable Standard prior to commencement of a tenancy. This may include payment of allowance for decoration, in accordance with the Customer Payments Policy

### **17.0 RECORD KEEPING**

The Association will keep the following computerised records:

- ✓ A property register, to record details of all units in ownership ;
- ✓ A repair record for all property, whether on a dwelling or scheme basis, provision must be made for common repair records;
- ✓ A record of insurance claims;
- ✓ A system to record all repair requests, works instructed and subsequent costs arising as a result of these works

### **18.0 MONITORING PERFORMANCE**

The Association has in place effective monitoring for both staff and contractors' performance taking into account feed-back from the tenants and consumers of the Association's services.

The Association will review performance on a monthly basis. The Association will hold meetings with contractors where necessary.

The Association will:

- ✓ Invite and encourage all tenants to comment on their experience of the reactive maintenance service ;
- ✓ Carry out 3 yearly customer Satisfaction surveys, including questions about tenant's experience of the reactive maintenance service
- ✓ Selecting 1a sample of all works undertaken for pre and or post inspections as set out in the Internal Procedure for Selecting Pre and Post Inspections.

## **19.0 COMPLAINTS PROCEDURE**

If a tenant is unhappy with any aspect of the reactive repair service they will be advised of the Association's Complaints Handling Procedure, details of which will be available in the Tenants Handbook and on the Association's website.

## **20.0 EQUAL OPPORTUNITIES**

The Association's Reactive Maintenance Service, as with all service to tenants will be provided in accordance with the Association's Equality and Diversity Policy

## **21.0 CLAIMS**

Any claims made against Ochil View Housing Association will be dealt with in accordance with the Association's policy on claims, as set out in the Customer Payments Policy

## **22.0 REVIEW PERIOD**

This policy shall be reviewed at least every 3 years.

Graeme Wilson  
Head of Customer Services

3<sup>rd</sup> December 2018

### **Policy Consultation and Review Process**

Policy Considered By Management Team on	10 October 2018
Policy Considered By Customer Services Committee on	<b>18 October 2018</b>
<b>APPROVED BY THE MANAGEMENT COMMITTEE ON</b>	<b>29<sup>th</sup> NOVEMBER 2018</b>
<b>Date of Next Review</b>	<b>October 2021</b>