



Reactive Repairs Policy

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Date Approved:	March 2018
Approved By:	Management Committee
Review Date:	March 2021

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Reactive Repairs Policy

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Reactive Repairs Policy

1. Introduction & Background

- 1.1 Cadder Housing Association ('The Association') is a registered social landlord, which took ownership of its properties through stock transfers from Scottish Homes in 1994 and 1998 with the aim to improve the living conditions for residents in the Cadder area in the north-west of Glasgow. It operates on a 'not for profit' basis and is run by an elected Management Committee consisting mainly of local residents who employ a staff team to manage the Association on a day to day basis.
- 1.2 This Policy will address the strategic aims of the Association as it shapes the delivery of the Reactive Repairs Service. In line with the following objectives it will:
- Facilitate the provision of a high quality housing repairs service that is continually responsive to the expectations of our tenants and other customers;
 - Lead us to engage and build relationships with our customers to ensure our service and practice meet their needs.
 - Lead us to invest in our people and ensure they have good knowledge and skills to excel in their role within the Association;
 - Direct us to the development, regeneration and wider role initiatives in close working with key partners with the aim of improving Cadder, as well as the quality of life and living conditions of tenants and residents in Cadder;
 - Maintain the financial viability of the Association through contributing to sound business planning, control and achievement of best value in all that we do.
- 1.3 This document outlines the revised Reactive Repairs Policy In line with legislative and good practice requirements, whilst being fair, and non-discriminatory. The policy has also been assessed to ensure compliance with the Association's Equality and Diversity Policy and meets this standard.
- 1.4 The Scottish Housing Regulator states that Housing Associations manage their business to ensure that tenants' homes are well maintained, with repairs and improvements carried out when required, and that tenants are given reasonable choices about when work is done. This Policy aims to meet this objective in dealing with reactive repairs.

2.0 Scope of the Policy

- 2.1 This policy will concentrate on the reporting and delivery of reactive repairs.
- 2.2 For the purpose of this policy, reactive repairs are defined as repairs where a failure in a component has arisen on a day to day basis and requires to be fixed within a short and reasonable period of time. An example of this, may be a leak under a sink or a light switch not working or a door handle that needs repaired or replaced.
- 2.3 Other maintenance and improvement work is covered by specific policies and procedures.

3.0 Aims and Objectives

- 3.1 The aims and objectives of this policy is to outline our ambition in delivering a first class repairs service to our customers. The policy will be supported by robust procedures and work instructions that will reflect the decision of the Committee in relation to this policy.
- 3.2 Key principals of the policy are outlined as follows:-
 - The policy makes it easy and accessible for tenants to report a repair.
 - The policy will be made available in different formats on request
 - The policy will be made available in different languages upon request
 - The policy meets our statutory obligations and regulatory requirements.
 - The policy makes provision for offering appointment slots to meet the tenants and the Associations availability.
 - The policy allows staff to inform tenants of the target timescale for completing repairs, based on the category assigned to the repair request.
 - The policy is implemented to complement and support other maintenance initiatives within the Association.
 - The policy makes provision for testing the quality and tenant satisfaction of work undertaken.
 - The policy expects findings in quality and satisfaction matters, to continually inform changes to working practices aimed at improving our service.
 - The policy makes allowances for the recovery of money in relation to rechargeable repairs. A further policy will be developed to provide additional guidance in this area.
 - The policy recognises the potential to maximise efficiencies in assigning jobs to our in house team, whilst balancing repair demand with efficiencies of that team.
 - The policy meets our obligations in relation to performance reporting to the Scottish Housing Regulator.

- The policy is supported by a series of procedures and work instructions reflecting the operational activity that supports the reactive repairs policy whilst outlining employee roles.
- The Reactive Repairs Policy is adequately funded to ensure all aspects of this service area can be delivered.

4.0 Equal Opportunities

4.1 We will not unfairly discriminate against any person within the protected characteristic groups as contained within the Equality Act 2010. To ensure equal access to the information contained in this policy for all, we are happy to provide copies in Braille, in larger print, translated into other languages or on tape to you or anybody that you know upon request and where practicable.

4.2 The Association through the Reactive Repairs Policy will act to provide services in a manner that encourages equal opportunities and complies with all relevant equal opportunities requirements.

4.3 As with all Association policies and practices, the Association will adhere to Outcome 1 of the Scottish Social Housing Charter (*Equalities*):

‘Social Landlords perform in all aspects of their housing services so that every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services’.

5.0 Legal and Good Practice Framework

5.1 The legislative requirements include the need to comply with the range of Health and Safety duties imposed upon landlords and various landlord responsibilities set out in the 2001 and 2010 Housing (Scotland) Acts. Various contractual terms are imposed via relevant tenancy, occupancy and management agreements. The Association shall ensure all its practices accord with these terms and requirements.

5.2 Section 31 of the Housing (Scotland) Act 2010 introduced the Scottish Social Housing Charter which sets the standards and outcomes that all Social landlords should aim to achieve when performing their housing activities. The Scottish Social Housing Charter came into effect on the 1st April 2012 and this sets out 16 standards and outcomes that all social landlords should aim to achieve when delivering housing services. The Charter was reviewed during 2016. The revised charter was approved by Parliament and has been in effect since the 1st April 2017. The relevant Outcomes associated to this policy are:

- Outcome 1 (Equalities)
“Social Landlords perform in all aspects of their housing services so that every tenant and other customer has their individual needs

recognised, is treated fairly and with respect, and receives fair access to housing and housing services’.

- Outcome 2 (Communication)
‘Social Landlords manage their businesses so that tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides’.
- Outcome 5 (Repairs, Maintenance and Improvements) is most relevant to this policy, as it specifically deals with repairs maintenance and improvements. Outcome 5 states:
‘Social Landlords manage their businesses so that tenant’s homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done’.

5.3 From the 1st April 2013 all Local Authorities and Housing Associations (Registered Social Landlords (RSL’s)) in Scotland must collect and report on information on a range of indicators developed by the Scottish Housing Regulator (SHR) in support of the Scottish Social Housing Charter. There are key indicators that are used to compare and contrast service delivery across the sector. Each Association is required to report on these in the Annual Return on the Charter (ARC).

This Policy will ensure that our practice and procedures monitor our performance against these indicators and we continually review results and seek improvements. These indicators will be included in reports for our Finance, Audit and Performance Sub-Committee and Management Committee and will be supported by commentary on performance.

The specific indicators in relation to reactive repairs are:

- Average number of reactive repairs completed per occupied property.
- Average length of time taken to complete emergency repairs.
- Average length of time taken to complete non-emergency repairs.
- Percentage of repairs appointments kept.
- Percentage of tenants satisfied with the repairs and maintenance service.
- Percentage of reactive repairs carried out in the last year completed on first visit.

5.4 The Housing Scotland Act 2001, covering Scottish Secure Tenancy Agreements, puts Landlords under an obligation to ensure that the house is kept wind, watertight and habitable. The agreement also extends to providing a repairs service for tenants within a specified timescale which this policy does.

5.5 This policy is aligned to Standards 2, 3 and 5 of the Scottish Housing Regulator's (SHR) Regulation Framework:

- Standard 2
'The landlord is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities'.
- Standard 3
'The RSL manages its resources to ensure its financial well-being and economic effectiveness'.
- Standard 5
'The RSL conducts its affairs with honesty and integrity'

6.0 Strategic Aims & Association values

6.1 This Policy is aligned and informed by the Association's Strategic Aims for 2016-19 and its Values. These are:

6.1.1 Strategic Aims:

- provide a high quality housing service that is continually responsive to the expectations of our tenants and other customers;
- To engage and build relationships with our customers to ensure our service and activities meet their needs and aspirations of our tenants and other customers;
- To invest in our people to ensure they have good knowledge and skills to excel in their role within the Association;
- Pursue development, regeneration and wider role initiatives in close working with key partners with the aim of improving Cadder, as well as the quality of life and living conditions of tenants and residents in Cadder; and
- Maintain the financial viability of the Association through sound business planning, control and achievement of best value in all that we do.

6.1.2 Association Values:

The Association identified core values associated with our commitment to improve the 'customer journey' in our services, which was integral to our achievement of Investors in People (Silver) accreditation in July 2015. These values (Our 4 'Cs') are:

- ✓ Customer Focussed
- ✓ Communication
- ✓ Caring
- ✓ Commitment

7.0 Control of Payments and benefits

- 7.1 The Association's Entitlement, Payments & Benefits Policy describes the entitlements, payments or benefits that our staff members are able to receive. It also describes what is not permitted during working practice and the arrangements that we have in place to ensure that the requirements of this policy are observed.
- 7.2 The Association may receive requests to carry out reactive repairs from customers who are 'connected people' to members of staff. Connected people are defined as follows:

Group 1 Members of your household	Group 2 People closely associated with you	Group 3 Others you need to consider
Anyone who normally lives as part of your household, whether they are related to you or not, including spouses/partners who work away from home and sons and daughters who are studying away from home	<ul style="list-style-type: none"> • Parents, parents-in-law and their partners • Sons and daughters; stepsons and step-daughters and their partners • Brothers and sisters and their partners • A partner's parent, child, brother or sister • Grandparents, grandchildren and their partners • Someone who is dependent on you or whom you are dependent on • Close friends 	<p>Other relatives (e.g. uncles, aunts, nieces, nephews & their partners)</p> <p>Other friends (e.g. someone you are acquainted with socially, neighbours, business contacts/associates)</p>

- 7.3 Members of staff who receive requests to log reactive repairs will ensure the customer is not included in the above categories. Should the customer be a connected person an alternative member of staff will carry out an assessment of the requirements of the repair and log in line with the guidelines for the categories of repair.
- 7.4 Staff members of the Trade Team employed by The Association will not be instructed to carry out works in properties occupied by members of the above groups. This avoids any conflict of interest in relation to the scope of works being carried out. However there may be exceptions to this on the following occasions:
- Where the work is within the category of an Emergency or Right To Repair (1 day) (such as an electrical fault) and there is no alternative staff member to carry out the work, the Trade Team Member will be accompanied by another member of staff to ensure the instructed works were required and the scope of works only is carried out.
 - Where the work is out-with the Emergency or Right to Repair (1 day) categories and there is no alternative staff member to carry out the work, a pre-inspection will take place to clarify the scope, materials and time required for the work. A post-inspection will also take place to ensure the scope of works completed relates to the scope determined during the pre-inspection. The Association will aim to avoid any staff members carrying out works within properties of a connected person and may also at times issue the relevant works to a contractor to carry out.

8.0 Consultation

- 8.1 Provision of Housing (Scotland) Act 2001
Consultation with the community and resident participation has always been one of the key aspects of the way in which the Association operates. We therefore, welcome the statutory provisions of the Housing (Scotland) Act 2001, which require all social landlords to take tenants' views into account when formulating key service policies.
- 8.2 As the revisions to the policy focus more on strengthening and bringing clarity to method of delivering the service, rather than introducing material changes to the policy. We would ask that committee approve the policy as written.

9.0 Landlord and Tenant Responsibilities

- 9.1 This policy outlines the repairs responsibilities of the Association in fulfilling our repair obligations in accordance with the Scottish Secure Tenancy Agreement and relevant legislation to ensure a high quality repairs service is provided to our tenants.

- 9.2 Appendix 1 details the Associations responsibility for areas of repair and elements that we expect tenants to maintain.

10.0 Reactive Repairs Budget

- 10.1 The Association will make financial provision for the delivery of the Reactive Repairs Service. A budget will be established for this category of work in each financial year.
- 10.2 The budget will be based on the Reactive Repairs Policy, historical and forecast repair demand. Legislation, performance targets and anticipated price increase in labour and materials markets will also be taken into account.
- 10.3 We will establish a financial profile for each quarter. Each quarter will have profiled demand which will represent the estimated number of repair orders budgeted for in that quarter and subsequently measured against an actual demand received
- 10.4 The budget will be monitored, based on information provided by the Finance and Corporate Services Manager. The Maintenance Manager, will provide a budget position statement within the performance report for the Finance, Audit and Performance Sub-Committee.

11.0 Reporting a repair

- 11.1 The Association will provide the opportunity for tenants and owners, to report repairs during office hours and when the office is closed. Repairs can be reported to the office anytime, Monday to Thursday 9am to 4.30pm and Friday 9am to 4pm.
- 11.2 Tenants can also report repairs to their Housing Services team or other members of the Association staff they come into contact with.
- 11.3 When our offices are closed. Tenants who phone our office, will listen to a message, advising if their repair request is an emergency, they should phone our out of hour's contractor. Alternatively they can leave a message which will be picked up by a designated team member who will action it accordingly.
- 11.4 Customers can arrange for an appropriate representative to report repairs on their behalf. Customers who wish to put this in place can arrange to speak to a member of staff or arrange for a home visit to be carried out to discuss this arrangement.
- 11.5 Tenants can also report repairs using a link on our web site.

12.0 Processing Repairs Requests - Categories and Response Targets

12.1 The Association will initiate a works order in the repairs module within SDM when it has been established that a reactive repair is required and this need is best met via the Reactive Repairs Process.

12.2 There may be occasions where a repair request is not progressed to a works order, as the work is more appropriately covered by planned programmable work schedules. Alternatively, occasions may arise where we have no repair obligation for certain work and this includes and is not limited to:

- Repairs required as a result of alterations or improvements the tenant has carried out. The Associations Tenant Alterations, Improvements and Compensation Policy details tenants obligations for alterations and improvements.
- Repairs to electrical goods including and not limited to washing machines, cookers and microwaves
- Repairs to items such as kitchen units, wall shelves and other items not provided by The Association
- Repairs to lighting installed by the tenant

Our repairs team will always explain this at the time of the repair being reported.

12.3 There may be occasions when the Association decides that the work requires to be pre inspected. In these circumstances an appointment for the inspection will be made at a mutually convenient time.

12.4 For essential repairs, there may be occasions when a repair is deemed to be re -chargeable due to misuse or breakages by tenants or their guests to the property. In these circumstances it is proposed that a works order will only be raised when 10% of the cost is paid in advance, supported by a payment agreement. This is to reduce the financial risk to the Association when organising such work.

12.5 For non-essential works, it may be more appropriate to request that 100% of the repair costs is paid in advance again to reduce the financial risk to the Association when organising such work.

12.6 Again it is recognised that this can be a challenging and contentious area. Therefore, staff dealing with such matters, will be empowered to use their skill and knowledge in applying this charge. We will concede that where a delay in collecting the advance payment is likely to present a risk to the tenant or property. The works order will be raised and the recovery of the due sum will follow at a later date.

12.7 Tenants who fail to meet their financial obligations to pay rechargeable repairs could find their future prospects for housing affected with the

Association or other landlords. They will also be the subject of our arrears recovery procedures, which could involve formal court action.

- 12.8 Reactive Repairs that progress to a works order will be acknowledged by the Association by text message when a mobile number has been given as the preferred contact number of the tenant. This will be sent on the day of the works order being raised.

Where no mobile number is provided and a landline number is available the repairs team will contact the tenant by telephone reminding them of the repair appointment one day in advance.

13.0 Repairs Categories

- 13.1 Repairs will be categorised using the following repair classifications. These will be used as a guide and will generally be adhered to. However we do recognise that individual circumstances can influence our decision in assigning a repair classification. In such circumstances the staff dealing with the repair request are empowered to make decisions on this matter at the time of considering the repair request.

- **Emergency Repairs:** are those where there is a risk to safety, danger to health and to prevent serious damage to the building or total loss of services to the tenant.
- **Urgent Repairs:** are those where there is a partial loss of a service to the tenant that seriously affects the comfort or convenience of the tenant or where not carrying out the repair will result in further damage to the property
- **Routine Repairs:** are those that do not seriously interfere with the comfort and convenience of the tenant and cause further problems to the property.
- **Repairs by Appointment:** are those repairs which would normally fall into the categories of urgent or routine repairs but where an appointment of a specific date and time (morning or afternoon) is made to suit the convenience of the Tenant and our ability of resource.
- **Right to Repair:** These are repairs which are within the Scottish Secure Tenants (Right to Repair) Regulation 2002, which provides a statutory scheme in relation to timescales for some types of repair

14.0 Response Time Targets

- 14.1 The Association, with the assistance of our contractors will aim to meet the following targets for the completion of repairs:

- **Emergency Repairs:** Our contractor will attend within 6 hours to make safe only or restore services. A follow up Urgent or Routine job line may be created to fully complete the repair.
- **Urgent Repairs:** will be completed within 3 working days,
- **Routine Repairs:** will be completed within 10 working days
- **Repairs by Appointment:** will be completed on the date agreed with the Tenant when offering the appointment providing access is available at the agreed appointment time.
- **Right to Repair:** will be completed within the guidelines timescales (1, 3 or 7 day) of Right to Repair legislation

15.0 Right to Repair

15.1 We will operate within the Scottish Secure Tenants (Right to Repair) Regulation 2002, which provides a statutory scheme covering 'All Tenants' and recognises that tenants may be compensated up to a value not exceeding £350.00 when repairs which qualify under the scheme, 'qualifying repairs', are not completed within a set period Identified in the schedule. It also allows tenants to use another contractor if the originally designated contractor fails to respond within the set period relating to the repair.

The scheme advises that the repair times depend on the type of repair being reported. The Scottish Government provide a guide to how long repairs should take. Examples provided are:

- If your toilet is not flushing, your landlord usually has one working day to come and repair it.
- They have three working days to mend a loose bannister rail and seven working days to mend a broken extractor fan in your bathroom or kitchen.

The guidance further advises that these times are set by law, not by the Housing Association. The guidance helpfully outlines that there may be circumstances which your landlord or the contractor has no control over which make it impossible to do the repair within the maximum time (for example, severe weather). In these circumstances, we may need to make temporary arrangements and to extend the maximum time. If we are going to do this we will let tenants know.

15.2 Details of the repairs that come under the right to repair scheme are listed in Appendix 2 of this Policy.

15.3 There are also some exceptions to the Right to Repair regulations. The Association will advise you if the repair qualifies or if other factors mean that the repair will be exempt.

The exemptions to the Right to repair regulations are:

- If the qualifying repair costs more than £350.00, the repair will be carried out under the applicable timescale
- If the tenant fails to give access to the property for an inspection or for the tradesman. Where the tenant re-reports the repair the process and timescale will start again. Compensation will only apply once the process has re-started for the same repair.
- Repairs to common parts where shared costs are involved
- Where the responsibility for the repair lies with the tenant e.g: rechargeable work.
- Where the responsibility for the repair lies out-with The Association, for example, a public utility company, i.e. gas supply, water supply, power supply
- Where there are exceptional circumstances such as storm, natural disaster or other extreme weather conditions
- Where a specialist part or material is required or where terms of a guarantee will be infringed.

16.0 Quality Control / Inspection

16.1 A pre-inspection visit will be carried out for repairs which require clarification of the time and materials required to complete the works, or if the repair may be categorized as re-chargeable due to tenant damage.

16.2 An inspection visit will be undertaken while works are in progress in the following areas:

- Works are of a complex nature and further inspection is required while works are in progress
- Works are being carried out by a contractor and require high access to ensure the access arrangements meet Health and Safety requirements
- Works are valued at >£300 and being carried out by a contractor

16.3 The quality of repair work undertake will be measured by a post inspection of work for a selection of completed works orders.

The post inspection procedure will cover five main aspects of a completed work order and will cover work by our in house team and external contractors.

- 16.4 The purpose of the post inspection is to identify trends in the service being provided, whether this is from the in house maintenance team or contractors supporting the repairs service.

The results will help to inform an appreciation of the service provided by Individuals or contractors or to identify training needs, or in more extreme cases extend to corrective action.

The post inspection will address five aspects of completed repairs: -

- Quality of work completed
- Assessment of the materials used
- Time taken to complete the work
- Number of visits taken to complete work
- Tenant's satisfaction with the employees approach to the task.

- 16.5 Quality control and post inspection will be directed by a procedure that will outline the detail of what the inspection process will look for and how results will be recorded and reported. The procedure will also outline the method of arranging remedial work or changes to the job price when required.

The inspection resources required for the post inspection and quality control procedure must be proportionate to the activity in particular work areas.

The following areas will represent the targeted selection criteria for post inspection but might be subject to change if emerging trends in results suggest a more concentrated effort is required in a particular area of the service.

- 10% of external contractors completed jobs (random sample)
- 5-10% of Trade Team completed jobs (random sample)
- High cost repairs >£300 (informed by Contractor's quote for works and invoices). Repairs included in this category may have been inspected while in progress.
- 'Dissatisfied' responses from Tenant Satisfaction Survey
- Complaints about repairs
- Voids (All)
- Planned Works (All)

- 16.6 An assessment of the completed job will rank the completed task as being satisfactory or not satisfactory.

- 16.7 If worrying trends emerge from any of the above elements from the initial post inspections this will lead to a selection of completed jobs by the employee or contractor who completed the work being inspected.

- 16.8 The number of jobs selected for post inspection may also be increased.
- 16.9 The original works order will be used to conduct the post inspection as this will provide details of the:-
- Job instruction
 - Employee / contractor completing the task
 - Materials used
 - Time on site.
- 16.10 All post inspection results will be analysed for emerging trends. If the trends identify problems in the delivery of service the appropriate corrective action will be taken.
- 16.11 The results of the post inspections will be shared with the employees or contractors and will be included in the Reactive Repairs area of the performance report for Finance, Audit and Performance Sub-Committee.
- 16.12 The results of the post inspections will be retained for record purposes and held for two years.

17.0 Tenants Satisfaction

- 17.1 Repairs and maintenance is often the main service area which tenants are likely to encounter therefore we recognise the importance of collecting information on tenants opinion of the service being provided. Our experience over time has proven that we receive a higher response from tenants responding to a text message rather than returning a questionnaire by post.
- 17.2 Each week, we will send a text message to all tenants who have had a completed work order. The text will be sent via our SDM repairs module, requesting that the tenant provides information on their assessment of satisfaction, in relation to their completed repair.
- 17.3 SDM will retain details of all messages sent and returned allowing us to retain details for reporting purposes. Results will be analysed from returned messages and identify any negative responses.
- 17.4 We will contact tenants who returned negative responses by telephone to discuss their repair experience. If dissatisfaction cannot be resolved in that call, an appointment will be made for a post inspection to be carried out.
- 17.5 The customer satisfaction analysis coupled with the results from our post inspections will allow us identify any failure trends in our repairs service.

17.6 The Maintenance Manager will determine the most appropriate action required to prevent a reoccurrence of common failure themes.

18.0 Repair Performance

18.1 Repair performance will be reported internally to the Finance, Audit and Performance Sub-Committee and externally to the Scottish Housing Regulator in our Annual Return on the Scottish Social Housing Charter.

18.2 Repair performance measures reported internally will be split into services provided by our Trade Team and Contractors and will include the following:

- Performance of trade Team and Contractors in completing repairs against target
- The cost of repairs against profiled budgets
- Satisfaction with repairs outcomes
- Post inspection / quality control

18.3 The Maintenance Manager will monitor the performance of the Trade Team and contractors and will meet with them to discuss performance issues and other matters relating to working for the Association. The frequency of meetings with contractors will be determined by the type of works being carried out, the results of Key Performance indicators and the quality control inspections status of their contract. Meetings with the trade team will be carried out bi-monthly to communicate levels of performance, areas for improvement and customer satisfaction.

19.0 Complaints

19.1 The Association aims to provide a first class service to all of its tenants and customers. We will therefore strive to keep service complaints to an absolute minimum by aiming to agree a resolution quickly with the customer and learn from the resolution to develop the service we provide. When early resolution is not agreed and a complaint is received we will also consider if we can learn from these complaints to help improve service.

19.2 In the event a complaint is received in relation to a reactive repair, this will be assessed at stage 1 of the Association's complaints' procedure. Stage 2 of our complaints procedure will attend to complaints that require further investigation on issues that customers continue to be unhappy with after completion of stage 1. We will investigate stage 1 and stage 2 complaints within 5 and 20 working days respectively.

- 19.3 Not all investigations will be able to be completed within 20 working days. For example, some complaints may be so complex that they require careful consideration and detailed investigation beyond the 20 day limit. However, these would be the exception and we will always try to deliver a final response to a complaint within 20 working days. We will notify customers if we require more than 20 working days to complete our investigations.
- 19.4 Once the investigation stage has been completed, tenants of The Association have the right to approach the Scottish Public Services Ombudsman (SPSO) if they remain dissatisfied.
- 19.5 The SPSO considers complaints from people who remain dissatisfied at the conclusion of our complaints procedure. The SPSO looks at issues such as service failures and maladministration (administrative fault), as well as the way we have handled the complaint.

19.6 SPSO Details:-

In person: SPSO
4 Melville Street
Edinburgh
EH3 7NS

By post: SPSO
Freepost EH641
Edinburgh
EH3 0BR

Freephone: 0800 377 7330

Online contact: www.spsso.org.uk/contact-us

Website: www.spsso.org.uk

Mobile site: <http://m.spsso.org.uk>

- 19.7 Where an owner is dissatisfied with the outcome of their complaint, they are entitled to contact the Housing and Property Chamber, First-tier Tribunal for Scotland:

4th Floor
1 Atlantic Quay
45 Robertson Street
Glasgow
G2 8JB

Tel: 0141 302 5900

Website: www.housingandpropertychamber.scot

19.8 You can obtain a copy of our complaints procedure by telephoning 0141 945 3282, e-mailing – enquiry@cadderhousing.co.uk or by calling into our office. Details of our complaints procedure are also available on the website www.cadderha.co.uk).

20.0 Review

20.1 This Policy will be reviewed every three years, with the next review scheduled for March 2021 or earlier if required to take account of: -

- Legislative, regulatory and good practice requirements
- Association performance
- The views of tenants and staff
- Strategic Aims and Association Values

Appendix 1
 Division of Repairs Responsibility

Item	Landlord	Tenant
Central heating boiler	X	
Balconies (where existing)	X	
Banisters (internal and external)	X	
Baths	X	
Bin shelters	X	
Brickwork, block work, etc	X	
Cellar (external door/lock)	X	
Ceilings	X	
Chimney stack/posts/cowls	X	
Chimney sweeping		X
Cisterns	X	
Clothes Poles	X	
Cookers		X
Communal areas to flats	X	
Cupboards	X	
Damp proof course	X	
Decoration - internal		X
Door bell		X
Doors to common area	X	
Doors/door fittings - external	X	
Doors/door fittings – internal	X	
Door locks (fitted by the Association)	X	
Door locks (fitted by the tenant)		X
Door name plate		X
Down pipes, rain & soil	X	
Drainage (including blockage)	X	
Driveways	X	
Drying areas	X	
Electric heaters (provided by Landlord)	X	
Electric plugs		X
Electric wiring, sockets & switches	X	
Entry systems in communal close	X	
Fascia, soffit board, etc	X	
Fences - garden boundary, divisional fences erected by Landlord	X	
Fences - other		X
Fire baskets, grate and surrounds	X	
Fire - electric & gas (provided by Landlord)	X	
Fireplaces tiles		X
Floor tiles	X	

Item	Landlord	Tenant
Floorboards	X	
Foundations	X	
Fuse box, ELCB, fuses/MCB	X	
Fuse to plug		X
Gas Central heating, pipes, radiators, timer, thermostats, pumps etc	X	
Gas piping	X	
Garden huts		X
Gates	X	
Greenhouses		X
Glass - external	X	
Glass to internal doors/screen		X
Glass - double/triple glazing	X	
Guttering	X	
Hatch to loft (communal or individual)	X	
Handrails – external	X	
Immersion heaters	X	
Keys (replacement)		X
Kitchen fittings/worktops	X	
Light bulbs		X
Lighting pendants and roses	X	
Outbuildings bin stores	X	
Overflow pipes	X	
Painting - external	X	
Painting - internal		X
Path to main access	X	
Path to garden	X	
Paths - public	X	
Pigeon lofts		X
Plaster and Plasterboard	X	
Play area and equipment	X	
Porch	X	
Pumps	X	
Radiators	X	
Retaining walls (provided by Landlord)	X	
Roofs, roof tiles/slates	X	
Roof lights	X	
Ropes for clothes drying		X
Rotary clothes lines		X
Roughcast	X	
Sheds		X
Shower unit Installed by us	X	
Shower unit Installed by tenant		X

Item	Landlord	Tenant
Sink base unit	X	
Sink bowl and drainer	X	
Skirting boards	X	
Smoke detectors	X	
Sockets (electrical)	X	
Stairs (common or internal)	X	
Stair lighting	X	
Steps	X	
Switches (electrical)	X	
Taps	X	
TV aerials / satellite dishes		X
TV aerial communal aerials and sockets	X	
Ventilators	X	
Wash hand basin	X	
Washer on taps	X	
Waste plugs, chains to basin, bath, sink		X
Water heating	X	
Water supply	X	
WC seat	X	
WC seat (tenant damage)		X
WC	X	
Window frames, sills and fittings	X	

Appendix: 2

Repairs Covered by the Right to repair scheme

Repairs with 1 day to complete

- Unsafe power or lighting sockets or electrical fittings;
- Loss of electric power;
- Loss or part loss of gas supply;
- A blocked flue to an open fire or boiler;
- External windows, doors or locks which are not secure;
- Loss or part loss of space or water heating if no alternative heating is available;
- Toilets which do not flush (if there is no other toilet in the house);
- Blocked or leaking foul drains, soil stacks or toilet pans (if there is no other toilet in the house);
- A blocked sink, bath or basin;
- Loss of water supply;
- Significant leaking or flooding from a water or heating pipe, tank or cistern;

Repairs with 3 days to complete

- Unsafe rotten timber flooring or stair treads;
- Unsafe access to a path or step;
- Loose or detached bannisters or handrails
- Partial loss of water supply
- Partial loss of electric power

Repairs with 7 days to complete

- A broken mechanical extractor fan in a kitchen or bathroom which has no external window or door