



## Planned Maintenance Policy

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# Planned Maintenance Policy

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## **1.0 Introduction**

- 1.1 Cadder Housing Association ('The Association') is a registered social landlord. The Association was formed in 1993 and was successful in acquiring stock from Scottish Homes in 1994 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 The Association is committed to achieving the highest possible standards in the services it provides, providing properties of a standard which reflect legislative requirements, best practice and meets customer's reasonable expectations.
- 1.3 Planned maintenance programmes of works within cottage and tenanted properties and to common areas of properties are essential to help secure the life cycle of property elements while minimising the costs for reactive repairs. The programmes are intended to secure and prolong the useful life of properties whilst at the same time meet the needs and aspirations of the people who live in them.
- 1.4 The Scottish Housing Regulator states that Housing Associations must 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 planned maintenance.

## **2.0 Scope of the policy**

- 2.1 This document outlines the Planned Maintenance 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.
- 2.2 Planned maintenance is required to prevent deterioration in the condition of the Associations stock, to upgrade elements in tenanted properties and within common building areas and also aims to meet any aspirational needs of tenants and factored owners who have interests in common areas. The policy outlines the Associations strategic aims and objectives in relation to planned maintenance to meet these requirements.
- 2.3 The Associations policy framework sets out the key principles, standards and objectives which inform our operations. Cyclical works including gas safety works and reactive maintenance works are covered by other specific policies and procedures.

### **3.1 Aims and objectives**

- 3.1 Cadder Housing Association is committed to providing a high quality service to customers. This policy recognises that a successful repairs and maintenance service considers customers views, the available budgets and resources, statutory obligations and external affecting factors when identifying and developing planned maintenance programmes.
- 3.2 The Association has a responsibility to protect the value of the housing stock and to ensure service standards and obligations made to tenants and factored owners are met. The Association will work with factored owners to ensure the common factored areas are maintained, through the agreement and carrying out of mutual responsibilities in relation to common property and environmental area improvement costs.
- 3.3 The purpose of this policy is as follows:
- To outline the obligations and methods to develop and manage programmes of planned maintenance works.
  - To ensure planned maintenance works carried out are undertaken safely, effectively and efficiently, in compliance with current legislation and recognised good practice.
  - To ensure the planned maintenance programme activities protect the assets of The Association and that they are operated within a financial planning framework that adequately provides for the lifetime maintenance of the housing stock.
  - Identify the considerations in relation to the resources required to carry out programmes of planned maintenance work and the costs attributed to the works.
  - To ensure the health and welfare of the occupiers of our properties, residents, visitors, staff, contractors and the general public so far as is reasonably practicable during and following programmes of planned maintenance works.
  - To maintain communication with our customers through consultation with tenants and factored owners when appropriate and to work in partnership with our contractors.
- 3.4 The principle stakeholders are the tenants in whose homes the planned maintenance works are directed. The Association also provides planned maintenance activities to owner occupiers in factored properties for common area and environmental works.

## **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 Planned Maintenance Policy, will act to provide services in a manner that encourages equal opportunities and complies with all relevant equal opportunities requirements.
- 4.3 The Association may apply the service standards flexibly in the case of vulnerable and disabled tenants and may, at their discretion, choose to exceed or amend the standard of service to meet the needs of the individual or particular family.
- 4.4 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 1<sup>st</sup> April 2017. The relevant Outcomes associated to this policy are:
- Outcome 1 (Equalities)  
As section 4.0 (Equal Opportunities) in this policy
  - Outcome 2 (*Communication*):

'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 4 (Quality of Housing):  
'tenants homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) when they are allocated, are always clean, tidy and in a good state of repair, and also mee the Energy Efficiency Standard for Social Housing (EESH) by December 2020'.
- Outcome 5 (Repairs, Maintenance and Improvements) is most relevant to this policy, as it specifically deals with repairs maintenance and improvements which includes cyclical works. 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'.
- Outcome 13 (Value for Money) :  
'tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay'.

5.3 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 which includes ensuring properties are kept in a good state of repair and maintenance, which is assisted by carrying out planned maintenance programmes of works.

5.4 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'

5.5 The Scottish housing Quality Standard (SHQS) was introduced by the Scottish Government in February 2004 as a means to measure housing quality in Scotland. The SQHS technical guidance was updated in March 2011 to provide guidance that properties must be:

- Compliant with the current tolerable standard
- Be free from serious disrepair
- Must be energy efficient (superseded by the Energy Efficiency Standard for Social Housing – EESSH)
- Have modern facilities and services
- Be healthy, safe and secure

Works to comply with the SHQS are included in planned maintenance programmes of works carried out by the Association.

5.6 The Government introduced the Energy Efficiency Standard for Social Housing (EESSH) which aims to improve the energy efficiency for tenants of social housing and reduce energy consumption, fuel poverty and the emission of greenhouse gases. EESSH compliance is based on the energy performance in dwellings and is calculated using the Standard Assessment Procedure (SAP) rating for each property. SAP ratings can be increased by carrying out works to improve energy performance such as installing additional loft insulation or more energy efficient forms of heating systems. Social Landlords have been required since 2016 to provide the Scottish Housing regulator with annual information on the current status of compliance with EESSH. Works to comply with EESSH are included in planned maintenance programmes of works carried out by the Association.

## **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 require to carry out planned maintenance in properties with customers who are ‘connected people’ to members of staff. Connected people are defined as follows:

<b>Group 1 Members of your household</b>	<b>Group 2 People closely associated with you</b>	<b>Group 3 Others you need to consider</b>
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"> <li>• Parents, parents-in-law and their partners</li> <li>• Sons and daughters; stepsons and step-daughters and their partners</li> <li>• Brothers and sisters and their partners</li> <li>• A partner’s parent, child, brother or sister</li> <li>• Grandparents, grandchildren and their partners</li> <li>• Someone who is dependent on you</li> </ul>	<p>Other relatives (e.g. uncles, aunts, nieces, nephews &amp; their partners)</p> <p>Other friends (e.g. someone you are acquainted with socially, neighbours, business contacts/associates)</p>

	or whom you are dependent on <ul style="list-style-type: none"> <li>• Close friends</li> </ul>	
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7.3 Planned programmes of works will be managed by the following staff:

- Technical Services officer
- Repairs Co-ordinator
- Repairs Administrator

Should a customer be a 'connected person' to the staff member managing the programme of planned works, the staff member must report the connection to the Maintenance manager to ensure any potential conflicts of interest are identified and suitable managed.

7.4 Staff members of the Trade Team employed by The Association will not be instructed to carry out planned 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.

## 8.0 Legislation

The Planned Maintenance Policy meets with relevant legislative and good practice requirements, which includes:

8.1 Health and Safety at Work Act etc. 1974

Under this Act, employers must conduct their work so their employees will not be exposed to health and safety risks. Employers must also provide information to other people about their workplace which might affect their health and safety. Thus there is a requirement to pass information regarding asbestos to employees and contractors where relevant when working in our premises/properties. Works in this category may include painting works where materials such as fascias/soffits may have asbestos containing materials.

8.2 Management of Health and Safety at Work Regulations 1999

These regulations require employers to assess health and safety risks to employees and third parties, such as residents who may be affected by our activities and make suitable arrangements to protect them. The regulations stipulate the need to:

- Carry out a suitable and sufficient assessment of the risks for all work activities
- Record the assessments
- Implement the necessary control measure
- Appoint competent persons
- Set up emergency procedures
- Provide information and training
- Work with others sharing the workplace

8.3 Gas Safety (Installation and Use) Regulations 1998 set out the requirements for landlords to ensure only qualified and approved gas engineers are allowed to work on any gas appliances or installations owned by the Association. This sits within the wider context of the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999.

Under the terms of this legislation, the landlords specific responsibilities are as follows:

- To ensure that all gas appliances (In their ownership or adopted by them), flues and gas installation pipework are installed and maintained by suitable qualified Gas Safe registered engineers.
- To keep all records of gas appliance installations for a minimum of 2 years
- To ensure landlords maintain accurate records of gas appliances within their properties

8.4 The enforcing authority for gas safety regulations is the Health and Safety Executive in relation to the guidance for landlords responsible for gas safety

8.5 Ensure compliance with the UK National Standard for the safety of electrical installations, British Standard (BS) 7671 which contains the regulations for the design, installation, upgrading and testing of electrical installations so as to provide for the safety and proper functioning for the intended use.

8.6 Reporting of Injuries, Diseases or Dangerous Occurrences (RIDDOR)

All employees and contractors of Cadder Housing Association are duty bound to report any incidents that occur during works carried out and is detailed within the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR)

## **9.0 Planned Maintenance**

9.1 Planned maintenance is work the Association is aware is required and has therefore planned for the replacement of, or repairs to, the property elements. The work is identified and programmed in advance over an initial 5 year period and subsequent 30 year Investment plan.

9.2 Planned maintenance involves the replacement or upgrade of external or internal components or fabric of properties or common parts which have come to the end of their useful economic life and to enhance the quality and value of the property and wider living conditions. Planned maintenance is essentially largely predictable and therefore capable of forward planning to allow the financial resources required to be realised in advance and planned into budget requirements accordingly.

- 9.3 There may be occasions where there are ad-hoc replacements of components required out-with planned programmes and the Association will budget annually for such works. This can include boiler failures ahead of the end of an anticipated life cycle or kitchens/bathrooms requiring renewal in void properties due to former tenant vandalism/misuse.
- 9.4 Planned maintenance includes works such as kitchen/bathroom renewal, the installation of new boilers and the upgrade of electrical wiring in properties, to renewing communal rainwater goods or roofs on common or individual properties.
- 9.5 Property components have assumed life cycles which are adopted to assist in the planning of when replacement elements are required. Life cycles detail the expected life span of each component, dates they will be due for replacement and the anticipated costs. Life cycles as detailed on Appendix 1 will be adopted however are only an estimate and may be amended due to the following:
- Changes in relevant legislation relevant to planned maintenance or upgrading works implemented by the Scottish Government. This includes work to comply with the Scottish Housing Quality Standard (SHQS) and Energy Efficiency Standard in Social Housing (EESH)
  - Components lasting for a shorter or longer period than originally anticipated. This includes premature failures of components resulting in a reduction in the life cycle of the components.
  - Replacement costs being affected by available labour/resources for works which may result in a reduction in the number of components which can be replaced during any financial year or delays in works being carried out.
  - The deterioration of building elements or other contributing factors as detailed in section 9.6.
  - Annual budget constraints as identified during the development of the 5 year Investment plan to ensure spend and resources are available for the required areas of works.
- 9.6 Planned maintenance works will be identified and carried out in line with the following criteria:
- Results from stock conditions surveys – carried out by a suitably qualified consultant on the Associations stock. Sample surveys will be carried out every 2 years with 100% surveys every 5 years

- Information stored by the Association detailing when components were last replaced and when they require renewal
- Legislative and safety requirements such as the replacement of smoke detection systems on a 10 year life cycle
- Information from the Associations internal trade team or external contractors and their knowledge in relation to the current condition of property components.
- Results from estate inspections carried out by the Associations trade and caretaking teams
- In line with the expected life cycle of materials requiring works to prevent deterioration of building elements such as renewing rainwater goods or the upgrading of door entry systems
- Aspirational views of tenants and factored owners gathered through the Associations customer satisfaction surveys

9.7 Desk top reviews will also be carried out by the Maintenance Manager. A series of judgements will be made based on the following areas:

- Reactive maintenance activity during the preceding year
- Information from property and common area visits collated during pre and post inspections
- Knowledge of trends in the maintenance required on properties in the area in relation to specific components.

9.8 As part of the Associations commitment to tenant participation and customer satisfaction, aspirational views of tenants and factored owners gathered through the Associations Customer Satisfaction Survey will be taken into account. However, planned maintenance programmes must meet the requirements of the stock as a whole. For example, tenants may aspire to have a kitchen replacement contract accelerated in their area, however more essential roof or structural works at the same or in a different location may actually be more pressing and financial constraints may not allow their aspirations to be met.

9.9 Information in relation to works identified in section 9.6 and the areas taken into consideration during the desk top review by the Maintenance Manager will form the Associations 5 and 30 year Investment Strategy for planned maintenance.

## **10.0 Five year Investment Strategy**

10.1 Identification of required planned maintenance contributes to the forecasting of maintenance expenditure in the short (annual), medium (5 years) and long-term budgets (30 years). Expected life cycles and associated costs for

works will be included in the development of The Associations 5 and 30 year business plan to ensure adequate financial resources are identified to carry out the works.

10.2 Planned Maintenance works are included within The Associations short, medium and long term investment strategy. The Investment strategy is presented annually for approval to the Management Committee and details the next 5-year programme for planned and cyclical maintenance works while projecting future works required up to 30 years. The 5 year investment strategy includes the relevant projected costs to carry out the programmes of works.

10.3 Information on completed works will be stored on the Associations IT system. The planned maintenance module on SDM will also be updated with information on works carried out to assist in the identification of future programmes of works. This will assist in the development of future investment strategies and programmes of works required.

## **11.0 Identification of resources for works**

11.1 Resources to carry out planned maintenance works will be identified in the following manner:

- If the resources and skills are available within the current trade team staff group.
- If the current relevant health and safety requirements and legislation in the area of work can be met by the trade team staff group, for example, working at height and gas safety qualifications.
- If best value for The Association and stake holders would be achieved by appointing a specialised contractor to carry out the works

11.2 Exercises to identify external contractors to carry out planned maintenance works will be carried out in accordance with The Associations current Procurement Policy to ensure compliance with current legislative and regulatory requirements in our procurement of services, supplies and goods.

11.3 When identifying an external contractor to carry out planned maintenance works, The Association will ensure they meet compliance with current legislative and regulatory requirements as detailed in section 8.0.

## **12.0 Quality Control / Inspection**

12.1 Programmes of planned maintenance require inspection to detail the scope of works and to determine time and materials required. An inspection visit will also be undertaken for planned maintenance works in progress on, but not limited to, the following occasions:

- When works are in progress to ensure any relevant preparation works are carried out such as the removal of old components and associated materials
  - When high access works are being carried out to ensure the appropriate Health and safety requirements are being met for access and site safety arrangements
  - When photographic evidence is required of works in progress to provide evidence of the process followed before completion.
  - To ensure the contractor is carrying out all obligations in relation to the scope of the contract
- 12.2 Contractors which are identified to carry out planned maintenance works will be instructed to evidence high-access works such as gutter renewal by providing photographic evidence before, during and after works are completed.
- 12.3 A pre-start meeting will be held by the Association with the contractor employed by the Association before any programmes of work begin. The scope of the contract will be discussed and operational issues clarified before commencement of the works.
- 12.4 Regular contractor liaison (progress) meetings will also be led by the Association with relevant staff attending to monitor the progress of the contract. This is to ensure contractor performance is monitored and managed in accordance with expected quality of works and delivery of the programme within the allocated time frame. The scope of the contract will determine the frequency of the meetings. The following elements will be discussed and documented during the progress meetings:
- Performance against the programme of works
  - Customer satisfaction
  - Health and Safety issues
  - Complaints received
  - Invoicing and any variances in contract costs
- 12.5 Post inspections of planned maintenance works will be carried out in progress if the work involves the use of scaffold for high access and on completion for all other works. Works will be inspected and required snagging works completed before payment is authorised.
- 12.6 The Association employs an approved electrician who is legally compliant to carry out electrical testing, installation and upgrading works. The Association is a member of The trade Association for the Electrical Contracting Industry in Scotland (SELECT) which carries out an independent audit of the electrical testing certificates completed by the approved electrician, to ensure compliance with all relevant electrical safety legislation.
- 12.7 Only approved competent gas contractors and engineers will be allowed to work on or install any of the Associations gas systems and appliances. The company must be registered on the Gas Safe Register and have appropriate

levels of Insurance. The company must be a registered body with the Health and Safety Executive and approved to carry out works on gas installations.

- 12.8 All contractors will be required to show evidence of their Gas Safe registration and provide written confirmation of the Gas Safe registration for engineers that will be working on any of the Associations properties. Such written confirmation will also confirm which areas of gas work the individual engineers are qualified and certified to carry out.

### **13.0 Consultation with tenants and factored owners**

- 13.1 The five year Investment strategy approved by the Management Committee will be issued in writing to all tenants and factored owners with properties managed by the Association.
- 13.2 Consultation exercises will be carried out for areas of works such as environmental upgrades and colour choices for paintwork in common areas to take into account the views of relevant tenants and owners before the final scope for works is agreed.
- 13.3 Common property works such as the replacement of rainwater goods will incur costs to owners with properties factored by the Association. Factored owners will be charged in accordance with their deed of conditions which will determine their share of relevant charges.
- 13.4 Decisions to carry out planned maintenance on common buildings will be highlighted to factored owners as being essential to maintain the integrity and economic value of the common building. Costs for intended planned works will be distributed to owners before works are carried out.
- 13.5 Under the provisions of the Tenement (Scotland) Act 2004 the local authority can become involved with issues common to a property, such as roof repairs, where there are two or more owners and the property is in decline due to the non-agreement of all interested parties to carry out planned works to maintain the integrity and economic value of the property. In addition under the provisions of the Housing (Scotland) Act 2006, the local authority may through its scheme of assistance be able to offer useful advice and information to owners whose properties are in a state of disrepair. The Associations Factoring Policy provides further guidance for factored owners in relation to consultation for planned programmes of works.
- 13.6 The Association will consult and seek consent for planned maintenance works from factored owners, where applicable. Owners will be sent a proxy voting sheet to allow owners who are unable to attend to register their vote.
- 13.7 The Association will advise factored owners of any independent grant funding they may apply for to assist with costs for planned maintenance programmes of work. This will be the responsibility of the factored owner to source and



apply for, with full payment of the apportioned cost for works still being required to be paid to the Association by the factored owner in the event no grant funding is available.

#### **14.0 Customer Satisfaction**

14.1 Repairs and maintenance which includes planned maintenance works 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.

14.2 Customer satisfaction will be gathered during programmes of planned maintenance works. Levels of satisfaction will be gathered using one or more of the following methods, determined by the scope and nature of the works:

- Text message issued to customers
- Questionnaire issued and completed with a member of staff or returned to The Association
- Telephone call by staff to determine levels of satisfaction
- Surveys issued by contractors carrying out works which will be shared with and scrutinised by The Association

14.3 Satisfaction levels and comments from customers will be used to shape the delivery of the planned maintenance service in the future and take into account any areas for improvement identified.

#### **15.0 Performance**

15.1 Performance will be reported internally to the Management Committee, split into areas of planned maintenance works and will include the following:

- Performance of trade Team and Contractors carrying out planned maintenance works including measurements against relevant targets for works
- The cost of planned maintenance programmes against profiled budgets
- Customer satisfaction levels

15.2 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 progress of the programme of work 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.

## **16.0 Confidentiality and General Data Protection Regulations (GDPR)**

The Association is fully committed to compliance with the requirements of the General Data Protection Regulations (EU) 2016/679 (GDPR), which came into force on 25 May 2018. The Association will therefore follow procedures that aim to ensure that all employees, Committee members, contractors, agents, consultants, partners or other persons involved in the work of the Association and who have access to any personal data held by or on behalf of the Association, are fully aware of and abide by their duties and responsibilities under GDPR.

## **17.0 Complaints**

- 17.1 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, but when these are received, will also consider if we can learn from these to help improve service.
- 17.2 If you find the delivery of service does not meet the Planned Maintenance Policy, you should initially contact The Association to discuss matters. This will then 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.
- 17.3 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.
- 17.4 Once the investigation stage has been completed, the customer has the right to approach the Scottish Public Services Ombudsman (SPSO) if they remain dissatisfied.
- 17.5 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.
- 17.6 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](http://www.spsso.org.uk/contact-us)  
Website: [www.spsso.org.uk](http://www.spsso.org.uk)  
Mobile site: <http://m.spsso.org.uk>

- 17.7 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:

Housing & Property Chamber  
First-tier Tribunal for Scotland  
Glasgow Tribunals Centre  
20 York Street  
Glasgow, G2 8GT

Telephone - 0141 302 5900  
E-mail - [HPCadmin@scotcourtribunals.gov.uk](mailto:HPCadmin@scotcourtribunals.gov.uk)  
Web-site - [www.housingandpropertychamber.scot](http://www.housingandpropertychamber.scot)

- 17.8 You can obtain a copy of our complaints procedure by telephoning 0141 945 3282, e-mailing – [enquiry@cadderhousing.co.uk](mailto:enquiry@cadderhousing.co.uk) or by calling into our office

## **18.0 Review of the Policy**

- 18.1 The Policy will be reviewed in 3 years or earlier to take into account:

- Changes to legislative, regulatory and good practice requirements
- The views of Committee, customers and staff
- Association Aims and Objectives
- Changes to Investment Strategies

## Appendix 1

### Adopted life cycles of property elements

Life cycles may be adapted subject to the level of deterioration of the property element, available spend and programmes of works.

<b>Component</b>	<b>Adopted life cycle</b>
Kitchens	15 years
Bathrooms	30 years
Gas boilers	15 years
Radiators/pipework	30 years
Electrics rewire	30 years
Windows	25 years
Common area floor finishes	30 years
Common close doors	8 years
Door entry systems	17 years
External paintwork	7 years
Smoke detectors`	10 years
Roofs	30+ years dependant on structure
Rain water goods	15 years