

Organisational Policy

Repairs and Maintenance Policy

Our Commitment

Argyll Community Housing Association Group is committed to provide equal opportunities across all services and to avoid discrimination. This policy is intended to assist Argyll Community Housing Association (ACHA) and Argyll Homes for All (AHFA) to put this commitment into practice. Compliance with this policy should also ensure that employees do not commit unlawful acts of discrimination.

This policy can be made available in other formats, for example in large print, audio-format or Braille: the document may also be available in other languages, in full or summary form, as appropriate.

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Section 1 – Context

- 1.1 Argyll Community Housing Association Ltd (ACHA) is the registered social landlord for over 5000 properties within the Argyll & Bute area. ACHA provides a Repairs and Maintenance service to these properties and the surrounding environs. We also provide services to owners via formal factoring agreements and by “custom and practice” in order to comply with the Property Factors (Scotland) Act 2011.

Section 2 – The law, good practice and links to other ACHA Policies and strategies

- 2.1 In order to effectively deliver the aims and obligations of this policy, ACHA will meet the requirements of:-
- Housing (Scotland) Act 1987
 - Housing (Scotland) Act 2001
 - Housing (Scotland) Act 2006
 - Human Rights Act 1998
 - Gas Safety (Installation and Use) Regulations 1998
 - The Control of Asbestos Regulations 2012
 - Building (Scotland) Act 2003
 - Equal Opportunities legislation
 - The Equality Act 2010
 - Data Protection Act 1998
 - Scottish Housing Quality Standard
 - Energy Efficiency Social Housing Standard
 - Scottish Secure Tenants (compensation for Improvements) Regulations 2002
 - Performance Standards for Registered Social Landlords in Scotland as detailed within the Scottish Housing Charter
 - The Property Factors (Scotland) Act 2011
 - The Tenements (Scotland) Act 2004
 - The terms of the Scottish Secure Tenancy Agreement or any other lease agreement in place.
 - Conservation (Natural Habitats etc.) Regulations 1994 (as amended).

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ACHA Policy and strategy links

- Accessible Housing Policy
- Arrears Monitoring and Management Policy
- Asbestos Management Policy
- Asset Management Strategy
- Building Works Procurement Policy
- Compensation for Improvement Policy
- Complaints Policy
- Data Protection Policy
- Estate Management Policy
- Factoring Policy
- Gas Safety Policy
- Heating Policy
- Human Resources Policies
- Health and Safety Policies
- Legionella Policy
- No Access Policy
- Play Area Strategy
- Tenant Involvement Strategy
- Void Policy.

Section 3 – Our Policy Aims and Objectives

- 3.1 ACHA aims to improve, develop and manage quality affordable homes across Argyll and Bute by working in partnership.
- 3.2 We aim to fulfil our repairs and maintenance obligations to tenants and factored owners by providing an efficient and effective Repairs and Maintenance service as detailed within this Policy.
- 3.3 The specific objectives of this Policy are to achieve the following:
- To provide an efficient and effective repairs service which gets repairs done right, on time, first time.
 - To provide homes and surrounding environments which are safe, warm and in demand.
 - To provide services which are relevant and accessible to our tenants and other customers and which meet all current equal opportunities requirements.
 - To achieve value for money.

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- To meet internal and external performance standards.
- To provide meaningful performance information which meet the requirements of both internal and external scrutiny.
- To use information from the Stock Condition Survey to efficiently and effectively plan cyclical and major works programmes.

Section 4 – Implementing our policy objectives

4.1 Reporting your Repair

We aim to ensure that customers can report repair and maintenance issues in a variety of ways:-

- By telephone to our Customer Service Centre
0800 028 2755
- Via email to achacustomerservicecentre@acha.co.uk
- Via the web – www.acha.co.uk
- By letter
- In person at any ACHA office

Emergency repairs can be reported at any time, including, out with normal office hours, by telephoning 0800 028 2755

4.2 Classification and Timescales

Repairs and maintenance requests will be categorised to reflect the nature and urgency of work required. There are six main categories of works, each of which have differing timescales for completion. A detailed list of repairs classifications and associated timescales for completion can be found at appendix 1 of this policy.

The definition of classifications of repairs is as follows:-

- **Emergency Repairs**

Emergency repairs will be carried out where incidents are health and safety issues or required to prevent further damage or destruction to the building. This will include incidents of fire and flood. Emergency works will be carried out to “make safe” the hazard and any follow up work required will be categorised in accordance with the nature and urgency of the work required.

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Work classed as an emergency will be responded to within 2 or 8 hours to complete the repair or make safe the emergency. Any follow up work required will be categorised a timescale that reflects the extent of the work required.

- **Urgent Repairs**

Issues which require prompt attention but do not constitute an emergency will be classed as Urgent repairs and completed within 5 days. If an inspection is required prior to works being carried out the inspection time will be included within the completion timescale.

- **Routine Repairs**

All other non urgent work, which does not fall into any of the other 5 primary classification categories, will be regarded as a Routine Repair and will be completed within 20 days. If an inspection is required prior to works being carried out the inspection time will be included within the completion timescale.

- **Qualifying Repairs (Right to Repair Scheme)**

A number of repairs are subject to statutory timescales for completion as defined within the Housing (Scotland) Act 2001. On reporting such repairs, we will advise our customer that the repair is a “qualifying” repair and provide the timescale for completion of the work. We will also confirm, in writing, their rights under the scheme including details of compensation arrangements should the repair not be completed within the appropriate timescale.

All 1-day Qualifying repairs will be treated as an emergency repair with a 2 or 8 hour response time to attend and make safe.

There is a requirement for ACHA to advise tenants, on an annual basis, of their rights under the Right to Repair Scheme. We will achieve this primarily via our tenants’ newsletter “Tenants’ First”. Information on the scheme will also be readily available in our local offices and on our website.

- **Void Repairs (Repairs to empty houses)**

We provide much needed homes to applicants from our waiting lists and aim to relet void properties as quickly as possible to meet this demand and also to minimise rental income loss. We operate to a minimum lettings standard and aim to relet properties which are suitable for immediate occupation.

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From time to time minor works will be carried out after the new tenant has moved in. All void properties which have gas appliances will be subject to a gas safety check prior to the new tenant moving in. All void properties will also have a valid Electrical Safety Certificate Energy Performance Certificates will be provided as close to the tenancy start date as practicably possible.

Further details on void standards can be found in our Void Policy.

- **Cyclic and Planned Maintenance**

A number of repairs and maintenance items are dealt with as part of ongoing plans or contracts. The timescales for such items will vary according to the nature of the work and may be affected by issues such as budgets or third party involvement (e.g. common owners).

Works included within Cyclical or planned maintenance contracts include (but are not limited to): -

- Grounds maintenance
- Lift maintenance
- Gas servicing
- Solid Fuel servicing
- External painting
- Gutter cleaning
- Electrical Periodic Testing

We reserve the right to amend the stated classification and timescales to take into account unforeseen or other specific circumstances. This will include, for example, the requirement to order specialised parts or materials, specialist works being required or additional works being identified whilst repairs are being carried out. We will notify the customer as soon as practicably possible of any proposed changes to their repair request.

4.3 Repair and Maintenance Responsibilities

Generally, we will carry out our repair obligations as described within the Tenancy Agreement, Factoring Agreement and the Right to Repair Scheme.

Rechargeable Repairs

A repair will be rechargeable when it is necessary due to acts of wilful damage, neglect or accident caused by the tenant, a member of the household or a visitor to the property.

We may set a minimum charge. The recharge will either be the actual cost or the minimum charge whichever is higher in value'

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When a repair is reported we will confirm if we consider it to be a rechargeable repair and how much it will cost. The reasonable cost of the work, including administration charges, will be charged against the tenant. Payment in advance of work proceeding will be required, where feasible.

Sometimes, however, it is only once the work is being done that we may identify that it is a rechargeable repair. Rechargeable repairs may include:

- Emergency repairs e.g. lost keys, power loss due to defective appliances.
- Making good electrical wiring following the installation by the tenant of lighting or other electrical fittings
- Cleaning and clearing property and/or garden ground at termination of tenancy
- Making good the property following improvements/alterations carried out by the tenant without ACHA's approval or not to an acceptable standard
- Damage to property during tenancy or when the property is vacated
- Failure to carry out work which causes nuisance to other residents, for example an overgrown garden.
- Where we have to force entry to carry out statutory repairs, e.g. gas fire/central heating servicing. Charges will apply only after reasonable opportunities have been given to tenants to allow access.
- Attending site due to no heating or hot water where the fault is no utility credit in meter
- The production of a crime reference number or incident number provided by the police does not exempt the tenant from a potential recharge for a repair. Where the property has been damaged due to the execution of an arrest or search warrant by the police the tenant is fully responsible for the repair costs irrespective of the outcome of the forced entry
- Repairs due to vandalism caused by a third party from outside the tenants household will not be recharged to the tenant
- Repairs due to forced access in a medical emergency will not be recharged to the tenant

This list is not exhaustive and there may be other items that are rechargeable

- Access

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Tenants are also required to provide access at reasonable times to allow work or inspections to be carried out.

- Common Areas or Parts

Responsibility for common areas or common parts of buildings e.g. roofs, common closes, open space areas etc. may be shared with other owners. This means that proposed repairs or maintenance to common parts requires to be intimated to owners, in writing, with full details of works required, breakdown of costs and timescales for completion. All owners need to agree, in advance, that the work can proceed and that the costs will be shared. On limited occasions, ACHA may proceed with emergency works, without obtaining prior agreement from other owners, in order to protect our tenants or the property from harm. Written intimation, with details of work and costs will be issued to all owners as soon as possible after emergency work has been carried out. Where work is not deemed to be in the emergency category and owner consent cannot be obtained, no work will proceed.

Common works to Factored Properties will be carried out in accordance with the terms of the Factoring Agreement.

A detailed list of repairs responsibilities can be found in appendix 2 of this Policy.

4.4 Access to your property

For internal repair work we offer a repairs and inspection by appointment scheme. As a minimum requirement we will offer you an appointment to carry out or inspect work on an AM or PM basis. However, normally you will be offered a two hour time slot during which we will carry out internal repairs. If our contractor or inspector is unable to attend the appointment, for any reason, you will be notified as soon as practicably possible.

For some work and inspections you are required to provide access to your home to our contractors or inspectors. You will be given reasonable notice of such access requirements. For matters of health and safety and any survey requirements we may invoke our No Access Policy which may result in forced entry to your home.

4.5 Adaptations

ACHA is committed to supporting and assisting our tenants with mobility or other impairments to enjoy independent living. Our Accessible Housing Policy provides a number of options which can be considered for tenants with specific needs.

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However, our ability to carry out adaptation works may be limited by financial or budgetary resources. Options may include:-

- Temporary or permanent adaptations to current property
- Equipment provision (via Argyll & Bute Council)
- Transfer to a more suitable property
- Purpose built new build properties.

4.6 Alterations

Tenants wishing to carry out alterations or improvements to their property must obtain written consent prior to any work being undertaken. We will not unreasonably withhold permission however all work carried out must meet all safety, legal and compliance criteria.

Examples of alterations or improvements which require our written consent include:-

- Installation or removal of kitchens or bathrooms
- Installation or removal of heating system
- Opening up of chimneys to accommodate solid fuel or gas fires.
- Installation or removal of showers
- Installation or removal of internal doors
- Installation or removal of internal walls
- Alterations to the loft space area
- Installation of satellite dish or TV aerial to external fabric of building
- Erection of garage, shed or other outbuilding
- Construction of driveway
- Any alterations to electrics

All electrical and gas work carried out must be undertaken by a fully qualified tradesperson. Any person undertaking Electrical or Gas alteration work must be, or be employed by, a member of class of person approved by the Health & Safety Executive (HSE) to do that kind of work. Electrical and Gas safety certificates will be required to be submitted to ACHA on completion of the works.

Ongoing maintenance of any alterations and improvements made by the tenant will remain the responsibility of the tenant.

Some approved alterations may qualify for “Compensation for Improvements” which may be payable to the tenant at the end of their tenancy. The amount of compensation to be paid will be calculated in accordance with the Scottish Secure Tenants (Compensation for Improvements) Regulations 2002. Application for compensation should be submitted no more than 28 days before a tenancy ends or 21 days after.

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Permission may be required from other owners within a common block if the alteration impacts on any common part of the building or common ground e.g. installation of satellite dish on common wall or erection of outbuilding on common ground. It is the tenant's responsibility to obtain such permissions.

Factored and non-Factored owners are also required to seek permission from ACHA to carry out any alterations which impact on any common parts of the building.

Tenants and owners are also required to check whether or not any Local Authority permissions or consents are required before any alterations are carried out.

4.7 Asbestos Management

We recognise the potential dangers presented by the presence of asbestos and have a detailed Asbestos Management plan in place.

Annual inspections of asbestos are undertaken and appropriate action is taken where a risk is identified.

Asbestos in common areas is clearly identified.

In cases where the risk to health is heightened due to the disturbance of or deterioration of asbestos we will engage suitably qualified trades people to remove or safely encapsulate the asbestos. Tenants may be required to temporarily move out of the property whilst such work is undertaken.

4.8 Estate Inspections

Our estates and common areas are inspected on a regular basis. Our Estate Management Policy provides the detailed framework for inspection regimes which aim to deliver safe and well maintained environments for our tenants and the wider community.

4.9 Gas safety

ACHA is committed to ensuring that tenants living in our properties which have gas appliances are kept safe. In order to meet our legal responsibilities we operate a robust system for annual servicing which includes provision for forced access to properties to allow servicing work to be carried out.

Gas servicing works will only be carried out by suitably qualified Gas Safe Registered engineers.

In addition to the above safety measures, the association employs an independent 3rd party inspector to carry out random on site checks of a percentage of gas works and services to ensure regulatory compliance and installation safety.

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If you intend to install any gas appliances in your home you must seek written approval from ACHA. All gas installations must be carried out by a suitable qualified Gas Safe engineer. Gas cookers must be disconnected and removed from the property if you give up your tenancy.

4.10 Garages/Garage sites

We have a limited number of garages and garage sites for rent. Repairs will be carried out in accordance with the terms of the lease agreement.

4.11 Graffiti and other vandalism

We aim to ensure that estates are safe and well maintained. We will endeavour to make safe any acts of vandalism as soon as practicably possible. Offensive graffiti will be removed within 24hrs of it being reported to us. In conjunction with the local community and the police we will endeavour to identify the perpetrators of acts of vandalism and whenever possible we will recharge the offender the cost of dealing with the vandalism.

4.12 Grounds Maintenance

There are many open space areas within estates for which ACHA has either sole or common ownership. We currently maintain such areas on the basis that our tenants would be negatively affected if maintenance was to cease. However, in some areas where there are other owners, who are equally responsible for the maintenance of open spaces we may provide a reduced service in terms of the frequency of grass cutting for example.

We reserve the right to introduce charges for grounds maintenance to owners in the future where title deeds clearly show that the owner has an obligation to maintain open space areas.

We may also, following appropriate consultation with tenants, introduce service charges for maintenance of areas which fall within the tenant obligations of the tenancy agreement.

4.13 Insurance

ACHA insures all of our properties and as such tenants are not required to take out Building Insurance. However, we do not insure the contents of properties or tenant's personal belongings. Should, for example there be a fire or flood in your property, we will make good all damage to the structure of the property, including fixtures and fittings but we will not replace or compensate you for loss of personal items or

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re-decoration. You are strongly urged to take out contents insurance to protect your belongings. Contents Insurance can be provided, for a fee, via ACHA's insurance provider or from many other high street/internet insurance providers.

ACHA also carries all necessary Public Liability and Employer insurances.

Factored owners and other owners should obtain their own Buildings and Contents Insurance.

4.14 Mid Market Rent Properties (MMR)

Repairs and maintenance of MMR properties which are leased via our subsidiary company will be carried out within the same performance criteria as for ACHA properties. MMR properties will benefit from the same inspection regime and tenant satisfaction surveys as ACHA tenants. The Right to Repair Scheme does not apply to MMR properties.

4.15 Pest Control

ACHA Tenants, and owners who have common rights, are responsible for the removal of pest infestations within their property or garden, including common areas, unless there is clear evidence that the pests have arisen because ACHA has failed or neglected to fulfil its responsibility as the Landlord. Where a property is infested with a protected species, discretion will be used in terms of ACHA organising appropriate work.

ACHA will take responsibility for dealing with an infestation of Woodworm (or similar wood boring, destructive insects) within a tenant's property or communal areas.

We will encourage Tenants with a pest infestation to deal with the problem using proprietary products available from hardware stores or to use the services of Argyll and Bute Council's Operational Services or Private Pest Control Companies. It is likely that there will be a cost for these services.

If the Tenant does not deal with an infestation, and as a consequence, neighbouring properties become infested due to the tenants neglect, ACHA will address the whole problem and costs associated with this will be charged to the tenant who neglected their responsibility to remove pests from their property in the first instance.

General information on how to deal with household pests is available within appendix 3 of this policy.

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4.16 Play Areas

There are a number of play areas within shared estates. Regular safety inspections are carried out by ROSPA (The Royal Society for the Prevention of Accidents) trained staff. Play area equipment which is deemed to be unsafe will be removed pending replacement. Such replacements may be dependent on suitable financial resources being available.

4.18 Travelling Persons Sites

We will ensure that our sites are safe and well maintained. Utility blocks will be inspected as part of our estate management regime and repairs issues dealt with via the general categorisation of works as detailed in appendix 1. Specific repairs responsibilities are contained within the Site Pitch lease. We do not carry out any maintenance or repairs to caravans using the site.

Section 5 – Performance management

- 5.1 ACHA operates within a performance management framework which reports to and aims to meet the requirements of our tenants, factored owners, Board of Management, the Scottish Housing Regulator and the Scottish Social Housing Charter.
- 5.2 As required by Section 31 of the Housing (Scotland) Act 2010, the Scottish Social Housing Charter sets out the standards and outcomes that all social landlords should aim to achieve when performing their housing activities:
- **Charter Ref.1 – Equalities**
Social landlords perform 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.*
 - **Charter Ref.3 – Participation**
Social landlords manage their businesses so that:
 - *Tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with.*
 - **Charter Ref.4 – Quality of Housing**
Social landlords manage their business so that:

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- *Tenants homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) by April 2015, and continue to meet it thereafter and are always clean, tidy and in a good state of repair when they are allocated.*

- **Charter Ref.5- Repairs Maintenance & Improvements**

Social Landlords manage their business so that:

- Tenants' homes are well maintained with repairs and improvements carried out when required and tenants are given reasonable choices about when work is done.

5.3 We use Regulatory and local performance indicators to monitor and report on our repairs and maintenance service and also major investment levels to our properties. Such indicators include:-

- The average time to complete emergency repairs
- The average to complete non-emergency repairs
- The percentage and number of repairs completed within target
- Customer satisfaction levels
- Appointments made and kept
- Number and percentage of properties with valid gas safety certificate
- Pre and post inspection levels
- Progress toward completion of the Scottish Housing Quality Standard including impact of exemptions and abeyances.
- Progress towards completion of the Energy Efficiency Standard for Social Housing

5.4 Internally, performance will be monitored monthly by ACHA's Senior Management and bi- monthly by the Board of Management and local Area Committees. Performance information will also be provided, on a regular basis to our tenants, via the Tenants Newsletter and to the Tenants Panel.

We will agree the approach regarding the publishing of Performance information with our tenants and service users and this will be reported annually by October of each year.

Externally, the Scottish Housing Regulator will monitor performance in terms of outcomes and standards achieved in line with the requirements of the

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Scottish Social Housing Charter. We will, annually, submit key performance information on our achievements to the Regulator.

In order to ensure that this policy remains fit for purpose and continues to meet Charter requirements, a Tenant's Scrutiny Panel will monitor and review the performance standards.

5.5 Performance data will be collected using a number of methods:-

- Telephone surveys- a proportion of tenants and factored owners will be contacted, on completion of their repair request to ascertain if the work was carried out efficiently and effectively. Results of these surveys will be monitored on a monthly basis by senior staff.
- Post Inspections – a proportion of work completed will be physically inspected. These inspections will ascertain whether or not the work has been carried out to the required standard.
- Repairs satisfaction surveys- survey cards will be issued to tenants on completion of internal works and to a proportion of tenants and factored owners on completion of common works. Tenants will be encouraged return the cards.
- Tenants and factored owners can also submit feedback on our repairs service via our website www.acha.co.uk
- All feedback received will be used to monitor and improve service delivery. Satisfaction levels will be reported to Senior Management on a monthly basis and to our Board of Management bi – monthly.

Section 6 - Development and training

- 6.1 Staff involved in the delivery, procurement and organisation of the repairs and maintenance service will be suitably qualified and trained.
- 6.2 All ACHA staff will undertake mandatory Customer Care and Diversity training.
- 6.3 We will ensure that all contractors working for us are qualified to carry out all work requested in a safe and appropriate manner.
- 6.4 We will ensure that all contractors working for us are aware of the Property Factors (Scotland) Act 2011 where work is being carried out that affects property owners.

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Section 7 – Dealing with complaints

- 7.1 We value complaints and endeavour to use information from them to help us improve our services. If a tenant, factored owner or any other customer is unhappy with our repairs and maintenance service we will deal with the matter through our Complaints Handling Procedure.

Section 8 – Review procedures

- 8.1 This policy will be reviewed every three years or earlier if required due to substantive changes in legislation or regulatory requirements.
- 8.2 As part of the review process formal consultation will take place with relevant stakeholders who include:-
- Tenants
 - Factored owners
 - Area Committees
 - The Tenant Consultation Register
 - The Tenants Panel
 - Staff.
- 8.3 The outcome of the review process will be made available via our tenants' newsletter and on our website.

Section 9 – Confidentiality and data protection

- 9.1 All information relating to the tenant or factored owner, provided by us to contractors or other third parties, will be done so only to fulfil the obligation of this policy.
- 9.2 We will ensure that we meet the requirements of the Data Protection Act 2002.

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Policy Owner	Investment and Regeneration
Author	Linda Haig
Policy Creation Date	January 2017
Review Period	3 years
Review Committee	Board of Management
Next Review Date	January 2020



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Repairs Classifications and timescales

Appendix 1

* Attend to and make safe, these repairs will be completed within 24 Hours

◆ Qualifying repair timescales laid down in legislation

● Timescale for repairs to be carried out

Repair Description	Emergency Repair *(2 Hours)	Emergency Repair * (4 Hours)	Urgent Repair (4 days)	Routine Repair (15 days)	Cyclical/ Pre-planned Maintenance	Qualifying Repairs	Comments
Plumbing							
Dripping tap				●			
Leaking tap when used			●				
Blocked sink or basin		●				◆ 1 day	● Chargeable if due to tenant negligence
Loose taps			●				
Replacement taps			●				

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Repair Description	Emergency Repair *(2 Hours)	Emergency Repair * (8 Hours)	Urgent Repair (5 days)	Routine Repair (20 days)	Cyclical/ Pre-planned Maintenance	Qualifying Repairs	Comments
Blocked WC		•				◆ 1 day Where no other toilet in the house	●Chargeable if due to tenant negligence
Leaking WC		•				◆ 1 day Where no other toilet in the house	
Replace flush handles		•					
Toilet Not flushing		•				◆ 1 day Where no other toilet in the house	
Ball valve to tank(if not causing tank to overflow)			•				

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Repair Description	Emergency Repair *(2 Hours)	Emergency Repair * (8 Hours)	Urgent Repair (5 days)	Routine Repair (20 days)	Cyclical/ Pre-planned Maintenance	Qualifying Repairs	Comments
Leaking overflow			•				●8 hours if excessive
Broken toilet seat			•				●Chargeable if due to tenant negligence
Significant leaks or flooding from water or heating pipes, tanks and cisterns						◆ 1 day	●Chargeable if due to tenant negligence
Joinery							
Gain access for tenant due to faulty lock	•					◆ 1 day	●Chargeable if due to tenant negligence
Gain access due to lost keys by tenant		•					●Chargeable if due to tenant negligence
Renew faulty door lock if two forms of security on door			•				

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Repair Description	Emergency Repair *(2 Hours)	Emergency Repair * (8 Hours)	Urgent Repair (5 days)	Routine Repair (20 days)	Cyclical/ Pre-planned Maintenance	Qualifying Repairs	Comments
Insecure external windows, doors or locks	•					♦ 1 day	•Chargeable if due to tenant negligence
Insecure internal door				•			
Renew internal lock/ latch				•			
Replace door handles				•			•Chargeable if due to tenant negligence
Timber skirting board				•			
Architrave and frames				•			
Loose floor boards or stair tread						♦ 3 day	
Loose handrail or banister						♦ 3 day	

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Repair Description	Emergency Repair *(2 Hours)	Emergency Repair * (8 Hours)	Urgent Repair (5 days)	Routine Repair (20 days)	Cyclical/ Pre-planned Maintenance	Qualifying Repairs	Comments
Electrical							
Faulty light fittings		<ul style="list-style-type: none"> • (If deemed a qualifying repair) 	<ul style="list-style-type: none"> • 			<ul style="list-style-type: none"> ◆ 1 day if unsafe power, lighting sockets or electrical fittings 	
Faulty sockets		<ul style="list-style-type: none"> • (If deemed a qualifying repair) 	<ul style="list-style-type: none"> • 			<ul style="list-style-type: none"> ◆ 1 day if unsafe power, lighting sockets or electrical fittings 	
Immersion heaters		<ul style="list-style-type: none"> • 				<ul style="list-style-type: none"> ◆ 1 day 	
Thermostats		<ul style="list-style-type: none"> • 					

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Repair Description	Emergency Repair *(2 Hours)	Emergency Repair * (8 Hours)	Urgent Repair (5 days)	Routine Repair (20 days)	Cyclical/ Pre-planned Maintenance	Qualifying Repairs	Comments
Aerial sockets				•			• Only if installed by ACHA
No power	•					♦ 1 day	• Chargeable if due to tenant negligence
Partial power loss						♦ 3 day	
Dangerous wires	•						
Faulty shower with bath			•				• Only if installed by ACHA
Faulty shower with no bath		•					• Only if installed by ACHA
Replacement trunking				•			
Smoke alarms		•					

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Repair Description	Emergency Repair *(2 Hours)	Emergency Repair * (8 Hours)	Urgent Repair (5 days)	Routine Repair (20 days)	Cyclical/ Pre-planned Maintenance	Qualifying Repairs	Comments
Mechanical extractor fan in kitchen or bathroom not working						♦ 7 day	
Communal areas							
Lift not working		•					
Communal light out (partial)		•					
All communal lights out	•						
Emergency lighting		•					

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Repair Description	Emergency Repair *(2 Hours)	Emergency Repair * (8 Hours)	Urgent Repair (5 days)	Routine Repair (20 days)	Cyclical/ Pre-planned Maintenance	Qualifying Repairs	Comments
Security lights			•				
Door entry system (to allow access/exit)		•					
No TV reception			•				•Only if equipment installed by ACHA
Rotary driers				•			•Only if installed by ACHA
Unsafe path or step						♦ 3 day	
Uneven path not dangerous				•			
Heating							
Partial failure		•				♦ 1 day where no other heating is available	

Organisational Policy

Repairs & Maintenance Policy

Repair Description	Emergency Repair *(2 Hours)	Emergency Repair * (8 Hours)	Urgent Repair (5 days)	Routine Repair (20 days)	Cyclical/ Pre-planned Maintenance	Qualifying Repairs	Comments
Total failure during winter	•					◆ 1 day if loss or partial loss of space or water heating where no other heating is available.	
Total failure during summer		•				◆ 1 day if loss or partial loss of space or water heating where no other heating is available.	

Organisational Policy

Repairs & Maintenance Policy

Repair Description	Emergency Repair *(2 Hours)	Emergency Repair * (8 Hours)	Urgent Repair (5 days)	Routine Repair (20 days)	Cyclical/ Pre-planned Maintenance	Qualifying Repairs	Comments
Radiator leaking		•					
Storage heater repairs			•				
Blocked flue to open fire or boiler		•				♦ 1 day	
Loss or partial loss of gas supply						♦ 1 day	
Windows							
Broken glass	•						•Chargeable if due to tenant negligence
Cracked glass				•			•Chargeable if due to tenant negligence
Loose window			•				
Window won't close			•				•8 hours if ground level

Organisational Policy

Repairs & Maintenance Policy

Repair Description	Emergency Repair *(2 Hours)	Emergency Repair * (8 Hours)	Urgent Repair (5 days)	Routine Repair (20 days)	Cyclical/ Pre-planned Maintenance	Qualifying Repairs	Comments
Faulty handle			•				
Leaking window			•				
Loose window sill			•	•			•Urgent if above ground level
Broken vent				•			
Roofs							
Moss removal					•		
Roof felt replacement				•			
Loose tiles			•				•8 hours if immediate danger
Make safe after storm		•					
Rain penetration		•					

Organisational Policy

Repairs & Maintenance Policy

Repair Description	Emergency Repair *(2 Hours)	Emergency Repair * (8 Hours)	Urgent Repair (5 days)	Routine Repair (20 days)	Cyclical/ Pre-planned Maintenance	Qualifying Repairs	Comments
Major roof repairs					•		•5 days if unsafe
Replace broken slates or tiles			•				
Rebed ridge tiles			•				
Flashings			•				
Water							
No water at all		•				♦ 1 day	• May be due to circumstances out with control of ACHA – e.g. water turned off by utilities company
Partial loss to water supply						♦ 3 day	
No water to single tap			•				
Faulty stop tap			•				•8 hours if it will not turn off

Organisational Policy

Repairs & Maintenance Policy

Repair Description	Emergency Repair *(2 Hours)	Emergency Repair * (8 Hours)	Urgent Repair (5 days)	Routine Repair (20 days)	Cyclical/ Pre-planned Maintenance	Qualifying Repairs	Comments
External							
Damaged fencing (repair only)				•			• 5 days if dangerous for removal or temp repair
Renew fencing				•			Fencing replacement will be carried out entirely at the discretion of ACHA
Damaged gate				•			• 5 days if dangerous for removal or temp repair Replacement will be carried out entirely at the discretion of ACHA

Organisational Policy

Repairs & Maintenance Policy

Repair Description	Emergency Repair *(2 Hours)	Emergency Repair * (8 Hours)	Urgent Repair (5 days)	Routine Repair (20 days)	Cyclical/ Pre-planned Maintenance	Qualifying Repairs	Comments
Renew flag stones					•		
Pointing				•			
Gutter repairs				•	•		<ul style="list-style-type: none"> • Routine repair if not part of upcoming gutter contract



Organisational Policy

Repairs & Maintenance Policy

Repairs Responsibilities

Appendix 2

Repair Description	Association	Tenant	Exceptions
Communal areas			
Lifts and stairs	•		
Redecoration	•		
Tenants own decorations		•	
Communal facilities	•		
Roof			
Chimney and stacks	•		
Roof structure and covering	•		
Guttering, rainwater pipes	•		
Fascias, Soffits, Barge Boards	•		
Walls and canopies			
External walls and render	•		
Foundations	•		
Concrete canopies	•		
Door canopies	•		
Coping stones	•		
Tenants own garden features		•	• Written permission required for garden buildings
Repair Description	Association	Tenant	Exceptions

Organisational Policy

Repairs & Maintenance Policy

Windows and doors			
Window frames and sills	•		
Glazing	•		
Glazing when caused by criminal damage and reported to the police	•		
Glazing when damaged by tenant/visitor		•	
Window ironmongery	•		
Door entry systems	•		
Door frame	•		• Tenant responsibility if damage caused by lawful forced entry to the property
External doors	•		• Tenant responsibility if damage caused by lawful forced entry to the property
Weather bars at external doors	•		
Door locks and ironmongery	•		
Damaged locks by tenants/visitors or members of household	•		• Tenant responsibility if intentionally damage

Organisational Policy

Repairs & Maintenance Policy

Repair Description	Association	Tenant	Exceptions
Additional keys		•	
Gaining entry (lost keys)		•	
Letter plates	•		
Pipes and drains			
Soil and vent pipes	•		
Drains and gully surrounds	•		
Gully grids	•		
Manhole covers	•		<ul style="list-style-type: none"> • Common drains responsibility of water utilities company
Blocked drains	•		<ul style="list-style-type: none"> • Rechargeable if due to negligence
Underground bursts	•		<ul style="list-style-type: none"> • May also be responsibility of utility company
Gardens and boundaries			
Individual garden maintenance		•	
Communal garden maintenance	•	•	<ul style="list-style-type: none"> • Local office will advise on individual issues.
Dividing walls or fence (if owned by ACHA)	•		<ul style="list-style-type: none"> • Actual replacement will be at the discretion of ACHA
Boundary fencing owned by ACHA	•		<ul style="list-style-type: none"> • Actual replacement will be at the discretion of ACHA



Organisational Policy

Repairs & Maintenance Policy

Repair Description	Association	Tenant	Exceptions
External fencing installed by tenant		•	• Written permission required
Gates if owned by ACHA	•		• Actual replacement will be at the discretion of ACHA
Paths, steps and other means of access	•		
Rotary lines	•		• Only if supplied by ACHA
Concrete line posts	•		
Wheeled bins		•	• ACHA will ensure this is provided at the start of tenancy only
Inside your home			
Windows			
Internal sills, UPVC or timber	•		
Skirting boards	•		
Window vents	•		
Internal doors			
Door handle or latch	•		• Tenant responsibility if own installed
Easing and adjusting	•		
Walls			
Internal walls	•		
Major plaster repairs	•		

Organisational Policy

Repairs & Maintenance Policy

Repair Description	Association	Tenant	Exceptions
Minor plaster repairs	•		
Hairline cracks in plaster	•	•	<ul style="list-style-type: none"> • ACHA will repair if damage caused by other repair work carried out by ACHA
Wall tiles	•	•	<ul style="list-style-type: none"> • Tenant responsibility if own installed
Regrouting	•	•	<ul style="list-style-type: none"> • Tenant responsibility if tiles own
Floors			
Concrete floors	•		
Vinyl floors tiles	•		<ul style="list-style-type: none"> • Common areas only
Non slip floor covering	•		<ul style="list-style-type: none"> • Common areas only or if installed by ACHA
Floor boards and joists	•		
Carpets and laminates		•	
Door strips		•	
Ceilings			
Repairs and renewal	•		
Hairline cracks	•	•	<ul style="list-style-type: none"> • ACHA will repair if damage caused by other repair work carried out by ACHA
Patch repairs	•		
Artex ceilings, patch repairs		•	
Artex full ceiling		•	
Fireplaces			
Fire surrounds	•		<ul style="list-style-type: none"> • Tenants responsibility if installed privately
Chimney sweeping	•		
Replacement fires due to fault	•		

Organisational Policy

Repairs & Maintenance Policy

Repair Description	Association	Tenant	Exceptions
Tenants choice fireplace		•	• Written permission required
Staircase			
Stairs	•		
Repair Description	Association	Tenant	Exceptions
Bannister and handrails	•		
Gloss painting		•	
Bathroom			
Bathroom suite	•		• Tenants responsibility if due to negligence or installed by tenant
Bath panels	•		
Airing cupboard shelves	•		
Internal pipe boxing	•		
Toilet roll holders		•	
Shower curtains	•	•	• Tenant responsibility if shower installed by tenant
Shower Screen	•	•	• Tenant responsibility if shower installed by tenant
Kitchen			
Kitchen cupboards and units	•		• Tenants responsibility if due to negligence or installed by tenant
Drawers and doors	•		• Tenants responsibility if due to negligence or installed by tenant
Handles and plinths	•		

Organisational Policy

Repairs & Maintenance Policy

Repair Description	Association	Tenant	Exceptions
Catches and hinges	•		
Worktops	•		
Electrical Items			
Electrical wiring and trunking	•		
Hard wired smoke alarms and CO monitors	•		
Battery for smoke alarms and CO monitors	•		
Plugs to appliances		•	
TV aerial sockets	•		• Only where supplied by ACHA
TV aerials		•	• Unless supplied by ACHA
Satellite dishes		•	• Written permission required
Sockets and switches	•		
Consumer units	•		
Storage heaters	•		
Electric fires	•		• Tenant responsibility if own fire
Electric meter supply		•	• Tenants responsible for supplier

Organisational Policy

Repairs & Maintenance Policy

Repair Description	Association	Tenant	Exceptions
Immersion heaters	•		
Cookers if owned by ACHA	•		
Disconnection and reconnection of cookers		•	<ul style="list-style-type: none"> • ACHA will disconnect and reconnect cookers in when tenants have had to move into decant accommodation. • Any person undertaking Electrical or Gas alteration work must be, or be employed by, a member of class of person approved by the Health and Safety Executive (HSE) to do that kind of work.
Extractor fans	•		
Door bells hard wired	•		
Battery door bells		•	
Reset trip switches		•	• Rechargeable if fault caused by tenants own appliance
Plumbing			
Water service pipes, overflows and tanks	•		
Blocked sinks, baths and basins.	•		• Rechargeable repair if due to tenant neglect
Taps, stop taps and wheel valves	•		
Blocked toilets	•		•Rechargeable repair if problems persist
Blocked toilets due to tenant neglect	•		•Rechargeable repair
Sink units	•		
Toilet flushing mechanism	•		



Organisational Policy

Repairs & Maintenance Policy

Repair Description	Association	Tenant	Exceptions
Toilet seats	•		• If fitted by ACHA
Shower trays	•		• Tenant responsibility if shower installed by tenant
Blocked level access shower	•		
Plugs and chains		•	
Showers if owned by ACHA	•		
Tenants own shower		•	• Written permission required
Silicone Sealant	•		
Bleeding radiators	•		
Shower heads and hoses	•		• Tenant responsibility if installed own shower
Home energy efficiency			
Draught proofing to windows and doors	•		
Hot water cylinder jackets	•		
Loft insulation	•		• As part of pre planned maintenance contracts
Cavity wall insulation	•		• As part of pre planned maintenance contracts
Energy efficient light bulbs		•	
Lighting			
Light bulbs		•	
Florescent light bulbs		•	
Security lighting	•		
Tenants own security lighting		•	• Written permission required
Light pendants and fittings	•		



Organisational Policy

Repairs & Maintenance Policy

Repair Description	Association	Tenant	Exceptions
Redecoration			
Internal redecoration		•	
External redecoration	•		
Glossing and staining		•	
Redecoration after fire or flood damage	•	•	<ul style="list-style-type: none">• Decoration to common areas will be carried out by ACHA• Internal decoration is responsibility of tenant
Pest Control		•	<ul style="list-style-type: none">• ACHA will deal with wood boring insect infestations.

Public Policy

Repairs and Maintenance

Dealing With Common Household Pests

Appendix 3

Some common household pests can be a risk to your health and safety and it is essential that you are able to recognise problems and know what to do if your home is affected.

You are responsible for the removal of pest infestations within your home or garden unless there is clear evidence that the pests have arisen because ACHA has failed or neglected to fulfil its responsibility as the Landlord.

Below is a guide and advice on how to deal with some of the most common household pests (it should be noted that some species are protected):

If you intend to use any proprietary products available to deal with pests please ensure that you follow the manufacturer's instructions carefully, as certain chemicals can be dangerous.

- **Mice**

Mice will move in to properties where they can get shelter, food and water. They normally move into dead spaces where they will not be disturbed. They are extremely good climbers with exceptionally sharp teeth.

They can do significant damage to building materials and have caused fire by chewing through cables. They use the same pathways and can be detected by smear marks by their fur rubbing against surfaces, fresh droppings or gnaw marks.

You will be aware you have mice as you will see droppings on your surfaces and in cupboards and you will probably also hear them scratching in the property. You may also notice that various items have been gnawed.

Prevent an infestation by:

- Not leaving food out overnight
- Not leaving uneaten pet food over night
- Remove all spillages
- Empty waste bins frequently
- Store food in rodent proof containers
- Clear all refuse in the garden area
- Sealing cracks (mice can squeeze through a gap down to 5 mm).

Public Policy

Repairs and Maintenance

Treat by trapping or baiting but do not leave bait down for extended periods.

Argyll and Bute Council's Pest Control section will be able to provide a professional treatment service for a fee, other service providers are available.

- **Rats**

Rats are a hazard to public health as they can transmit a number of potentially fatal diseases as well as bacteria, viruses and parasites.

They will scavenge discarded food as well as scavenging in drains and sewers. They burrow into soil, compost heaps and under sheds and the likes. They can squeeze into small openings and have very sharp teeth.

They are generally difficult to spot due to their nocturnal nature and the sighting of a rat by day may indicate a sizeable infestations.

Signs of an infestation consist of droppings, gnaw marks, runs and smear marks.

Prevent an infestation by:

- Ensuring all drainage is in good condition
- Bins are emptied regularly and refuse is not allowed to accumulate
- Seal crack in property
- Placing bird food on table and not the ground

The infestation can be treated by baiting.

Argyll and Bute Council's Pest Control section will be able to provide a professional treatment service for a fee, other service providers are available.

- **Fleas**

Fleas are a parasite that lives off warm blooded animals. Different species live off different animals.

There has been an increase in numbers in recent years due to pet owners neglecting to clean their pets bedding properly.

You would become aware of fleas in your house as you would have bites on your legs; you wouldn't typically find them much higher than your knees.

Public Policy

Repairs and Maintenance

Fleas can be treated and controlled by regular cleaning of the property with a vacuum cleaner to prevent breeding followed by placing an insecticide on the carpet.

Pets should be treated with suitable veterinary products.

Argyll and Bute Council's Pest Control section will be able to provide a professional treatment service for a fee, other service providers are available.

- **Birds/Squirrels**

Some birds and Squirrels can occasionally take up residence in roof spaces. You may only realise that you have birds in your house if you see a nest in the eaves of the house.

Argyll and Bute Council's Pest Control section will be able to provide a professional treatment service for a fee, other service providers are available.

ACHA will make arrangement to close over any access points into the building

- **Bats**

Bats are a protected species. They are a flying nocturnal mammal. They eat insects and hibernate in winter. They can get into buildings through very small space. If you have bats in your building please contact ACHA for further advice.

You will become aware of bats as you will hear the scratching in the loft space and can occasionally see droppings. It is possible that you will become aware of a smell. The penalty for unlawfully removing a bat is £5000 and a potential jail sentence of up to six months per bat. If you have bats in the winter and they leave in the summer you are prevented from blocking up the entrance back to the nest.

- **Wasps**

These are flying; stinging insects and are active from spring through to autumn. They collect food when out to feed others back at their nest. Wasps particularly like fruit such as apples, pears and plums. They often build nests in the eaves of buildings, roof spaces and chimneys.

You will become very quickly aware of the presence of wasps by the sound they make and they should be dealt with as soon as possible as the nest can vary in size from 5 to 5000 wasps.

Public Policy

Repairs and Maintenance

Some people react to stings and medical advice should be sought if you suffer an allergic reaction from a sting.

Treating wasps can be dangerous and protective clothing should be used to prevent stings.

The nest can be treated with an insecticide available from your local hardware store. Treatment should be done in the evening when activity is low. The ingoing wasps carry in the insecticide to the nest and control can be achieved within a few hours. This will not eliminate the colony itself. Ideally the whole nest and colony should be destroyed and we recommend that professional help is sought here as the risk to an untrained person dealing with a wasps nest can be significant

Argyll and Bute Council's Pest Control section will be able to provide a professional treatment service for a fee, other service providers are available.

- **Bees**

Bees are also flying; stinging insects active from Spring through to Autumn. You will become aware of the bees by the buzzing sound they make.

Again, some people react to stings and medical advice should be sought if you suffer an allergic reaction from a sting.

Bees sometimes swarm when there is more than one queen in a nest. In the event of a swarm of Bees you should contact Argyll and Bute Pest Control section for advice.

- **Cockroaches**

Cockroaches are an insect with large antennae and 2 pairs of wings. They can give off an unpleasant odour which can give people an allergic skin reaction.

They like warm humid conditions where they have a source of food and shelter. They are nocturnal and spend the day behind sinks and at the back of cupboards. Cockroaches are attracted to dirty kitchens so good hygiene is essential. You will probably hear them walking over surfaces but you are more likely to see them.

Public Policy

Repairs and Maintenance

Prevention is by high standards of hygiene to prevent them having access to a source of food.

Cockroaches can be eradicated by using an appropriate insecticide from a hardware store.

Argyll and Bute Council's Pest Control section will be able to provide a professional treatment service for a fee, other service providers are available.

- **Ants**

There are over 30 varieties of ants in the UK. They generally nest out of doors but enter homes through small gaps in search of sweet foods. Black ants are the most common ants that enter the house and the main reason for this is that they are looking for food. Good housekeeping prevents this.

Treatment consists of applying a crawling insect insecticide at the entrance of the nest and where they enter the property to try and create a band of insecticide that the ants have to cross. This may only be a short term answer, because of the low dosages allowed in domestic insecticides and also because there can be so many ants in one nest that it is difficult to eradicate the whole colony in one go, so the problem may recur.

- **Slugs/Snails**

Slugs and snails feed on a variety of plants and decaying matter. They move by a muscular foot which secrete mucus to allow the animal to slide along. This later dries out and leaves the tell-tale silvery trail. They are most active at night or on cloudy/wet days. They hibernate during winter. If you have slugs or snails you will know as you will see the trail along the surfaces.

Slugs and snails can be treated with proprietary treatment from your local hardware store. You should also try to identify how they are getting into your home.

- **Earwigs/Woodlice and Silverfish**

Earwigs are dark brown about 14mm long, have wings but never fly and normally active at night. These infestations are caused by vegetation close to entrances and can be prevented by good housekeeping. They are naturally occurring and most people are not even aware of their presence.

Public Policy

Repairs and Maintenance

Woodlice are slate grey in colour and have 7 pairs of legs. They are a crustacean.

Silverfish are a slender shiny wingless insect about 10mm long and have 3 bristles at the end of their body.

These 3 insects all prefer moist damp places. They are dealt with by removing the damp conditions and applying a proprietary residual insecticide. Cutting back the vegetation close to doors and windows and then treating the cleared areas with spray or dust insecticides, especially during damp weather, will control entry into the house. Remember, for your own safety to follow manufacturers' instructions when using insecticides

- **Midges**

There are no proven domestic eradication systems to deter Midges- primarily due to the huge numbers. The best method to avoid being bitten is to use a repellent and to recognise the conditions when midges are likely to be most active and avoid going out in them. The following 'rules of thumb' may help.

- Avoid going outdoors on still summer evenings.
- Still days and dull days are liable to be bad
- Shady or sheltered areas will have more active midges than dry open country.
- Areas away from, or up-wind of, breeding sites will have fewer midges.
- Midges become less common above 700m
- Midges are attracted to dark cloth and wearing light coloured clothing may help.