



Ferguslie Park
Housing Association

Ferguslie Park Housing Association Maintenance Policy and Guide

Date Approved by the
Management Board

30 October 2019

Signed:

Chairperson

Date of Next Review

October 2022

INTRODUCTION

1.1 Statement of Objectives

The Maintenance Policy aims to ensure that Ferguslie Park Housing Association provides an effective housing maintenance service that complies with its landlord obligations. Our objectives include:

- delivering a clear, comprehensive and equitable housing maintenance service;
- ensuring that all properties are safe, secure and meet relevant standards;
- maintaining our stock in accordance with the relevant and applicable legal requirements placed on us and our responsibilities set out in our tenancy agreement;
- providing an efficient, effective and value for money housing maintenance service aimed at prolonging the useful life of our properties and delivering customer satisfaction through high standards of service;
- collecting and using business intelligence on the condition of our stock and demonstrate that we are using this to make informed financial decisions to maintain and improve our stock;
- regularly reviewing our arrangements for the procurement of repairs and maintenance works; and
- taking positive steps to inform and listen to tenants about continuous improvements to our housing maintenance service.

1.2 Compliance with Regulatory Standards

In terms of the Scottish Social Housing Charter, the Scottish Housing Regulator has identified a number of key indicators relevant to housing maintenance by which it will measure landlord performance, including the following:

- Meet the Scottish Housing Quality Standard (SHQS)
- Meet the Energy Efficiency Standard for Social Housing (ESSH) by March 2020
- Properties allocated, are clean, tidy and in a good state of repair.
- Tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.
- Tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.

1.3 Expected Outcomes

Key outcomes of operating an effective Maintenance Policy include:

- Ensuring that properties are well maintained, safe, secure and in line with the SHQS and ESSH;
- Maximising the percentage of reactive repairs carried out that are completed right first time and minimising repeat repairs;
- Reducing the number of repairs per property through robust specification in both component replacement contracts and new supply projects;
- Optimising customer satisfaction with service delivery; and
- Delivering value for money.

1.4 Informing and Involving Stakeholders

We will promote our Maintenance Policy through our website. Where we plan to make significant changes to the policy, we will consult tenants through Focus groups, tenant surveys and short life working groups as required.

1.5 Corporate Fit

Legislation and best practice

We will comply with all relevant legislation and associated regulations, including:

- The Health & Safety at Work Act 1974;
- The Housing (Scotland) Act 1987, 2001 & 2010; 2014.
- Managing Health and Safety in Construction (Design and Management) Regulations 2015;
- General Data Protections Regulations 2018
- The Scottish Social Housing Charter.

Statute and the contractual obligations within our tenancy agreement set out our responsibilities as landlord and those of our tenants. These are summarised in our 'Guide to Repairs' (see Appendix 1).

We expect our tenants to conduct their tenancies in a reasonable manner and not damage or allow any member of their household or visitor to their home to damage the property, either internally or externally. If a tenant has damaged their property or failed to take care of it, we may charge for the costs of repair – this is covered in our Rechargeable Repairs Policy.

Our Maintenance Policy is consistent with our:

- Business Plan;
- Alterations and Improvements Policy;
- Gas Servicing Policy;
- Electrical Servicing Policy;
- Rechargeable Repairs Policy;
- Energy Performance Certificate Policy;
- Asbestos Management Policy;
- Medical Adaptations Policy;
- Estate Management Policy;
- Asset Management Strategy;- Currently under development
- Health & Safety Policy;
- Risk Management Strategy;
- Procurement Strategy; - Currently under development
- Financial Regulations; and
- Delegated Authority Policy.

Equalities

Our Maintenance Policy complies with the Association's Equality Policy to ensure equality of treatment for all tenants without discrimination or prejudice. At all times the Association will consider all tenants, regardless of sex, faith or religion, race, ethnic origin, sexual orientation, mental or physical health, disability or marital status.

Confidentiality

The Association understands that confidentiality is important to tenants, therefore, will treat their tenancy information in the strictest confidence under the General Data Protection Regulations 2018 and in line with the Association's Privacy Statement.

Business Plan and Risk Management

Our Business Plan reflects that housing maintenance is a key landlord responsibility. We seek to mitigate against business risk through managing our housing maintenance service in an efficient, effective and economic manner.

Lead Officer

The Head of Operations has responsibility for overseeing the implementation of the Maintenance Policy and the Maintenance Manager is responsible for key aspects of the day to day service delivery with delegation of specific tasks to appropriate staff.

We clearly define budgetary responsibilities and delegation of authority for housing maintenance functions within our Financial Regulations, Delegated Authority Policy and Procurement Strategy.

The Maintenance Manager will carry out a monthly desktop review of repairs ordered as follows:

- address any anomalies and take appropriate action, including updating procedures if necessary; and
- note and review any significant fluctuations in the nature or volume of repairs ordered and take appropriate action.

In order to monitor the effectiveness of this policy, Key Performance Indicators (see Appendix 1) will be used to measure the effectiveness of our repairs service and customer satisfaction. We will routinely review and analyse the outcomes and make recommendations where changes are required.

The Board will receive regular updates through the Performance Report which will be based on the KPI's included in Appendix 2. Other reports may be presented to Board as required.

2. KEY PRINCIPLES – MAINTENANCE POLICY

2.1 Reporting and handling response repairs

We have a number of elements within our Asset Management Strategy to ensure that our housing stock and related assets meet the needs and standards required now and in the future:

- planned programme renewals – replacing components towards the end of their life and before there is a requirement for significant response repairs;
- cyclical maintenance – complying with statutory requirements and preventing deterioration in the physical condition of the stock through routine maintenance programmes;
- reactive repairs – addressing necessary day to day repairs as they arise and thereby preventing deterioration of the stock condition; and
- void repairs – carrying out necessary repairs to houses as they become empty so that they meet the minimum lettable standard.

The Maintenance Team will deliver all aspects of our response service, including pre inspection of defects, repairs ordering and post inspection of completed works.

We will carry out all repairs, which are necessary to:

- maintain the property in a 'wind and watertight' condition;
- ensure that there is constant provision of services such as water, gas and electricity; and
- maintain fixtures and fittings installed by us.

We operate a repairs telephone number and run a 24-hour service for reporting emergencies, for example defects that could be a risk to health or safety or could lead to serious structural damage, such as:

- no heating or hot water;
- no electricity; or
- burst pipes.

We will issue full instructions to our contractor for all housing maintenance work.

2.2 Repairs by appointment

In order to provide a service that is responsive to the needs of tenants, we will provide repairs by appointment system for most urgent and routine repairs.

Appointments will be available on working days, with a choice of morning or afternoon timeslots. Morning timeslots will cover 8am to 12 noon and afternoon timeslots will cover 12 noon to 5pm.

The repairs by appointment service will be available where only one trade is required. Where more than one trade is required to repair a defect, the contractor will co-ordinate the work required and contact the tenant direct to agree suitable access arrangements.

If due to unforeseen circumstances a contractor is unable to keep the appointment, they will contact the tenant before the specific appointment time to explain the difficulty and to make an alternative appointment or access arrangements. We will continuously monitor the appointments system and investigate broken appointments in order to refine how the service works and minimise service failures in the future.

The Maintenance Manager and / or Head of Operations may determine that there are circumstances, such as severe weather, where we may require to temporarily suspend our repairs by appointment service. Where this occurs we will notify tenants, seek to minimise the period of suspension and reschedule appointments as quickly as practically possible once normal service resumes.

2.3 Tenant responsibilities

Certain repairs are the responsibility of tenants and these are detailed within our Guide to Tenants responsibility. The tenant will be advised in cases when such a defect is reported or inspected.

2.4 Rechargeable repairs

The cost of some repairs will be charged to the tenant. These are called 'rechargeable repairs'. This is covered within our Rechargeable Repairs Policy.

2.5 Prioritising repairs

Repairs requests will be prioritised based upon their urgency. We will use the following repairs categories and target timescales for responding.

Category	Type of repair	Overall timescale
Emergency repairs	To make safe or repair any defect/s that may deteriorate quickly into a health and safety issue or cause significant damage to the property if not attended to.	Attend within 2 hours and make safe or permanent repair to resolve the issue.
Urgent repairs	To repair any defects that significantly detract from the tenant's use of the property and which would cause rapid deterioration if not attended to.	Attend and complete within 3 working days
Routine repairs	Any repairs which are identified as responsive repairs and which cannot be delayed until a future cyclical maintenance programme or planned programmed renewal.	Attend and complete within 5 working days
Complex Repairs	Any repairs which are not deemed general wear and tear repairs and more complex by nature eg dampness, dry/wet rot, woodworm, asbestos, etc and/or where specialist contractors may need to be employed.	To be specified at diagnosis.

Examples of 'Emergency Repairs' include the following:

- significant water ingress to property where the tenant is unable to stem the ingress;
- significant leaks from water or heating pipes, tanks or cisterns where the tenant is unable to stem the flow;
- burst pipes;
- no water supply;
- blocked or leaking foul drains or soil stacks;
- choked toilet, where there is only one toilet in house;
- toilet not flushing, where there is only one toilet in house;
- no heating;
- blocked flue to boiler;
- loss or partial loss of gas supply;
- full loss of lighting and / or power, where the household includes a child or vulnerable adult;
- dangerous or unsafe electrical power or lighting socket, or electrical fitting;
- no lighting or power;
- faulty cooker control unit;
- unsecured external door or windows on a lower level;
- broken windows; and
- any Health & Safety related issue.

Examples of 'Urgent Repairs' include the following:

- leaks from water or heating pipes, tanks or cisterns;
- partial loss of water supply;

- choked toilet, where there is more than one toilet in house);
- toilet not flushing, where there is more than one toilet in house;
- partial loss of electrical supply;
- repairs to mechanical extractor fan;
- loose or detached banister or handrail;
- door-entry repairs.

'Routine repairs' include all other repairs that are the landlord's responsibility and that cannot be delayed until a future cyclical maintenance programme or planned programmed renewal.

2.6 Service Interruption

The Maintenance Manager and / or Head of Operations may determine that there are circumstances, such as severe weather, where we may require to temporarily suspend our normal repairs service. If this occurs we will focus on tackling emergency repairs and suspend routine repairs, including repairs by appointment, and void repairs. If this happens, we will notify tenants, seek to minimise the period of suspension and reschedule repairs and appointments as quickly as practically possible once normal service resumes.

2.7 Pre Inspections – Complex Repairs

With the exception of emergency repairs, we will inspect a defect before instructing a repair if:-

- the nature of the defect or source of the problem cannot be easily identified;
- a similar repair has recently been carried out to the same property;
- the required repair is a recurring defect in other similar property types and may therefore need to be included in a cyclical maintenance project or other planned investment work;
- the defect is not a standard repairs item covered by our schedule of rates;
- we know, or reasonably suspect, that the tenant may have caused damage to the property;
- or
- the defect could potentially lead to an insurance claim.

2.8 Post inspections- Variations

We will inspect all completed repairs to vacant properties and a sample of all other repairs. The sample for inspection will be based upon the following:

- all completed repairs costing in excess of £750;
- where there is evidence that the contractor has performed poorly.
- A minimum of 10% of all completed reactive repairs will be post inspected
- All medical adaptations and void repairs.
- Any variations over the existing scope of the works issued to the value of £500 can be approved by the Maintenance Team. Any value over £500 - £1,000 can be approved by the Property Services Officer. Where the scope of the works exceed £1,000 approval must be sought from the Maintenance Manager or Head of Operations – to be agreed

2.9 Right to Repair

Tenants have a right to have small urgent repairs carried out within a given timescale. If we do not complete the work on time, tenants have a right to ask another contractor approved by us to carry out the work and may also be eligible for compensation. This is called the 'Right to Repair' scheme.

Examples of qualifying defects / repairs include the following:

Qualifying defects / repairs	Maximum timescale
• Blocked flue to boiler	1 day
• Blocked / leaking foul drains, soil stacks, toilet pans (where there is no other toilet in the house)	1 day
• Blocked sink, bath or basin	1 day
• Complete loss of electric power	1 day
• Loss of electric power	1 day
• Partial loss of electric power	3 days
• Insecure external window or door lock	1 day
• Unsafe access path or step	1 day
• Significant leaks or flooding from water or heating pipes, tanks or cisterns	1 day
• Loss or partial loss of gas supply	1 day
• Loss or partial loss of space or water heating, where no other source of heating is available	1 day
• Toilet not flushing (where there is no other toilet in the house)	1 day
• Unsafe power or lighting socket or electrical fitting	1 day
• Complete loss of water supply	1 day
• Partial loss of water supply	3 days
• Loose or detached banister / handrail	3 days
• Unsafe timber flooring or stair treads	3 days
• Mechanical extractor fan in internal kitchen or bathroom not working	7 days

Further information on the right to repair is available on request or on Scottish Government Website.

2.10 Right to compensation for improvements

This enables tenants to claim compensation for certain improvements that have been made to their home. Tenants must receive written permission before they can make any improvements, in accordance with our Alterations & Improvements Policy. Compensation can only be claimed after the tenancy has ended.

The right to compensation applies to improvements such as:

- bath or shower;
- cavity wall insulation;
- double glazing;
- draught proofing of external doors and windows;
- insulation of pipes and loft;
- water tanks or cylinders;
- kitchen sink;
- rewiring;
- space or water heating;
- storage cupboards in bathroom or kitchen;
- radiators or valves;
- wash hand basin;
- water closet (WC); and
- work surface for food preparation.

Tenants will not be eligible for compensation if we have had to repossess their home.

Further information on the right to compensation for improvements is available on request at our office.

2.11 Repairs Involving Neighbouring Homeowners

Where repairs are required to common parts that involve neighbouring homeowners, we will contact homeowners to advise them. We will encourage homeowners to participate in any common repairs works and contribute towards the costs as appropriate. However if emergency or essential works are required we may carry out the repairs first and recharge the homeowners afterwards.

2.12 Repairs to Vacant Properties

We aim to relet our vacant properties quickly and to our Minimum Lettable Standard.

2.13 Right First Time

The Association is required to record and report annually within the Annual Return on the Charter on the percentage of reactive repairs carried out in that year that were completed right first time. The definitions which determine when a repair can be classed as being “right first time” or when exemptions apply are detailed in the guidance provided to Registered Social Landlord`s by the Scottish Housing Regulator.

Guide to Repairs

Introduction

This is a guide to our housing maintenance service.

It tells you about:

- repairs that we must carry out by law (part 1);
- repairs that we will carry out as part of our landlord responsibilities (part 2);
- repairs that you must carry out as part of your tenant responsibilities (part 3);
- damage to your home (part 4);
- reporting a repair (part 5); and
- Other matters (part 6).

If you have any questions, please contact our housing maintenance team at Ferguslie Park Housing Association. Our staff will be pleased to help you.

1. Repairs that Ferguslie Park Housing Association Must Carry Out by Law

This section tells you about the repairs that we must carry out by law.

We only repair things that we have supplied or fitted, or that we have agreed to maintain.

Inside your home we will repair:

- ceilings, floors and internal walls;
- hot and cold water systems (including boilers, immersion heaters and storage tanks);
- kitchen fittings (including drawers, shelves and work tops);
- the bathroom suite (including bath or shower, toilet and wash basin – where these have been provided by us);
- room-heating systems;
- gas supply pipes and appliances (including water pipes, radiators, thermostats, pumps, etc);
- the electrics (including sockets, switches and hard-wired smoke detectors); and
- Ventilation systems.

Outside of your home we will repair:

- the structure of the house – for example, walls, the roof, chimneys, windows (including glass), front and back doors, gutters and down pipes;
- door locks and fittings;
- drains;
- stair lighting; and
- Rubbish chutes and bin stores.

2. Repairs that Ferguslie Park Housing Association Will Carry Out as Part of Our Landlord Responsibilities

Each year we decide how much money we can afford to spend on other repairs. This means that our policy on these items may change.

We only repair items that we have supplied or fitted, or that we have agreed to maintain.

Inside your home we are responsible for:

- insulation – for example loft insulation, pipe lagging and jackets on hot-water tanks;
- solid fuel servicing, including chimney sweeping (annually);
- ventilation systems, including extractor fans (except where the tenant has installed these);
- handles and latches to inside doors;
- internal banisters;
- Gas servicing / Maintenance of your boiler
- adaptations provided for disabled people – for example, handrails and showers;
- shared TV aerials; and
- Shared laundry equipment.

Outside of your home we are responsible for:

- door entry systems;
- glazing;
- floor tiles in common closes;
- light fittings above outside doors;
- communal stair lighting;
- footpaths, steps and driveways (except where the tenant has built these);
- slabs or chippings in shared drying areas;
- fences and gates;
- clothes poles and hooks;
- bin stores;
- external stores (except where the tenant has built these);
- garages and car ports (except where the tenant has built these);
- communal parking areas;
- chimney stacks, pots and cowls;
- external meter cupboards;
- paintwork;
- play areas (provided by us); and
- Retaining walls (provided by us).

3. Repairs That the Tenant Must Do as Part of Your Tenant Responsibilities

This is not a full list, but it shows some of the things that you are responsible for. This means that you must arrange to pay for this type of repair yourself.

Inside your home you are responsible for:

- things that you have added or improved (without our permission);
- decorating including minor plaster repairs;
- pelmets, curtain rails, coat hooks and pulley ropes;
- fireplace kerbs, tiles and ash pans;
- electric or gas focal point fires;
- toilet seats, plugs and chains;
- ventilation systems, including extractor fans (where the tenant has installed these);
- draught-proofing;
- glazing (including doors and screens);
- floor tiles;
- electric plugs and fuses;
- light bulbs;
- tubes and starters for fluorescent lighting;
- glass in partitions;
- cupboards;
- testing smoke detectors and replacing batteries as required;
- plugs for sinks and baths;
- public utility supply meters; and
- Insect infestation.

Outside of your home you are responsible for:

- replacement keys and key fobs,
- the garden;
- footpaths, steps and driveways (where the tenant has built these);
- garden sheds, greenhouses and external stores (where the tenant has built these);
- garages and car ports (where the tenant has built these);
- clothes lines / rotary drier lines;
- TV aerials and satellite dishes (not shared ones);
- retaining walls (where the tenant has built these);
- public utility supply meters; and
- Refuse bin/s.

4. Damage to Your Home

If you damage your home (even by accident) or do not take care of it, you will usually have to get the repair done and pay for it. If we think that it would be better for us to do the repair, we will carry it out and send you the bill.

We will repair damage caused by vandals, but you need to report it to the police first.

Insurance

If you do not have contents insurance, we would strongly recommend that you get some. For example, if your home was damaged by a fire or flood we would repair the building. But we would not be responsible for decorating the inside or replacing your belongings.

You might be able to claim back the cost of some of the repairs from your contents insurance. This depends upon your insurance contract. Check your policy to see if you are covered for 'accidental damage'.

5. Reporting a Repair

We are generally open from Monday to Friday during office hours excluding Public holidays. If you want to report a repair you can:

- phone us on **0141 847 5200**
- call in to Ferguslie Park Housing Association's office;
- write to us; or
- E-mail us.

What we need to know

We need to know your name, address and phone number. We need to know what the repair is and how the damage has happened. Finally we need to know how our tradesperson can gain access to do the repair.

Dealing with your repair

When you report a repair, we will decide if:

- it is our responsibility or yours;
- it is an emergency, an urgent or a routine repair; and
- One of our officers needs to see it before we can start work.

We will tell you if one of our officers needs to visit you. We will offer an appointment where possible.

Reporting an emergency repair

We run a 24-hour emergency service for any repairs that could be a risk to health or safety, or could lead to serious structural damage to your house. Some examples of this are:

- no heating or hot water;
- no electricity; or
- Burst pipes.

Please only use the emergency service for real emergencies. If you report an emergency without good reason, you will have to pay for the repairs that you have asked for.

What to do

- If you need to report an emergency repair, phone free on **0141 847 5200**
- Tell us:
 - your name, address and phone number;
 - what repair is needed; and
 - Where the repair is needed.

Burst pipes

You can help us by finding out where your main water stopcock is. If you are not sure, please ask us and we will come and show you.

Gas leaks

If you think that you have a gas leak, phone Transco immediately for free on **0800 111 999**.

- Don't smoke.
- Don't use naked flames.
- Don't turn electric switches on or off.
- Do open doors and windows to get rid of the gas.

Power cuts

If you have a power cut, please contact Scottish Power on **0800 092 9290**.

Customer feedback

We are committed to improving our repairs service, therefore, we may contact you to ask for feedback.

Security

If anyone calls at your door to do a repair, ask to see their identification before you let them in.

Do not let anyone into your home unless you are sure that they are genuine. If you are in any doubt, ring Ferguslie Park Housing Association's office.

6. Other Matters

Right to repair

Tenants have a right to have small urgent repairs carried out within a given timescale. If we do not complete the work on time, tenants have a right to ask another contractor approved by us to carry out the work and may also be eligible for compensation. This is called the Right to Repair scheme. Further information is available within our Tenant's Handbook, on our website or on request at Ferguslie Park Housing Association's office.

Right to compensation

This enables tenants to claim compensation for certain improvements that they have made to their home. Tenants must receive our written permission before they can make any alterations. Compensation can only be claimed after the tenancy has ended provided certain criteria has been met.

The right to compensation applies to improvements such as:

- bath or shower;
- cavity wall insulation;
- double glazing;
- draught proofing of external doors and windows;
- insulation of pipes and loft;
- water tanks or cylinders;
- kitchen sink;
- rewiring;
- space or water heating;
- storage cupboards in bathroom or kitchen;
- radiators or valves;
- wash hand basin;
- Water Closet (WC); and
- Work surface for food preparation.

Tenants will not be eligible for compensation if we have had to repossess their home.

Further information on the right to compensation for improvements is available within our Tenant's Handbook, on our website or on request at Ferguslie Park Housing Association's office.

Maintenance Checklist of Landlord and Tenant Responsibilities

Description	FERGUSLIE PARK HOUSING ASSOCIATION Responsibilities	Tenant Responsibilities	Comments
Ant infestation		✓	
Back Boiler	✓		
Balconies	✓		
Banisters (internal)	✓		
Barges, fascias, soffit boards, etc.	✓		
Bath panels	✓		
Bathroom suites	✓		Unless installed by tenant without approval
Baths	✓		
Bin shelters	✓		
Brickwork, blockwork	✓		
Bulkhead Fitting	✓		
Car Ports	✓		Unless installed by tenant
Ceilings	✓		
Chimney stack / pots / cowls	✓		
Cisterns	✓		
Clothes poles	✓		
Clothes pulley		✓	
Coal bunkers		✓	
Communal areas to flats	✓		
Communal TV systems	✓		
Damp proof course	✓		
Decoration – internal		✓	
Door bell	✓		
Door entry system	✓		
Door name plates		✓	
Doors internal	✓		
Driveways	✓		Unless installed by tenant
Drying areas	✓		
Electric central heating system	✓		
Electrical appliances & plugs		✓	
Electrical wiring, sockets & switches	✓		
External door lock, fittings & furniture	✓		Unless damaged by tenant
External drainage	✓		
Fences & gates - boundary	✓		
Fences & gates - divisional	✓		
Finishing timbers	✓		
Fire – electric & gas		✓	
Floor tiles		✓	
Garages	✓		Unless installed by tenant

Description	FERGUSLIE PARK HOUSING ASSOCIATION Responsibilities	Tenant Responsibilities	Comments
Gas central heating, water pipes, radiators, timers, thermostats, pumps, etc.	✓		
Glass – external	✓		Unless damaged by tenant
Glass to internal doors / screens		✓	If damaged by tenant
Immersion heaters	✓		
Keys & keys fob replacements		✓	
Kitchen fittings / worktops	✓		
Kitchen units & sink	✓		
Landing & stairs (communal or internal)	✓		
Lift / elevator repairs	✓		
Mirrored / built in wardrobes	✓		
Parking area (communal)	✓		
Path & steps giving access to property	✓		
Play area and equipment	✓		Only if owned by Ferguslie Park Housing Association.
Plugs & chains		✓	
Public utility supplies / meters		✓	
Refuse chutes	✓		
Refuse / recycling / garden Waste Wheelie bin		✓	
Retaining walls	✓		
Roof coverings	✓		
Roof lights / skylights	✓		
Ropes for clothes drying		✓	
Ropes for windows (sash cords)	✓		
Rotary dryer & clothes lines		✓	
Roughcast	✓		
Sheds / outbuildings		✓	
Shower & enclosure	✓		Unless installed by tenant
Shower unit	✓		Unless installed by tenant
Shroud light fitting	✓		
Sink unit top	✓		
Skirting	✓		
Smoke detector batteries	✓		
Smoke detectors	✓		
Solid fuel central heating system	✓		
Stair lighting (communal)	✓		

Description	FERGUSLIE PARK HOUSING ASSOCIATION Responsibilities	Tenant Responsibilities	Comments
Taps	✓		
Toilet seats		✓	
TV aerial communal sockets	✓		Unless installed by tenant
Extractor fan	✓		
Vermin infestation		✓	Environmental issue
Wash hand basin	✓		
Washer on Taps	✓		
Water Heating	✓		
Water Storage Tanks	✓		
Water Supply	✓		
WC	✓		
White Goods		✓	
Window Frames, sills, fittings	✓		

Maintenance Policy Appendix 2

FERGUSLIE PARK HOUSING ASSOCIATION

MAINTENANCE POLICY – KEY PERFORMANCE INDICATORS

Key Performance Indicators	Target
Cumulative percentage of <u>emergency</u> repairs completed within 2 hour target	To be set annually
Cumulative percentage of <u>urgent</u> repairs completed within 3 working day target	To be set annually
Cumulative percentage of <u>routine</u> repairs completed within 5 working days target	To be set annually
Annual total number of emergency, urgent and routine repairs completed	To be set annually
Average length of time taken to complete <u>emergency</u> repairs (SSHC11)	To be set annually
Average length of time taken to complete <u>non-emergency</u> repairs, including pre inspection (SSHC12)	To be set annually
Percentage of repairs by appointment kept (SSHC14)	To be set annually
Percentage of reactive repairs carried out that were completed right first time (SSHC13)	To be set annually



Ferguslie Park
Housing Association

Code of Conduct

The Contractor shall ensure that when works are performed in any dwelling house, the following code of correct behaviour is observed: -

Contractor's staff must comply with Ferguslie Park Housing Association Equality and Diversity Policy.

All reasonable precautions are taken to avoid damage to or defacement, staining, dirtying of the furniture, floor coverings, or other effects of the occupier;

Due and reasonable regard shall be paid to the Tenant(s) of the property(ies) in question in the manner of performing the Works and to precautions or preparatory measures such as covering, removing to safety or protecting said furniture and others and always use dust sheets.

Nuisance, noise and other disturbance occasioned by the works in question shall be kept to a minimum;

All waste materials, cuttings, spillages or other are removed upon completion of the works;

Under no circumstances should the Contractor's operatives use the kitchen sink(s) or bathroom sink or bath facilities for disposing of work debris or cleaning tools, equipment or other;

Disturbance to the occupier by way of cutting off power supplies, aerials, telegraphic or other communication links or otherwise should be restricted to the minimum necessary for completion of the works in question; and shall be reinstated as soon as possible thereafter.

No household power supplies, gas, electric or other, or household moveables or equipment, eg. Ladders, stools, brushes, etc. should be used;

In the event that the Inspection in question cannot be completed on one visit and without interruption, the Contractors operatives shall advise the Tenant of the need for interruption to the work and when it will resume;

The Contractor's operatives shall at all times be courteous and polite. If requested or necessary, they should explain to the Tenant the nature of the work or any aspect of it. Should the Tenant or any member of his family raise matters of concern which are the responsibility of the Association eg. rent, landlord's liability for repairs or other, the Tenant or others foresaid should be referred without comment to the Association

Under no circumstances shall the Contractors operatives be allowed to smoke within the dwelling house upon which they are or shall be from time to time engaged in the Services. The prohibition of this clause shall not be waived or considered waived by any party, e.g. Tenant's invitation to smoke etc.

Respect any reasonable cultural or religious requirements the customer may have.

The Contractor shall ensure that all persons employed in the performance of the work shall at all times be properly attired and presentable in appropriate uniforms or clothing.

Do not use the tenant's facilities without gaining their permission first.

Never use bad language or speak in a way which may cause offence to a tenant or member of the community.

Always leave a calling card if the tenant is not in.

The Contractor shall ensure that personnel engaged upon the work are issued with the correct protective clothing, footwear, equipment, material or other, appropriate, prescribed or recommended for the work or work conditions encountered or likely to be encountered by the said personnel.

Particular care and consideration is required when working in the home of an elderly customer or a customer with a disability, especially in regard to, restricting or impeding movement around the property, equipment (tools) and materials left lying on floors and maintaining acceptable levels of warmth and comfort.

Representatives and employees of the Contractor shall carry at all times identity cards and make such cards available for inspection on request by any Contract Administrator.