

## Responsive Repairs & Property Standards Policy

- Reactive Repairs;
- Voids;
- Bulk Uplifts
- Grounds Maintenance
- Gas Maintenance
- EICR &LD2;

August 2025 – August 2030

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## 1.0 Introduction

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### 1.1 This Policy

This Maintenance Policy is an important document which sets out how we will manage, on a day-to-day basis, the Assets we own, the environment we are responsible for and contribute to making the built environment of Ferguslie Park the best it can be.

The Maintenance Policy sits under our Asset Management Strategy and lays out specific elements which relate to the active management of:

- Reactive Repairs
- Void Property Works
- Bulk Uplift Services
- Grounds Maintenance & Environmental
- Gas Maintenance

The importance of the Maintenance Policy is significant as it helps to focus on a number of outcomes that underpin the Association's purpose, vision; mission and values.



### 1.2 Relationship to Policies and Legislation

This policy has been devised and in recognition of all relevant legal requirements, sector and topic specific guidance and good practice.

The Reactive Repairs Policy should be read in conjunction with:

- Financial Regulations
- Equalities & Diversity Policy
- Procurement Strategy




## 2.0

### Repairs & Maintenance

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#### 2.1 Notifying us of a Repair

We aim to make it as easy as possible for tenants to notify us of any repair to their home or the environment surrounding their home that are the responsibility of FPHA. Tenants can report repairs in the following ways:

	Telephone us on <b>0141 887 4053</b> and select <b>option 1</b> to talk to our maintenance staff
	For any Emergency out of Hours you can call our office on <b>0141 887 4053</b> and select <b>option 0</b> to be connected to our out of Hours emergency call centre
	You can email repair requests to <a href="mailto:mnt@fpha.org.uk">mnt@fpha.org.uk</a> (This service is not monitored outside office hours and we advise you do not report emergencies by email)

When you call FPHA we will treat you in a respectful and courteous manner. As part of our reactive repairs we issue works based on the following categories of work. Customers will also be able to review their repair progress on our Rubixx Customer Portal.

Category	Description	Timescale
Emergency	<p>This category deals with any emergency that occurs in your home that we are responsible for.</p> <p>The emphasis with these repairs is to 'make safe' any situation.</p> <p>This means in certain circumstances we may need to return to complete a repair after the 'make safe' repair is complete</p>	Attend and make safe within 4 hours
Urgent	<p>This category is for repairs that have a significant impact to how a tenant can use their property and may deteriorate quickly into an emergency if it is not attended to.</p>	Complete repairs within 3 working days
Routine	<p>A routine repair is one which is not a risk or harm of a significant deterioration to the fabric and use of the property.</p>	Complete repairs within 10 working days
Right to Repair	<p>Right to Repair is a category of repairs known as 'qualifying repairs' which are covered under legislation which means that certain repairs must be completed within specific timescales.</p>	Varying depending on repair types

	<p>This is a statutory requirement that the association abides by. These “qualifying repairs” will be categorised as Right to Repair with a response time applied relevant to the job category. The Association may apply a shorter response time in accordance with our reactive repairs. When calculating whether compensation may be payable, the statutory response times will be applied. When reporting repairs tenants will be informed if the repair falls under the Right to Repair Category.</p> <p>Information on the Right to Repair legislation can be found at the following link  <a href="https://www.gov.scot/publications/right-repair/">https://www.gov.scot/publications/right-repair/</a></p> <ul style="list-style-type: none"> <li>• Right to Repair 1: Completion within 24 hours.</li> <li>• Right to Repair 3: Completion within 3 working days.</li> <li>• Right to Repair 7: Completion within 7 working days.</li> </ul>	
Inspection	<p>This timescale relates to the length of time that we will take to inspect any repairs before issuing works. Pre-inspections are normally only required where we are unable to diagnose the need over the phone and normally only relate to routine repairs.</p>	<p>Attendance to undertake an inspection - within 5 working days</p>

## 2.2 Repair Appointments

The Association uses a number of repairs contactors to undertake our reactive repairs. When a repair is raised for a contractor to attend you will be contacted by the contractor on the telephone number provided, or by email or text if requested to agree a time for attendance by the contractor.

Each contractor has timescales for arranging contact to undertake a repair dependant on the repair category noted at 2.1. It is expected that contractor(s) will be as flexible as practical in arranging times to undertake repairs and always treat tenants with care and respect.

## 2.3 Out of Hours Emergency Service

FPHA will ensure that tenants are able to report emergencies out with normal working hours. We will commit to ensuring that our out of hours service is easily accessible by telephone whenever our office is closed. No other social media or email accounts are monitored during office closures.

## 2.4 Contractors

The Association`s procurement practices and designated policy will aim to ensure that selected contractors can deliver an efficient and effective repairs service to customers in line with the procurement strategy, UK Procurement Legislation, and the Financial Regulations. The Procurement Strategy for reactive repairs will be determined by the FPHA Board and will ensure that the association can provide sufficient contractors to deliver the full reactive repairs service in line with the agreed standards.

Contractors will be continually assessed to ensure that they meet the requirements of the association, these include:

- Providing copies of insurance cover.
- Safe working practices as evidenced by relevant training for operatives, appropriate policies on health & safety and risk management which comply with industry standards and directives including compliance with Construction (Design and Management)(Regulations 2015) as deemed relevant to providing a reactive maintenance service. All contractors carrying out non-reactive works will also be required to provide evidence on request demonstrating including compliance with Construction (Design and Management (Regulations 2015).
- Contractors adherence to tenant safety and compliance will also be assessed within the roles of the Officers within the Property team.
- Quarterly; performance meetings will also be convened which will detail performance against contractual or operational KPI`s, quality of works analysis of complaints.
- All requests for payments will be reviewed by the association and agreed in the form of an application for payment.
- Officers will carry out a monthly 10% post inspection sample of completed works

The Association will define the details of the service required and the terms on which the contractor will operate. The requirements may be outlined in the detail of formal contracts or be laid down at the time of contractor appointment. The requirements will vary for different contractors and different types of work. They will be in line with the Procurement Strategy adopted for the type and nature of work. The current arrangements for procurement are detailed in our Procurement Policy.

All contractors will be always expected to comply with the contractors' code of conduct outlined. Where there is no alternative form of contract, the association's general conditions of contract for reactive repairs outlined will apply.

## **2.5 Repair Responsibility**

There are several items that are the responsibility of tenants in terms of repairs and maintenance in and around the home. Appendix 1 lays out the typical repairs which are carried out by the Association and those carried out by tenants.

Repairs do not include items which have been damaged either by deliberate actions or wilful misuse, by the tenants, their visitors or pets. The Association has a rechargeable repairs policy which details out how we may recharge any costs associated with fixing deliberate actions that cause repairs.

## **2.6 Tenant Alterations**

Tenants have a right to make alterations to their home. To comply with this policy and tenants should seek advice from our Property Staff on whether a formal request for permission for an alteration is required. This should be completed via our online portal.

If a request for permission for alteration is required, FPHA will not unreasonably withhold permission. We will liaise with applicants to ensure the condition(s) around the permit are clearly understood and applied in practice.

Tenants should be aware that certain alterations may comprise part of the Scottish Secure Tenants (Compensation for Improvements) Regulations 2002. This may mean that tenants are compensated at the end of their tenancy for certain alterations that are carried out. If they have had permission to make the alterations. If alterations are made without permission, then the compensation is not required to be paid out.

## **2.7 Bulk Uplifts**

FPHA offer a bulk uplift service to our tenants for any oversized household refuse that is unable to be collected as part of the normal bin or recycling service provided by Renfrewshire Council. The Association works with a contractor and arranges to collect the items

The bulk refuse service is based on the following:

- Households are permitted up to a maximum of three uplifts per year (this excludes white goods which can be reported at any point for uplift);
- There should be a minimum of 2 weeks between uplift request (exceptions are available for one off cases such larger DIY domestic projects)
- Items are only related to typical household bulk items, for example furniture, beds etc., items such as rubble; builders' materials; soil or other materials which can be recycled will not be included

Due to the desire for the Association to minimise recyclable refuse being sent for landfill then cardboard or other similar paper derivatives or other typical domestic recyclable material should not be included, and these should be disposed of in the recycle refuse bin for the household.

## **2.8 Grounds Maintenance & Environmental**

FPHA are responsible for several grassed open spaces that require ongoing maintenance. In addition to this we also offer to tenants a garden tidy scheme where qualifying tenants are included to have their grass cut by the Association. However, this is subject to review and this service may be removed at some point in the future.

The Association will ensure that competent and responsible service providers are in place to ensure that open spaces and tenanted gardens are maintained to a high standard and are a positive addition within the built environment that we manage. Our grounds maintenance service will complement other policies such as the Associations Estate Management Policy however we will commit to the following:

- Complete a one-off start of season cut at the start of April
- Complete a cut every fortnight till the end of October

## **2.9 Damp and Mould**

Reports from tenants of instances of damp and mould are treated seriously by FPHA. In each instance of a report of damp or mould an inspection will be undertaken by a member of our Property Team following the creation of an inspection on our main property software system.

A tailored inspection has been created which is intended to ensure that a consistent and considered inspection is completed.



Any actions from the survey will be assessed and works ordered as necessary. Where information and advice are seen as a recommendation tenants will be provided with a written response detailing the recommendation.

A follow up visit shall be planned for a period following the works/advice to assess the outcome.

Further information can be found in our **Damp and Mould Policy**.

## **2.10 Void Properties**

FPHA aim to provide offer to new tenant's properties that are in a condition that are attractive and meet the needs of prospective tenants as far as reasonably practicable.

Our Property and Housing staff shall work in conjunction to consider each void, and tailor works on a person-centred basis based to prospective applicants where reasonable to do so.

This may include one off works/services being undertaken to better support a tenant to move in and successfully commence a tenancy with FPHA. Whilst this is an intention FPHA shall though as a minimum level ensure the items at Appendix 2 are completed as standard in all voids.

## **2.11 Planned Works at Void Stage**

At each void an assessment will be completed of any works which may feature in upcoming planned investment programmes. Where investment works, which are seen as being of benefit to be completed in an empty property, are required within a short timescale then these works may form part of the void package of works. Any planned works completed at void stage will be recorded as part of the overall management of Asset data.

## **2.12 Void Timescales**

Overall FPHA aim to repair and let void properties within **30 days**. Void inspections are anticipated to be completed within 1 working day of a tenancy ceasing. All void inspections shall be recorded and retained on record. FPHA have three timescales that we seek our void contractors to adhere to as part of our void works and performance management of our contractor network. Whilst we set timescales that are intended to challenge contractor(s) and to ensure that houses are let as timely as possible FPHA place the emphasis on ensuring that void works are completed to a quality standard. As a result, we carefully consider the timescales required within each void and only choose contractor timescales that are suitable to each void.

## **Gifting of Items**

In an attempt to assist tenants moving into a new home, we will, where we think items are in good condition gift them to incoming tenant.

Items such as curtains Blinds, carpets and flooring can be left for the incoming tenant, if they do not want these items they can be removed by the association at the tenant's request.

It is the tenant's responsibility to replace these items in the future; these do not belong to FPHA.

Any goods gifted such as Cookers, washing machines fridges or any other electrical appliances will be PAT tested and cleaned and left for the tenant. Condition of a gas cooker can be confirmed on the CP12 at the request of the association.

At the point of sign up it will be explained to the tenant that they are now the responsibility of the tenant, and any future repairs or breakdowns of any gifted items are the tenant responsibility. We will not PAT test, replace or repair these items in the future.

Timescale	Notes
5 working days	For works which only require a minor amount of works.  Typically, this would be compliancy related works and minor clear out and cleans and small-scale repairs
10 working days	For average voids which require a degree of repairs where; <ul style="list-style-type: none"> <li>• a reasonable clear out is required.</li> <li>• replacement of some replacement of room components is required.</li> <li>• some décor works are required</li> <li>• external works, and</li> <li>• a clean is need</li> </ul>
20 working days	For major voids which require significant repairs such as <ul style="list-style-type: none"> <li>• Significant replacement of major components such as kitchen replacement; bathroom replacement; rewiring</li> <li>• A high level of damage to room elements such as full replacement of plasterboard walls/ceilings</li> <li>• A significant or full décor package</li> </ul>

## 3.0 Gas Maintenance Policy

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### 3.1 Introduction

Ferguslie Park Housing Association has a responsibility to ensure that, as far as is reasonably practicable, tenants will not be exposed to risks to their health and safety. This document states Ferguslie Park Housing Associations policy in relation to dealing with all aspects of gas safety and management.

This policy will ensure the effective management of:

- Competent Gas Contractor(s)
- Annual Gas Service
- Reactive Gas Maintenance
- Accurate Record Keeping
- Non-Access to Properties/Forced Entry
- Void work
- Gas Escapes

### 3.2 Legal and Regulatory Framework

Ferguslie Park Housing Association has several legal obligations it must adhere to and although not exhaustive the Association will comply with all relevant legislations and associated regulations.

These include:

- The Gas Safety (Installations and Use) Regulations 1998

- Gas Safety Regulations 1993
- The Health & Safety at Work Act 1974
- Housing Scotland Act 2014
- The Management of Health & Safety at Work Regulations 1999
- The Construction (Design and Management) Regulations 2015
- Occupiers Liability Act (Scotland) 1980
- Building (Scotland) Act 2003
- Scottish Secure Tenancy Agreement
- SFHA Legal Guidance on Forced Access 2009

### **3.3 Our Responsibilities**

Under the terms of the current legislation Ferguslie Park Housing Association, as Landlord, is required to:

- Carry out annual gas safety checks within a twelve-month period, therefore, to ensure compliance with this, Ferguslie Park Housing Association will operate a ten-month annual cycle for gas safety checks. including the use of an MOT style servicing program
- FPHA will use MOT style which allows the previous service date or deemed date to be preserved providing the next service is carried out no earlier than 60 days before the expiry date and no later than the expiry date.
- Ensure that all work carried out on Ferguslie Park Housing Associations behalf is carried out by a registered Gas Safe engineer
- Ensure that all gas appliances (owned by Ferguslie Park Housing Association), flues and gas safety installation pipe work are maintained to a safe standard. This includes the safe fitting of gas installations in any future potential new build or newly acquired properties as well as reactive and planned replacements.
- Tenants own appliances such as cookers will be inspected by the contractor. If they are found to be unsafe, they will be made safe. It will be the responsibility of the tenant to make good or replace their own appliances.
- Ferguslie Park Housing Association will maintain computerised maintenance records showing the repairs history of the flues and appliances for each property.
- Accurately record the annual gas safety inspection including specific information on the results of the tests carried out.
- Provide a copy of the gas safety record/certificate to the existing tenants within 28 days of the check being completed (CP12)
- Provide new tenants with a new gas safety certificate before tenancy signing.
- Keep copies of the certificates for two years. This means the new certificate and the previous two certificates must be kept for each property at any one time.

### **3.4 Contractor Competence**

Ferguslie Park Housing Association will only approve the use of competent contractors for gas servicing or the installation of new appliances. Ferguslie Park Housing Association will carry out the following checks to ensure Contractor competence:

- Annual Verification of registration - we will require a copy of their Gas Safe accreditation and can contact Gas Safe direct to confirm if in any doubt.
- Ensure that all engineers working on Ferguslie Park Housing Association appliances have the appropriate ACOPS (approved codes of practice) qualifications or equivalent. Engineers training records must be made available to FPHA at request.
- Checking of the Contractor's method statements and procedures by a qualified third party.

- Undertake third party quality assurance audits to check 10% of the work carried out by the Contractor
- Ensure the Contractor has adequate insurance liability cover.

### 3.5 Reactive Gas Maintenance

Ferguslie Park Housing Association engages a gas service contractor to deliver its reactive maintenance services relating to its Landlord responsibilities. Tenants report repairs directly to Ferguslie Park Housing Association office or via our out of hours service. **In respect of suspected gas leaks, National Gas Emergency Services should be notified immediately on 0800 111 999.**

### 3.6 Annual Gas Service

Ferguslie Park Housing Association will carry out the annual gas servicing within a 10-month period. As part of the annual gas safety inspection, the gas service contractor will:

- Be formally appointed by Ferguslie Park Housing Association in compliance with the Procurement Policy.
- Comply with legislation and amend their practices, procedures and employee training, to reflect latest best practice and current legislation.
- Allow for three visits and where access is not obtained, tenants will be left a card after each no access, notifying them of a new appointment 7 days later. Ferguslie Park Housing Association will be emailed after each visit detailing date and time of no access.
- Where required the contractor will show the tenant how to operate the central heating boiler and controls.
- Immediately telephone and subsequently confirm to Ferguslie Park Housing Association any breakdowns or problems where safety cannot be maintained, in order that appropriate action can be instructed or arranged by the Association.
- When working in occupied properties carry out all work with minimum inconvenience and without danger to occupants.
- Take all reasonable precautions to avoid damage or defacement, staining of furniture or floor coverings or other effects. Remove all rubbish and debris on completion of works.
- Not use any of the tenant's appliances or equipment such as ladders, stools, brushes etc.
- Provide annual confirmation to the Association of adequate third-party liability insurance cover.

### 3.7 Quality Control

In order to ensure high level of performance in respect of annual gas servicing and reactive gas maintenance, Ferguslie Park Housing Association will:

- Engage the services of another suitably qualified gas quality assurance contractor to carry out a 10% quality control check on all annual gas services carried out by the Association's main gas servicing Contractor.
- Hold regular meetings with the gas servicing Contractor to discuss quality control and any other aspects of the gas servicing/maintenance contract that may arise.

### 3.8 Annual Inspection Procedures

Ferguslie Park Housing Association will take the following steps to ensure that annual inspections are carried out on all properties that have gas appliances within the 12-month period.

A copy of the programme will be agreed at commencement of the contract and will be maintained, amended and updated by the Contractor or as per any instructions given by Ferguslie Park Housing Association.

The first visit is scheduled to take place 2 months prior to expiry of the current certificate.

### 3.9 No Access and Forced Entry Arrangements

As a final mechanism to ensure the Association's compliance with its statutory obligations, we will force entry to carry out this work if access is not provided. Every effort will be made to avoid this, through proactive communication. The following stages outline our access policy:

Stages	Process for Stage
Stage 1	All tenants within the monthly cycle will receive a letter, issued a week before their appointment date and 2 months prior to their anniversary date to inform them that the Engineer will be calling out to their property.
Stage 2	Engineers will attend the property as per the appointment date, carding each time a visit is made of no access, up to a maximum of three visits per property. No access cards will encourage tenants to call the Gas Servicing Contractor or Association to arrange a suitable access for this work.
Stage 3	Following a 3rd no access by the Engineer, the tenant will enter into the "No Access" process. At this point a letter will be issued to the tenant giving 7 days' notice for them to contact Ferguslie Park Housing Association to arrange access for the service. Attempts will also be made to contact the tenant via telephone numbers/contact details available. Other FPHA teams will also be notified of letter being issued to assist with arranging access where possible.
Stage 4	If no contact is made following Stage 3 letter above a second no access letter will be hand delivered allowing another 7 days to make contact and arrange access. Attempts will also be made to contact the tenant via telephone numbers/contact details available. Other FPHA teams will also be notified of 2nd letter being issued to assist with arranging access where possible
Stage 5	Following no response from the tenant after 7 days from letter above, a final warning appointment will be issued to the tenant to allow them one last opportunity to provide access.
Stage 6	Failure to provide access at the last warning appointment will lead to arrangements being made for forced entry on the anniversary date or nearest working day prior to anniversary date. Forced access letter will be hand delivered 7 days prior to forced access and will detail date and time of forced entry. At this stage a joiner, gas engineer and two representatives from Ferguslie Park Housing Association will attend the forced entry. Forced access to a property will be recharged back to the tenant
Stage 7	<p>We will ensure that the Forced Entry procedure below is fully adhered to during the action to force entry and carry out the gas service.</p> <ul style="list-style-type: none"> <li>• The lock changed (if not present and entry has been forced) by the Associations Joiner.</li> <li>• Notification left pinned to the door (Copy below) that the locks have been changed and the service has been carried out/made safe/capped, along with details of what the tenant must do to retrieve new house keys.</li> <li>• Minimum of 2 staff member (inclusive of Gas Engineer) to remain in attendance whilst gas service is carried out, property vacated and secured</li> <li>• Police may also be in attendance should they be required and notified in advance of Forced Entry.</li> </ul>

	<ul style="list-style-type: none"> <li>Where there is no gas/electricity at time of forced entry and service the supply from the meter will be disconnected and capped on the Association side of the meter. The tenant will have to contact the Association directly to have this supply reinstated and the appliance serviced during the same visit. This may also be recharged back to the tenant</li> </ul>
Stage 8	When forcing entry, Ferguslie Park Housing Association staff will photograph any pre-existing damage as well as record what was done in the house and any damage caused by the Association and/or its Contractor because of the process of Forced Entry.

Under Regulation 39 (Exception as to Liability) of GSIUR, the Association will be deemed not to be guilty of an offence under Regulation 36 should it be able to show that all reasonable steps were taken to prevent the offence from taking place, to have documented evidence of access attempts. In addition, there are other obligations placed on the Association under the Health & Safety at Work Act 1974 and the Housing (Scotland) Act 2001. In formulating and implementing this policy, the Association is committed to meeting statutory requirements.

### **3.10 Gas Register**

The Association will hold centrally on computer a register of gas appliances. The register will detail:

- A description of appliance
- The make, model and location of appliance
- Date of installation
- Servicing history
- Smoke/Heat Detectors
- Carbon Monoxide Detectors

### **3.11 Staff Training**

Relevant staff will be trained in the implementation of this policy and accompanying procedures.

### **3.12 Board Reporting**

The Board will be notified immediately where a service has not been carried out within the 12-month timescale and the remedying action which has been taken. This may be a notifiable event with the exception of where external influences impact service provision e.g. Covid

The Board will receive on a regular basis a report detailing:

- Number of annual gas services carried out
- Number of forced access

## **4.0 Electrical Installation Condition Reports (EICRs) and LD2 Fire Detection Systems**

### **4.1 Purpose**

This policy outlines FPHA's commitment to ensuring the electrical safety of its properties and compliance with fire detection standards, in line with the Housing (Scotland) Act 2006, the Scottish Social Housing Charter, and associated statutory guidance. It details the requirements

for Electrical Installation Condition Reports (EICRs), LD2 fire detection systems, and obligations under Scottish Secure Tenancy (SST) agreements.

## **4.2 Scope**

This policy applies to all properties managed by FPHA under Scottish Secure Tenancy agreements, and short-term lets, where applicable.

## **4.3 Legal and Regulatory Framework**

Housing (Scotland) Act 2006: Sections 13(4A) and 19B(4) mandate landlords to ensure electrical installations and appliances are safe, requiring regular electrical safety inspections.

Scottish Social Housing Charter: Requires social landlords to meet the Scottish Housing Quality Standard (SHQS), ensuring properties are safe, healthy, and secure, including compliant electrical systems and fire detection.

Repairing Standard: Statutory guidance under the Housing (Scotland) Act 2006 mandates that properties meet minimum safety standards, including electrical safety and Residual Current Device (RCD) protection.

Scottish Building Regulations: Require LD2-grade fire detection systems (Grade D1 or D2) in rental properties, with interlinked smoke and heat alarms.

Tolerable Standard: Mandates that electrical wiring and components are adequate and safe.

## **4.4 Policy Objectives**

Ensure all properties comply with electrical safety standards through regular EICR'S

Maintain LD2-compliant fire detection systems to protect tenants from fire risks.

Fulfil obligations under SST agreements, including providing tenants with necessary safety documentation.

Mitigate risks of electrical accidents and fires, in FPHA's homes.

## **4.5 Key Requirements**

### **1. Electrical Installation Condition Reports (EICRs)**

Frequency: An EICR must be conducted at least every 5 years, or more frequently if recommended by the previous EICR.

Competent Person: Inspections must be carried out by a qualified electrician accredited by SELECT or NICEIC, ensuring compliance with BS 7671 (18th Edition Wiring Regulations).

Scope:

Comprehensive inspection of electrical installations, including wiring, sockets, switches, light fittings, and consumer units.

Identification of defects, coded as:

**C1: Danger present (immediate remedial action required).**

**C2: Potentially dangerous (urgent remedial action required).**

**C3: Improvement recommended (not mandatory but advised).**

**FI: Further investigation required.**

#### **4.6 Remedial Action:**

Any C1 or C2 issues must be repaired or replaced within 28 days, or sooner if specified in the EICR. Written confirmation of completed works must be provided to tenants and, if requested, the local authority.

A Minor Electrical Installation Works Certificate must be issued for remedial works.

Documentation:

A copy of the EICR must be provided to new tenants before the tenancy begins and to existing tenants within 28 days of an inspection during their tenancy.

EICRs must be retained for 6 years.

For new builds or fully rewired properties, an Electrical Installation Certificate (EIC) is acceptable, provided it is within 5 years and the next inspection date has not lapsed.

#### **4.7 Portable Appliance Testing (PAT)**

Requirement: All landlord-provided portable appliances (e.g., refrigerators, toasters, TVs) must undergo PAT testing every 5 years, or annually for high-risk appliances, to ensure safety.

Competent Person: PAT testing can be conducted by a registered electrician or a person with appropriate PAT training (including the landlord, if trained).

Documentation: A PAT report must be maintained, including an Equipment Register and test records, and provided to tenants alongside the EICR.

Remedial Action: Appliances failing PAT tests must be repaired or replaced immediately.

#### **4.8 LD2 Fire Detection Systems**

Standard: All properties must have interlinked smoke and heat alarms meeting LD2 standards (Grade D1 or D2, mains-powered with battery backup) as per Scottish Building Regulations.

#### **4.9 Coverage:**

Smoke alarms in every circulation space (e.g., hallways, landings) and all principal habitable rooms (e.g., living rooms).

Heat alarms in kitchens.



Carbon monoxide alarms where required (e.g., properties with gas appliances).

#### **4.10 Installation and Maintenance:**

Systems must be installed by a competent person and maintained in working order.

Annual checks are recommended to ensure functionality, with immediate repairs for any faults.

Compliance Deadline: All properties must comply with LD2 standards as per the Scottish Government's guidance (effective from February 2022 for private rented properties, extended to social housing).

#### **4.11 Scottish Secure Tenancy (SST) Obligations**

##### **Tenant Notification:**

Tenants must be provided with copies of the EICR, PAT report, and confirmation of LD2 compliance before the tenancy starts or within 28 days of an inspection during the tenancy.

Tenants must be informed of their right to a safe home under the Repairing Standard and the association's commitment to addressing electrical and fire safety issues promptly.

##### **Access for Inspections and Repairs:**

Tenants are required to allow reasonable access for EICR, PAT, and LD2 inspections or repairs, as outlined in the SST agreement (Housing (Scotland) Act 2006, Section 11).

The association will provide at least 24 hours' notice for non-emergency access, except in urgent cases (e.g., C1 faults).

##### **Tenant Responsibilities:**

Tenants must report electrical or fire safety issues promptly to the association.

Tenant-owned appliances are not covered by this policy, but tenants are encouraged to arrange safety checks for their own equipment.

#### **4.12 Compliance and Enforcement**

##### **Non-Compliance:**

Failure to obtain an EICR or maintain LD2 systems may result in properties being classified as SHQS "fails" (unless tenant refusal prevents access, in which case it is "in abeyance").

##### **Record-Keeping:**

The association will maintain a database of EICR, PAT, and LD2 compliance records, including inspection dates, remedial actions, and certificate copies. In our Housing management Software

Records will be reviewed annually to ensure compliance with the 5-year EICR cycle and LD2 maintenance requirements.

#### **4.13 Contractor Management:**

Only SELECT or NICEIC-accredited contractors will be engaged for EICR and LD2 installations.

Contracts will include clauses ensuring timely remedial works and compliance with BS 7671 and Scottish Building Regulations.

Risk Management

Electrical Safety:

RCD protection is mandatory for all circuits to reduce risks of electric shock and fire.

Annual visual inspections by housing officers are recommended to identify obvious damage, wear, or overheating.

Fire Safety:

LD2 systems reduce fire risks, which account for 69% of accidental fires in Scottish homes due to electrical faults.

Tenants will be provided with guidance on fire safety and alarm maintenance.

Tenant Safety:

The association will prioritise urgent repairs (C1/C2 faults) to ensure tenant safety. Educational materials will be distributed to tenants on electrical and fire safety best practices.

#### **4.14 Implementation and Monitoring**

##### **Training:**

Staff will be trained on EICR, PAT, and LD2 requirements and tenant communication protocols. Contractors will be briefed on policy compliance and reporting standards.

Monitoring:

Annual audits will ensure all properties have valid EICRs and LD2 systems. Compliance reports will be submitted to the Scottish Housing Regulator as part of the Annual Return on the Charter (ARC).

#### **4.15 Responsibilities**

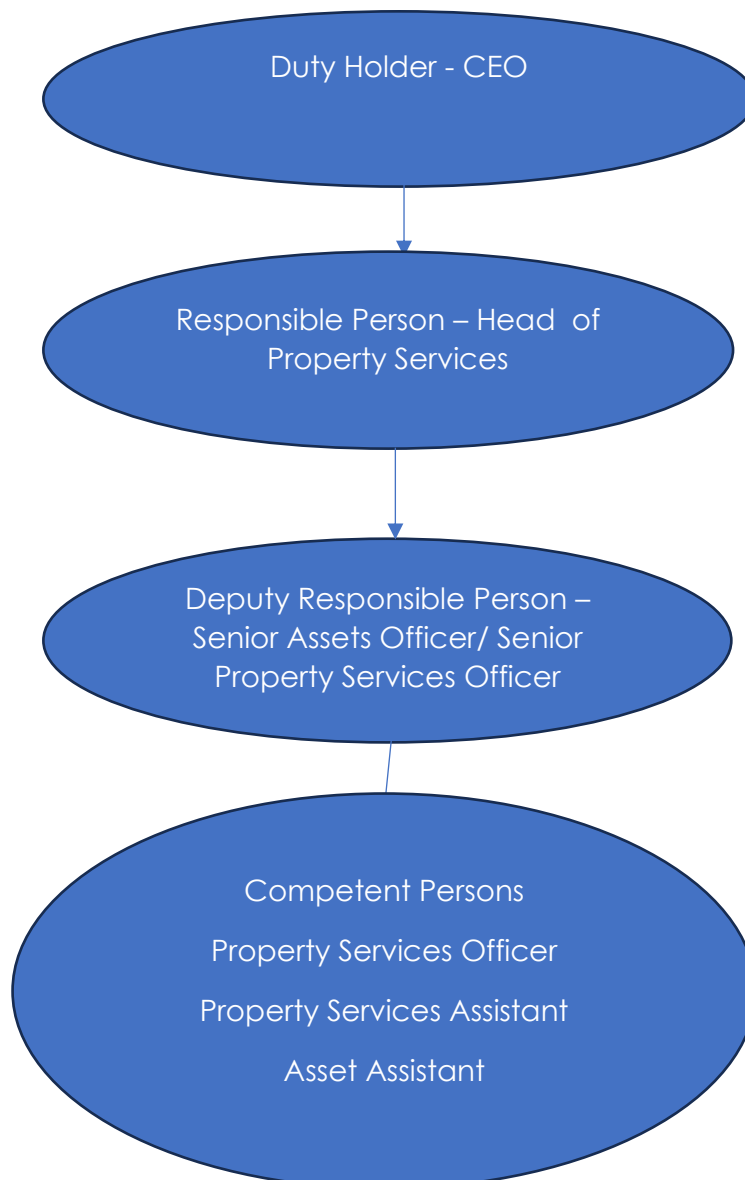
**Housing Association:** Arrange and fund EICRs, PAT tests, and LD2 installations/maintenance.

Provide tenants with safety documentation and respond promptly to reported issues. Ensure compliance with SHQS and SST obligations.

**Tenants:** Report electrical or fire safety issues promptly.

Allow access for inspections and repairs and maintain tenant-owned appliances safely.

## 5.0 ROLES AND RESPONSIBILITIES



## **6.0 COMPLAINTS**

- 6.1 Tenants who feel that they have received an unsatisfactory level of service either from FPHA or the contractor will have their complaint handled in accordance with our existing complaints handling policy.

## **7.0 EQUALITIES COMMITMENT**

- 7.1 FPHA is committed to tackling discrimination on the grounds of sex or marital status, racial grounds, or grounds of disability, age, sexual orientation, language, social origin, or of other personal attributes, including beliefs or opinions, such as religious beliefs or political opinions.
- 7.2 FPHA seek to embrace diversity, promote equal opportunities for all and eliminate any unlawful discrimination in all areas of our work.

## **8.0 REVIEW**

- 8.1 This policy, procedure and tenant information will be reviewed every three years or, should there be any changes in legislation, guidance or good practice, then this policy will be reviewed sooner.

## **9.0 RECOMMENDATION**

- 9.1 Committee are asked to review and approve this policy.

## Appendix 1 – Repair Responsibilities

Item	Tenant	Association
Bannisters		•
Bathroom Fittings (including WC seats)		•
Bath Panels		•
Bin Store Areas		•
Car Ports		•
Ceilings		•
Central Heating System including radiators and pipework		•
Clothes Poles/Rotary Dryers		•
Communal Areas		•
Communal TV Systems		•
Conservatories	•	
Decoration of the Properties (Internal)	•	
Decoration of Properties (external and communal)		•
Door Bells (Hardwired)		•
Door Bells (Battery)	•	
Doors – Internal Pass Doors	•	
Doors – External Doors including locks; ironmongery and letterplates/brushes		•
Doors – Common Doors and Entry Systems		•
Downpipes and Rainwater Goods		•
Drainage Systems – Internal and within the curtilage of a property		•
Driveways		•
Drying Areas – Common		•
Electrical Appliances	•	
Electrical Wiring, Outlets, Light Switches, Distribution Boards		•
External Fabric of Buildings		•
Fences		•
Floor Coverings (Internal to Properties)	•	
Floorboards		•
Foundations		•

Garden Sheds	•	
Gates to Properties and Gardens		•
Greenhouses	•	
Gutters		•
Hatches to Lofts (exclusive and common)		•
Handrails		•
Insects – Flies or Ants or other	•	
Interlinked Smoke/Heat/Carbon Monoxide Detectors		•
Keys (replacement)	•	
Kitchen Fittings (repair of ironmongery or another component failure)		•
Lighting pendants and Roses (Unless the tenant has fitted their own)		•
Paths (common or access type provided)		•
Plaster Finishes	•	
Porches		•
Roofs		•
Roughcast/Render or another external wall finish		•
Showers		•
Shower Curtains/Screens	•	
Skirting Boards (repairs)		•
Skirting boards (décor)	•	
Stairs		•
Ventilation and Mechanical Fans		•
Water Supply		•
WC Seat		•
Window Operation and Glazing		•

## Appendix 2 – Void Minimum Standard

Item	Basic Details
General Cleanliness	<ul style="list-style-type: none"> <li>The house will be cleared of furniture, carpets and belongings/rubbish from the previous tenant*</li> <li>Floors should be swept out, kitchen and bathrooms' surfaces to be washed down and sanitised suitably</li> <li>Any loft spaces, basements and outbuildings should be emptied.</li> </ul> <p>*Exceptions may exist when gifting items to the incoming tenant</p>
Garden Areas and Paths	<ul style="list-style-type: none"> <li>Gardens attached to the property should be cleared of rubbish and the grass in a presentable condition.</li> <li>Broken or hazardous fencing should be removed. Paths and steps should be sound and free from trip hazards.</li> </ul>
Electrics	<ul style="list-style-type: none"> <li>All electrics must be checked and a certificate of inspection retained by the association and a copy provided to the incoming tenant</li> <li>Any non-standard electrical items shall be safely isolated and removed</li> <li>Any ventilation fan shall also be cleaned and checked for proper operation</li> <li>Energy saving light bulbs will be supplied to all overhead light fittings.</li> </ul>
Gas	<ul style="list-style-type: none"> <li>All houses with gas central heating to have a full gas safety check undertaken and compliance certificate issued to new tenant. The safety check must be completed no more than 28 full days prior to the Date of Entry.</li> </ul>
Gas/Electric Cooking	<ul style="list-style-type: none"> <li>Where the previous tenant has left a gas or electric cooker, this should be removed Unless it is of a condition that the incoming tenant has asked for it to remain. If so, it will be PAT tested then</li> </ul>

	<p>gifted to the tenant. FPHA will not be responsible for the repairs to any gifted appliances</p> <ul style="list-style-type: none"> <li>• All bayonet fittings for gas cooking appliances shall be removed and the supply pipework safely capped</li> <li>• Our properties will <b>have either a</b> gas or electrical supply for their cooker, not necessarily both.</li> </ul>
<b>Smoke, Heat and Carbon Monoxide Alarms</b>	<ul style="list-style-type: none"> <li>• All properties will be provided with a fully compliant, working, interlinked smoke, heat and CO detection system</li> </ul>
<b>Water Supply</b>	<ul style="list-style-type: none"> <li>• Properties will be inspected to ensure that there are no potable water supplies provided by storage tank supply. Any tanks shall be disconnected and supplies converted to mains supply</li> <li>• Showerheads and hoses will be replaced at void stage</li> <li>• Any identified 'dead leg' pipework will be removed</li> </ul>
<b>Windows</b>	<ul style="list-style-type: none"> <li>• All windows should be fully operational and checked for safety and ease of operation.</li> <li>• Window keys should be issued to tenants where we have fitted locks.</li> </ul>
<b>Entrance Doors</b>	<ul style="list-style-type: none"> <li>• All entrance doors to the property will be functioning with a suitably secure lock provided</li> <li>• Doors will also be checked for the presence of any draughts/water ingress.</li> </ul>
<b>Internal Pass Doors</b>	<ul style="list-style-type: none"> <li>• All pass doors should be intact and operating properly. Bathroom doors should have a locking device.</li> <li>• Door closers and suitably rated fire doors should be operating where fitted with a compliant kitchen door being provided</li> </ul>
<b>Skirting/Facings</b>	<ul style="list-style-type: none"> <li>• Missing or badly damaged skirting/facings to be replaced. If possible to repair – should be re-secured and filled where necessary.</li> </ul>
<b>Cupboard Spaces</b>	<ul style="list-style-type: none"> <li>• Missing shelves or hanging rails to be replaced</li> </ul>
<b>Showers</b>	<ul style="list-style-type: none"> <li>• Any non-standard showers shall be replaced by a type approved by FPHA. All replacement showers should be electric in the first instance if this is reasonably practicable. Where required a Thermostatic shower may be installed</li> </ul>
<b>Bathroom Suites</b>	<ul style="list-style-type: none"> <li>• All bathroom fitments will be examined for their repair with any damage repaired or replaced</li> </ul>
<b>Kitchen Units</b>	<ul style="list-style-type: none"> <li>• All units to be checked for proper operation and state of repair.</li> <li>• Any damage to unit faces; carcasses and worktops will be replaced if a repair is uneconomical; or technically unable to be completed in</li> </ul>



	a satisfactory manner. Any repairs which may result in an inconsistent aesthetic to units/worktops shall not be undertaken
<b>Electric Sockets/Faceplates</b>	<ul style="list-style-type: none"> <li>Where 50% or more of electrical faceplates in a room are required to be replaced then all faceplates shall be replaced.</li> </ul>
<b>Redundant Equipment</b>	<ul style="list-style-type: none"> <li>Any redundant equipment that has been provided previously that have not been removed shall be removed at the point of the void works with all necessary repairs undertaken</li> </ul>
<b>Décor</b>	<ul style="list-style-type: none"> <li>Each void property shall be considered on an individual basis for any décor requirements.</li> </ul>
<b>Energy Performance Certificate (EPC)</b>	<ul style="list-style-type: none"> <li>All let properties will be required to have a valid Energy Performance Certificate at the Date of Entry</li> </ul>
<b>Properties with Adaptations</b>	<ul style="list-style-type: none"> <li>Properties with an adaptation will not have the adaptation removed. These homes are let with the adaptation in situ. This includes wet floors and handrails as an example.</li> </ul>
<b>Gifting of Items</b>	<ul style="list-style-type: none"> <li>In an attempt to assist tenants, we will where we think items are in good condition gift them to tenants</li> <li>Items such as curtains Blinds, carpets and flooring can be left for the incoming tenant, if they do not want these items they can be removed by the association at the tenant's request.</li> <li>It is the tenant's responsibility to replace these items in the future, these do not belong to FPHA.</li> <li>Any electrical goods gifted such as Cookers, washing machines fridges or any other electrical appliance will be PAT tested and cleaned and left for the tenant.</li> <li>At the point of sign up it will be explained tot eh tenant that they are now the responsibility of the tenant and any future repairs or breakdowns to any gifted are the tenant responsibility. We will not PAT test these items in the future.</li> </ul>