



Reactive Repairs Policy

Approved by Board: 27 February 2025

Next Review: February 2028

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1. Introduction

- 1.1 Cadder Housing Association is a registered social landlord (RSL) which took ownership of its properties through stock transfers from Scottish Homes in 1994 and 1998 with the aim to improve the living conditions for residents in the Cadder area in the north-west of Glasgow. It operates on a 'not for profit' basis and is run by a Board consisting of local residents and business professionals who employ a staff team to manage the Association on a day to day basis.
- 1.2 This Policy aligns with the strategic aims of the Association whilst ensuring delivery of the Reactive Repairs service. The Policy will:
 - Facilitate the provision of a high quality housing repairs service that is continually responsive to the expectations of our tenants and other customers.
 - Lead us to engage and build relationships with our customers to ensure our service and practice meet their needs.
 - Lead us to invest in our people and ensure they have good knowledge and skills to excel in their role within the Association.
 - Direct us to the development, regeneration and wider role initiatives in close working with key partners with the aim of improving Cadder, as well as the quality of life and living conditions of tenants and residents in Cadder.
 - Maintain the financial viability of the Association through contributing to sound business planning, control and achievement of best value in all that we do.

The Scottish Housing Regulator states that "Housing Associations manage their business to ensure that tenants' homes are well maintained, with repairs and improvements carried out when required, and that tenants are given reasonable choices about when work is done". This Policy aims to meet this objective in dealing with reactive repairs.

2. Scope of the Policy

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

3. Aims and Objectives

- 3.1 The aims and objectives of this policy is to outline our ambition in delivering a first class repairs service to our customers. Cadder Housing Association aims to provide a maintenance service that meets the expectations of its tenants.

This service shall be tenant focused, responsive, efficient, reliable, cost effective and of the highest quality. The policy will be supported by robust procedures that will reflect any decisions of the Board in relation to this policy.

3.2 Key principles of the Policy are outlined as follows:

- The policy makes it easy and accessible for tenants to report a repair.
- The policy will be made available in different formats on request.
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- The policy meets our statutory obligations and regulatory requirements.
- The policy makes provision for offering appointment slots (am/ pm) to meet the tenants and the Associations availability.
- The policy allows staff to inform tenants of the target timescale for completing repairs, based on the category assigned to the repair request.
- The policy makes provision for testing the quality and tenant satisfaction of work undertaken.
- The policy is implemented to complement and support other maintenance initiatives within the Association.
- The policy expects findings in quality and satisfaction matters, to continually inform changes to working practices aimed at improving our service.
- The policy makes allowances for the recovery of money in relation to rechargeable repairs.
- The policy meets our obligations in relation to performance reporting to the Scottish Housing Regulator.
- The policy is supported by procedures which support reflecting the operational activity that supports the reactive repairs policy whilst outlining employee roles. The Association will embrace and utilise existing and emerging technology to streamline its processes and procedures (including AI, Repetitive Processing Automation, Microsoft productivity apps etc.).
- The policy will be adequately funded to ensure all aspects of this service area can be delivered.

4. Equalities

4.1 This document outlines the revised Repairs Policy in line with legislative and good practice requirements, whilst being fair and non-discriminatory. The policy has been assessed to ensure compliance with the Equality Act (2010) (see Appendix 1-Equalities Impact Assessment), and the Associations' commitment to Outcome 1 of the Scottish Social Housing Charter (Equalities):

- 'Social landlords perform all aspects of their housing services so that every tenant and other customer has their individual needs and rights

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

Social landlords, by meeting their statutory duties on equalities should achieve for all tenants and other customers regardless of age, disability, gender reassignment, marriage and civil partnership, race, religion or belief, sex, or sexual orientation. This includes the need to eliminate discrimination and advance equality of opportunity. It includes landlords' responsibility for finding ways of understanding the rights and needs of different customers.

- 4.2 The Association through this policy will act to provide services in a manner that encourages equal opportunities and complies with all relevant equal opportunities requirements. We will not unfairly discriminate against any person within the protected characteristic groups as contained within the Equality Act 2010. To ensure equal access to the information contained in this policy for all, we are happy to provide copies in Braille, in larger print, translated into other languages or on tape to you or anybody that you know upon request and where practicable.

5. Legal and Good Practice Framework

- 5.1 The legislative requirements include the need to comply with the range of Health and Safety duties imposed upon landlords and various landlord responsibilities set out in the 2001 and 2010 Housing (Scotland) Acts. Various contractual terms are imposed via relevant tenancy, occupancy and management agreements. The Association shall ensure all its practices accord with these terms and requirements.
- 5.2 Section 31 of the Housing (Scotland) Act 2010 introduced the Scottish Social Housing Charter which sets the standards and outcomes that all Social landlords should aim to achieve when performing their housing activities. The Scottish Social Housing Charter came into effect on the 1st April 2012 and this sets out 16 standards and outcomes that all social landlords should aim to achieve when delivering housing services. The Charter was reviewed during 2016. The revised charter was approved by Parliament and has been in effect since the 1st April 2017. The relevant outcomes associated with this policy are:
- Outcome 1 (Equalities) “Social Landlords perform in all aspects of their housing services so that every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services’.
 - Outcome 2 (Communication) ‘Social Landlords manage their businesses so that tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides’.
 - Outcome 5 (Repairs, Maintenance and Improvements) is most relevant to this policy, as it specifically deals with repairs maintenance and improvements. Outcome 5 states: ‘Social Landlords manage their businesses so that tenant’s homes are well maintained, with repairs and improvements carried out when

required, and tenants are given reasonable choices about when work is done’.

- 5.3 From the 1st April 2013 all Local Authorities and Housing Associations (Registered Social Landlords (RSL’s)) in Scotland must collect and report on information on a range of indicators developed by the Scottish Housing Regulator (SHR) in support of the Scottish Social Housing Charter. There are key indicators that are used to compare and contrast service delivery across the sector. Each Association is required to report on these in the Annual Return on the Charter (ARC). This Policy will ensure that our practice and procedures monitor our performance against these indicators and we continually review results and seek improvements. These indicators will be included in reports for our Board and will be supported by commentary on performance.

The specific indicators in relation to reactive repairs are:

- Average length of time taken to complete emergency repairs.
 - Average length of time taken to complete non-emergency repairs.
 - Percentage of tenants satisfied with the repairs service.
 - Percentage of stock meeting the Scottish Housing Quality Standard (SHQS).
 - Percentage of reactive repairs carried out in the last year completed right first time.
- 5.4 The Housing Scotland Act 2001, covering Scottish Secure Tenancy Agreements, puts Landlords under an obligation to ensure that the house is kept wind, watertight and habitable. The agreement also extends to providing a repairs service for tenants within a specified timescale which this policy does.
- 5.5 This policy is aligned to Standards 1, 2, 3 and 5 of the Scottish Housing Regulator’s (SHR) Regulation Framework:
- Regulatory Standard 1: The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.
 - Regulatory Standard 2: The landlord is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities.
 - Regulatory Standard 3: The RSL manages its resources to ensure that its financial well-being, while maintaining rents at a level that tenants can afford to pay.
 - Regulatory Standard 5: The RSL conducts its affairs with honesty and integrity.

6. Strategic Aims

- 6.1 This Policy complements the Associations’ Strategic Objectives within our Business Plan for 2025-2028, and also aligns with the Asset Management Strategy for the same period. The Strategic Objectives are:
- Improving Customer Service and Satisfaction.

- Improving Housing Quality and Health and Safety.
- Improving our Business Performance.
- Improving our Governance, Compliance and Financial Sustainability.

7. Control of Payments and Benefits

7.1 The Association's Entitlement, Payments & Benefits Policy describes the entitlements, payments or benefits that our staff members are able to receive. It also describes what is not permitted during working practice and the arrangements that we have in place to ensure that the requirements of this policy are observed.

The Association may receive requests to carry out reactive repairs from customers who are 'connected people' to members of staff. Connected people are defined as follows:

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

7.2 Members of staff who receive requests to log reactive repairs will ensure the customer is not included in the above categories. Should the customer be a connected person an alternative member of staff will carry out an assessment of the requirements of the repair and log in line with the guidelines for the categories of repair.

8. Consultation

- 8.1 Consultation with the community and resident participation has always been one of the key aspects of the way in which the Association operates. We therefore, welcome the statutory provisions of the Housing (Scotland) Act 2001, which require all social landlords to take tenants' views into account when formulating key service policies.

We regularly use customer surveys to gather data on repairs demand and contractor/staff performance to learn and help us understand how we can continually improve our repairs service. In addition to these surveys, Cadder Residents' Group was established in 2023 following a recruitment drive for interested volunteers within the community. The Group is engaged with the Tenants Information Service (TIS) to ensure that they are supported in their learning, empowered to be heard, and enabled to play a key role in the decision making of the Association. Following initial approval from Board, this Policy will be presented to the Group for consultation and approval prior to implementation.

9. Landlord and Tenant Responsibilities

- 9.1 This policy outlines the repairs responsibilities of the Association in fulfilling our repair obligations in accordance with the Scottish Secure Tenancy Agreement and relevant legislation to ensure a high quality repairs service is provided to our tenants. Appendix 1 details the Associations responsibility for areas of repair and elements that we expect tenants to maintain.

10. Reactive Repairs Budget

- 10.1 The Association will make financial provision for the delivery of the Reactive Repairs Service. A budget will be established for this category of work in each financial year. The budget will be based on the Reactive Repairs Policy, historical and forecast repair demand.

Legislation, performance targets and anticipated price increase in labour and materials markets will also be taken into account.

We will establish a financial profile for each quarter. Each quarter will have profiled demand which will represent the estimated number of repair orders budgeted for in that quarter and subsequently measured against an actual demand received.

The budget will be monitored monthly, based on information provided by our Finance Agent and Finance Officer with any unplanned works or higher than expected costs escalated to the CEO and Board.

11. Reporting a Repair

- 11.1 The Association will provide the opportunity for tenants and owners to report repairs during office hours and when the office is closed. Repairs can be reported in person at the office or by telephone during normal working hours (Monday to Thursday 9am to 4.30pm and Friday 9am to 4pm). Tenants can also

report repairs to their Housing Services team or other members of the Association staff they come into contact with.

When our offices are closed, tenants who phone our office will hear a message advising that if their repair request is an emergency they should phone our Out Of Hour's contractor. Alternatively they can leave a message which will be picked up by a designated team member who will action it accordingly. Customers can arrange for an appropriate representative to report repairs on their behalf. Customers who wish to put this in place can arrange to speak to a member of staff or arrange for a home visit to be carried out to discuss this arrangement.

Tenants can also report repairs using the link on our web site, by e-mail or by text message.

12. Repairs Categories and Response Times

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

Emergency Repairs: are those where there is a risk to safety, danger to health and to prevent serious damage to the building or total loss of services to the tenant. They include:

- Gas leaks.
- Burst pipes and tanks.
- Loss of electrical power or electrical faults endangering life and property.
- Loss of water supply.
- Broken or choked W.C.
- Choked WHB, sink or bath.
- Fires or break-ins.
- Lightening, flood or storm damage.
- Structural problems causing a danger to tenants and the general public.

Urgent Repairs: are those where there is a partial loss of a service to the tenant that seriously affects the comfort or convenience of the tenant or where not carrying out the repair will result in further damage to the property. They include:

- Electrical fault not falling into emergency category.
- Loss of heating not falling into emergency category.
- Overflow running constantly.
- Leak at W.C. bowl/cistern.
- Cistern not flushing.
- Rain penetration.
- Fault at controlled entry.

Routine Repairs: are those that do not seriously interfere with the comfort and convenience of the tenant and cause further problems to the property. They include:

- Minor plasterwork repairs.
- Dripping taps.
- Internal door repairs.
- Creaking floorboards.

Non-Routine Repairs: Are those which can be classified as complex repairs, or for repairs which are unlikely to be achieved within the timescales of the other repair categories due to external factors (such as lead-in times for materials, specialised contractors etc.). This classification must not be a 'default' option, and must only be used if the repair is likely to exceed the Routine Repairs timescale.

Right To Repair: These are repairs which are within the Scottish Secure Tenants (Right to Repair) Regulation 2002, which provides a statutory scheme in relation to timescales for some types of repair (section 12.3).

12.2 **Response Time Targets:**

The Association will aim to meet the following targets for the completion of repairs:

- **Emergency Repairs:** Our contractor will attend within 6 hours (4 Hours for gas heating repairs) to make safe only or restore services. A follow up Urgent or Routine job line may be created to fully complete the repair.
- **Urgent Repairs:** will be completed within 3 working days.
- **Routine Repairs:** will be completed within 10 working days.
- **Non-Routine Repairs:** will be completed within 20 working days.
- **Right To Repair:** will be completed within the guidelines timescales (1, 3 or 7 day) of Right to Repair legislation.

12.3 **Right to Repair:**

The Association will comply with the Scottish Secure Tenants (Right to Repair) Regulation 2002, which provides a statutory scheme covering 'All Tenants' and recognises that tenants may be compensated up to a value not exceeding £350.00 when repairs which qualify under the scheme (**qualifying repairs**), are not completed within a set period Identified in the schedule. It also allows tenants to use another contractor if the originally designated contractor fails to respond within the set period relating to the repair. The scheme advises that the repair times depend on the type of repair being reported. The Scottish Government provide a guide to how long repairs should take:

Repairs Covered by the Right to repair scheme

Repairs with 1 day to complete:

- Unsafe power of lighting sockets or electrical fittings
- Loss of electric power.

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

Repairs with 3 days to complete:

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

Repairs with 7 days to complete:

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

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

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

- If the qualifying repair costs more than £350.00, the repair will be carried out under the applicable timescale.
- If the tenant fails to give access to the property for an inspection or for the tradesman. Where the tenant re-reports the repair the process and timescale will start again. Compensation will only apply once the process has re-started for the same repair.
- Repairs to common parts where shared costs are involved.
- Where the responsibility for the repair lies with the tenant e.g.: rechargeable work.
- Where the responsibility for the repair lies out-with The Association, for example, a public utility company (gas supply, water supply, power supply etc.).

- Where there are exceptional circumstances such as storm, natural disaster or other extreme weather conditions.
- Where a specialist part or material is required or where terms of a guarantee will be infringed.

13. Quality Control / Inspections

13.1 A pre-inspection visit will be carried out for repairs which require clarification of the time and materials required to complete the works, are complex to organise, cannot be qualified, where the tenant may require assistance or if the repair may be categorized as re-chargeable due to tenant damage.

A pre- inspection visit will also be undertaken while works are in progress in the following areas:

- Works are of a complex nature and further inspection is required while works are in progress.
- Works are being carried out by a contractor and require high access to ensure the access arrangements meet Health and Safety requirements.
- Works are valued in excess of £500.

13.2 The quality of repair work undertake will be measured by a post inspection of work for a selection of completed works orders. The purpose of the post inspection is to identify trends in the service being provided, whether this is from our caretaking and handyperson resource or external contractors. The post inspection will assess the following five elements of completed repairs:

- Quality of work completed.
- Suitability of materials used.
- Time taken to complete the work.
- Number of visits taken to complete the work.
- Tenants' satisfaction with the completed repair.

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

- 10% of external contractors completed jobs (random sample).
- High cost repairs in excess of £500 (informed by Contractor's quote for works). Repairs included in this category may have been inspected while in progress.
- 'Dissatisfied' responses from Tenant Satisfaction Surveys.
- Complaints about repairs.
- Voids (All).
- Planned Works (All).

If negative trends emerge from any of the above elements from the initial post inspections this will lead to a selection of completed jobs by the employee or contractor who completed the work being inspected. The number of jobs selected for post inspection may also be increased. All post inspection results

will be analysed for emerging trends. If the trends identify problems in the delivery of service the appropriate corrective action will be taken.

14. Tenant Satisfaction

- 14.1 Repairs and maintenance is often the main service area which tenants are likely to encounter therefore we recognise the importance of collecting information on tenants opinion of the service being provided. Each week, we will contact a random selection of tenants by telephone who have had repairs completed that week and will request that the tenant provides information on their assessment of satisfaction in relation to their completed repair. We will collate this information using a bespoke survey format (Microsoft Forms), and the results will be analysed to identify any negative responses or failure trends. Any negative responses will be resolved as soon as possible, and the Head of Asset Management will determine the most appropriate action required to prevent a reoccurrence of common service provision failures.

15. Repairs Performance

- 15.1 Repair performance will be internally monitored on a monthly basis by the Property Services Team collectively and formally reported quarterly to the Board. Externally, repairs related performance shall be submitted to the Scottish Housing Regulator in our Annual Return on the Scottish Social Housing Charter.

- 15.2 Repair performance measures reported on will include the following:
- Performance of contractors and in-house property staff in completing repairs against target.
 - The cost of repairs against profiled budgets.
 - Satisfaction with repairs service and repair outcomes.
 - Post inspection / quality control outcomes.

The Head of Asset Management will continually monitor the performance of contractors and in-house Property Services staff and will regularly meet with them to discuss performance issues etc. The frequency of meetings will be determined by the type of works being carried out, the results of Key Performance Indicators and the Quality control inspection outcomes as set out in contract terms and conditions.

16. Rechargeable Repairs

- 16.1 The Scottish Secure Tenancy Agreement highlights that the tenant is responsible for repairing damage caused wilfully, accidentally or negligently by the tenant, anyone living with the tenant or an invited visitor to their home. If the Association decides to carry out the repair work the tenant must pay us the cost of the repair. This policy defines a 'rechargeable repair' as one which meets the following:

- The repair is the responsibility of the tenant to carry out (Appendix 1 division of repair responsibility).
- Repairs to damage to the property due to wilful damage, neglect, misuse or abuse by the tenant, their family or visitors to their property or immediate common parts.
- The damage to a common area of the property that is due to wilful damage, neglect, misuse or abuse by the resident, their family or visitors of a privately owned property factored by the Association.
- The tenant has failed to provide a police incident number for works they advise have been of a criminal nature.
- Repairs required when a tenant has terminated their tenancy to return the property to a re-lettable standard.

Note: Factored owners will have responsibilities for common area repair costs where repairs are deemed to be rechargeable.

Generally, the Association is responsible for repairing and maintaining the structure, property and any fixtures and fittings originally provided. Tenants are informed of their repair responsibilities when they sign their Tenancy Agreement and these responsibilities are also outlined in the Tenants Handbook. Rechargeable repairs may include (list is not exhaustive):

The repair is a result of damage/negligence/vandalism by the tenant, a member of their household, a lodger, a pet or a visitor to the property as per the Tenancy Agreement.

Loss of keys, resulting in forced entry, replacement lock\barrel, providing extra keys and/or repairs/replacements works to door standards, door or locks.

Repairs to/replacement of any fixtures, which have been supplied or fitted by the tenant and are deemed to be unsafe or require replacement.

Repairs required due to a failure to take reasonable care of the home or to report a repair to us as soon as reasonably possible, if this has resulted in further deterioration of the property.

Work is necessary at the end of a tenancy to return the property to an acceptable and lettable standard, and exceeds what would be deemed as fair wear and tear. This includes costs to clear all remaining personal items and furniture from the property including floorcoverings.

Reinstatement of a property as a result of alterations or additions carried out by the tenant without permission, or carried out to an unsatisfactory or unsafe standard.

Forced entry to a property to carry out annual gas safety check where access has not been provided by the tenant.

Relevant legal costs to pursue court action/eviction against a tenancy.

There is a requirement for tenants/residents to advise Police Scotland of any damage caused by acts of vandalism and/or criminal activity. A Police incident number should be sought and provided to the Association. Failure to follow this procedure may result in the costs being recharged to the tenant/owner involved.

- 16.2 The Association will make financial provision for the delivery of the Reactive Repairs Service. A budget will be established for this category of work in each financial year and costs for rechargeable repairs are included in this budget.

The budget will be based on the Reactive Repairs Policy, historical and forecast repair demand. Legislation, performance targets and anticipated price increase in labour and materials markets will also be taken into account.

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

Once it has been established that a repair is the responsibility of the tenant/resident, it is considered good practice to advise the cost of the repair and the timescales for completion as soon as possible.

Charges for rechargeable repairs will be applied at an appropriate cost to ensure all labour and material costs incurred by the Association to complete the repair are met.

16.4 **Recovery of Rechargeable Repairs:**

It is recognised that a high proportion of rechargeable repairs are difficult to recover for a number of reasons:

- The tenant has absconded or been evicted.
- No forwarding address has been provided.
- Tenant is on low income.
- Tenant has substantial rent arrears.
- Tenant has other multiple debt issues.
- Tenant is deceased and no known estate exists.

The above list is not exhaustive and individual circumstances will be taken into account in the recovery of recharges. The Association recognises that in some circumstances, repayment of charges in full would cause excessive financial problems for the tenant. With this in mind, the Association will strive to agree a reasonable and affordable payment arrangement. The above areas will involve some discretion, and shall be jointly discussed by members of the Senior Management Team whether to pursue costs.

Tenants who fail to meet their financial obligations to pay rechargeable repairs could find their future prospects for housing affected with the Association or other landlords. They will also be the subject of our arrears recovery procedures, which could involve formal court action.

17. Complaints

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

In the event a complaint is received in relation to a reactive repair, this will be assessed at stage 1 of the Association's complaints' procedure. Stage 2 of our complaints procedure will attend to complaints that require further investigation on issues that customers continue to be unhappy with after completion of stage 1. We will investigate stage 1 and stage 2 complaints within 5 and 20 working days respectively. Not all investigations will be able to be completed within 20 working days. For example, some complaints may be so complex that they require careful consideration and detailed investigation beyond the 20 day limit. However, these would be the exception and we will always try to deliver a final response to a complaint within 20 working days. We will notify customers if we require more than 20 working days to complete our investigations.

Once the investigation stage has been completed, tenants of The Association have the right to approach the Scottish Public Services Ombudsman (SPSO) if they remain dissatisfied. The SPSO considers complaints from people who remain dissatisfied at the conclusion of our complaints procedure. The SPSO looks at issues such as service failures and maladministration (administrative fault), as well as the way we have handled the complaint.

SPSO Details:

In person: SPSO
Bridgeside House
Edinburgh
EH3 4NS

Freephone: 0800 377 7330

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

Website: www.spsso.org.uk

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

Where an owner is dissatisfied with the outcome of their complaint, they are entitled to contact:

The Housing and Property Chamber
First-tier Tribunal for Scotland
Glasgow Tribunals Centre
3rd Floor
20 York Street
Glasgow
G2 8GT

Tel: 0141 302 5900

Website: HPCAdmin@scotcourtribunals.gov.uk

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

18. Review

18.1 This Policy will be reviewed every three years, with the next review scheduled for February 2028 or earlier if required to take account of:

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

Appendix 1

Repairs Responsibilities (Please note, factored owners will have responsibilities for common area repairs costs)

Item	Landlord	Tenant
Central heating boiler	X	
Balconies (where existing)	X	
Banisters (internal and external)	X	
Baths	X	
Bin shelters	X	
Brickwork, block work, etc	X	
Cellar (external door/lock)	X	
Ceilings	X	
Chimney stack/posts/cowls	X	
Cisterns	X	
Clothes Poles	X	
Cookers		X
Communal areas to flats	X	
Cupboards	X	
Damp proof course	X	
Decoration - internal		X
Door bell		X
Doors to common area	X	
Doors/door fittings - external	X	
Doors/door fittings – internal	X	
Door locks (fitted by the Association)	X	
Door locks (fitted by the tenant)		X
Door name plate		X

Item	Landlord	Tenant
Down pipes, rain & soil	X	
Drainage (including blockage)	X	
Driveways	X	
Drying areas	X	
Electric heaters (provided by Landlord)	X	
Electric plugs		X
Electric wiring, sockets & switches	X	
Entry systems in communal close	X	
Fascia, soffit board, etc	X	
Fences - garden boundary, divisional fences erected by Landlord	X	
Fences - other		X
Fire baskets, grate and surrounds	X	
Fire - electric & gas (provided by Landlord)	X	
Fireplaces tiles		X
Floor tiles	X	
Floorboards	X	
Foundations	X	
Fuse box, ELCB, fuses/MCB	X	
Fuse to plug		X
Gas Central heating, pipes, radiators, timer, thermostats, pumps etc	X	
Gas piping	X	
Garden huts		X
Gates	X	
Greenhouses		X
Glass - external	X	

Item	Landlord	Tenant
Glass to internal doors/screen		X
Glass - double/triple glazing	X	
Guttering	X	
Hatch to loft (communal or individual)	X	
Handrails – external	X	
Immersion heaters	X	
Keys (replacement)		X
Kitchen fittings/worktops	X	
Light bulbs		X
Lighting pendants and roses	X	
Outbuildings bin stores	X	
Overflow pipes	X	
Painting - external	X	
Painting - internal		X
Path to main access	X	
Path to garden	X	
Paths - public	X	
Pigeon lofts		X
Plaster and Plasterboard	X	
Play area and equipment	X	
Porch	X	
Pumps	X	
Radiators	X	
Retaining walls (provided by Landlord)	X	
Roofs, roof tiles/slates	X	
Roof lights	X	

Item	Landlord	Tenant
Ropes for clothes drying		X
Rotary clothes lines		X
Roughcast	X	
Sheds		X
Shower unit Installed by us	X	
Shower unit Installed by tenant		X
Sink base unit	X	
Sink bowl and drainer	X	
Skirting boards	X	
Smoke detectors	X	
Sockets (electrical)	X	
Stairs (common or internal)	X	
Stair lighting	X	
Steps	X	
Switches (electrical)	X	
Taps	X	
TV aerials / satellite dishes		X
TV aerial communal aerials and sockets	X	
Ventilators	X	
Wash hand basin	X	
Washer on taps	X	
Waste plugs, chains to basin, bath, sink		X
Water heating	X	
Water supply	X	
WC seat	X	
WC seat (tenant damage)		X

Item	Landlord	Tenant
WC	X	
Window frames, sills and fittings	X	

