



Asset Management Strategy (Repairs and Maintenance Policy)

December 2016

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Contents

SECTION 1 **Error! Bookmark not defined.**

This policy is available on request, in different formats such as audio-format, for example, compact disc, Braille and in large print. It can also be made available in other languages, on request.

Foreword

Orkney Islands Council is committed to ensuring that our asset management strategy of which the Repairs and Maintenance Policy is part puts our tenants' needs foremost through meeting all relevant legal and good practice requirements.

In line with our best value commitments, Orkney Islands Council is also committed to providing a repairs service that is subject to continuous improvement.

Notes:

This policy applies to all of the Council's residential properties.

Orkney Islands Council is referred to also as "we" throughout this document.

Our Commitments

Our commitments involve regular review of service delivery to satisfy the following principles:

Firstly, we will continually review all aspects of our repair services to ensure overall efficiency and effectiveness.

Secondly, we will compare service provision regularly against agreed targets, as well as good practice initiatives elsewhere.

Thirdly, we will consult with tenants and other service users in the development of this Asset Management Strategy (referred to throughout this document simply as the Repairs and Maintenance Policy) and related services. For example, consultation on this Policy will be an integral part of our Tenant Participation Strategy.

Finally, we will provide repair services competitively to ensure value for money; this will include developing effective procurement and partnership arrangements. More details of our procurement and partnership arrangements are found at Section 11 of our Policy on the Right to Repair.

In developing this Policy, we recognise that it is linked to a number of other strategic policies such as Tenant Participation and Voids (Empty House Management Policy).

The Voids Policy aims, for instance, to re-let empty housing to specified standards as quickly as possible, including to minimise rental loss.

In addition, this Policy is closely linked to our Right to Repair Policy and our Policy on Capital Works.

In particular, though, the ethos of this Repairs and Maintenance Policy is based on the principles of the Egan Report, which stresses the importance of developing robust partnership working arrangements. This includes ensuring that staff are equipped with the knowledge and skills to deliver "the vision" as set out in the Council's Sustainable Communities Plan.

In line with these principles, we will strive to provide services that are:

- Sustainable and minimise waste (this is in accordance with the Council's Sustainability Policy).
- Sensitive to the needs of individuals and offer customer satisfaction, for instance, advising tenants regularly of progress in meeting repair targets.
- Accessible, for example, well-publicised in plain language and clearly accountable.
- Conducive to staff welfare and safety.

This document has been produced by Housing Services and is intended to ensure that we:

“act in a manner which encourages equal opportunities and in particular the observance of the requirements of the law for the time being related to equal opportunities” (Housing (Scotland) Act 2010, Section 39).

In addition we aim to ensure that we meet the Scottish Social Housing Charter's Repairs, Maintenance and Improvements outcome and standard:

Social landlords manage their business so that:

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

This outcome describes how landlords should meet their statutory duties on repairs and provide repairs, maintenance and improvement services that safeguard the value of their assets and take account of the wishes and preferences of their tenants. This could include setting repair priorities and timescales; setting repair standards such as getting repairs done right, on time, first time; and assessing tenant satisfaction with the quality of the services they receive.

In reviewing this policy we have taken into account the Counter Terrorism Act 2015 and related guidance and procedures. No specific measures are required in respect of our repairs and maintenance policy.

Chief Executive.

Section 1: Context

This Policy has been developed within the context of the Council's asset management strategy (Annex 1).

Asset management involves managing the Council's physical assets, that is, its housing stock, to meet the financial and service objectives of the Council.

The asset management strategy sets out, in particular, the Council's business and investment plans to ensure that we:

- Prioritise our investment programmes based on clear housing stock information.
- Develop housing, in line with our partners, that is affordable to service users.
- Incorporate effective procurement principles throughout all planning processes.
- Maximise the importance of planned maintenance programmes to reduce reliance on responsive repairs.

Critically, too, our asset management strategy takes the views of tenants and other service users into account. This ensures that services are subject to continuous improvement in line with best value principles.

Asset management is concerned, therefore, with a diverse range of strategic policy matters, namely:

- Affordability.
- Assessment of need and demand.
- Investment planning.
- Regeneration initiatives.
- Sustainable communities, including community capacity building and tenant participation.

These issues, it is highlighted, are covered in other strategic policies that have been developed by the Council.

The central aspects of the Repairs and Maintenance Policy focuses, on the other hand, on specific repair and maintenance services as noted below.

Finally, in order to implement this policy effectively, Housing Services and Building and Architectural Services work very closely together. Indeed, "joined up working" is seen as a key strength in service delivery that is also consistent with the principles of best value referred to above.

The Repairs Policy is divided into **nine** sections as follows:

- Section 1 provides background information concerning the development of the Repairs and Maintenance Policy.
- Section 2 states the Policy objectives.
- Section 3 sets out the legal obligations we must meet in delivering services.

- Section 4 covers the internal policies, procedures and standards that we use to ensure that we meet law and good practice guidance.
- Section 5 details what constitutes an emergency repair.
- Section 6 provides information about the responsive repairs service.
- Section 7 provides details on what repairs are rechargeable and how we recover costs.
- Section 8 explains what types of training are provided to ensure that the Policy is implemented effectively.
- Section 9 sets out how we will involve our customers throughout the process.
- Section 10 focuses on performance monitoring including defining the responsibility for carrying this out and the methods used.
- Section 11 considers continuous improvement in the process by setting the timescales for review.
- Section 12 lists the main contacts in Orkney in respect of repairs.

Definitions

“The Policy” is effectively Orkney Islands Council’s Council Housing Repairs and Maintenance Policy and is central to the aims of the service.

A “house” is any part of a building, being a part that is occupied as a separate dwelling, and includes any garden or other structure within the grounds of the house.

A “mainstream” house refers to one that is to be permanently occupied as an Orkney Islands Council Scottish Secure Tenancy.

A “service user” refers to tenants of the Council or for other members of their family or others who may reasonably be expected to reside with them. It also refers to potential tenants such as housing list applicants and/or those viewing properties.

Section 2: Objectives of the Policy

Following the inspection of our property maintenance service in 2005, we developed this Policy to address issues for improvement that were identified during the inspection.

The result is a Policy which is structured around the needs of our service users and one clearly focused on ensuring we meet our statutory responsibilities coupled with high service standards.

When delivering our repair services, we will:

- Meet all relevant legal duties.
- Comply with good practice guidance in service provision.

The key objectives of the Repairs and Maintenance Policy are as follows:

- Promoting Council values in relation to best value and sustainable communities, including continuous improvement to services.
- Meeting all legal and good practice requirements in respect of repair and maintenance services.
- Treating all service users fairly in line with our equal opportunity commitments.
- Establishing a comprehensive framework of repair categories so that tenants understand clearly our obligations and commitments, including time scales for completing repairs.
- Maintaining the housing stock, and common areas, to high standards, in particular meeting our local letting standard.
- Consulting with tenants and other service users in Policy development and planned maintenance programmes.
- Ensuring that contractors and consultants satisfy Council procurement procedures.
- Recovering charges to tenants in line with our Rechargeable Repairs Policy.
- Integrating consultation about Repairs Policy into our Tenant Participation Strategy, including seeking information on the quality of services through satisfaction surveys.
- Implementing training programmes that ensure that staff are equipped with relevant knowledge and skills to implement the Policy effectively.
- Treating any complaints in line with our Complaint Policy.
- Monitoring and reviewing the Policy on an ongoing basis, including providing information on performance to tenants on a regular basis.

Section 3: Legal Framework

We must ensure that we are legally compliant in all aspects of our work. There are a number of legal and good practice requirements that we have applied in developing our Repairs and Maintenance Policy.

These legal and good practice requirements are described by reference to:

- The Housing (Scotland) Act 2001.
- Audit and regulation.
- Legislation on building standards.
- Energy performance.
- Equalities.
- The Scottish Housing Quality Standard.
- The Energy Efficiency Standard for Social Housing.
- Health and safety.

3.1. The Housing (Scotland) Act 2001

The main law in Scotland that regulates our repair duties is the Housing (Scotland) Act 2001 (The “2001 Act”).

This Act states that we must ensure that all our properties are wind and watertight and reasonably fit for human habitation. Our properties must meet these standards before a tenancy begins.

To be fit for human habitation, for example, a house must meet the “Tolerable Standard”, which is set out in the Housing (Scotland) Act 1987, (as amended). The specific requirements of the Tolerable Standard are included at Appendix F.

In the case of tenanted houses, we must carry out any work required to meet these standards, within a reasonable period of time; we must also make good any damage caused by us in carrying out the work.

We must give **twenty four** hours written notice in order to access the property either to:

- view the state or condition of the property; or
- carry out the repair(s).

Scottish secure tenants are also entitled under the right to repair scheme to have certain repairs completed within set time scales; these are called qualifying repairs.

If we fail to complete these repairs on time, tenants will be entitled to be paid compensation unless one of the relevant exceptions apply.

Full details are given in our policy and procedural documentation that cover the right to repair scheme.

The 2001 Act also requires us to consult with tenants and Registered Tenants' Organisations (RTOs) on any changes in our housing related policies, including repairs and maintenance.

3.2. Audit and Regulation

The Local Government Act 1992 (as amended) requires us to publish statistical data relating to responsive repairs in line with Statutory Performance Indicators (SPIs). These SPIs focus on reducing rental loss by minimising void turnover and void times. The term "voids" simply means empty houses.

Under the Local Government in Scotland Act 2003, we have a duty to secure Best Value in all aspects of our work. Best Value includes ensuring continuous improvement in the performance of our repair services. This is monitored by Audit Scotland.

The Scottish Housing Regulator inspects Orkney Islands Council's repairs and maintenance service as part of their inspection programme of Local Authorities and Registered Social Landlords.

3.3. Legislation on Building Standards

The main Act in Scotland that deals with building standards is the Building (Scotland) Act 2003).

This Act, and its related standards, regulates how internal and external work is undertaken in our properties. All work is also undertaken to British Safety (BS) standards.

3.4. Energy Performance

The requirement to provide energy performance certificates is contained in Scottish Statutory Instrument, 2008, No. 309 The Energy Performance of Buildings (Scotland) Regulations 2008.

A person becomes a prospective tenant when she/he (SSI No. 309, 3 (a) to (c)):

- requests any information about the building from the owner for the purpose of deciding whether to rent it;
- makes a request to view the building; or
- makes an offer to rent the building.

EPCs should also be sought prior to any change in tenancy such as mutual exchanges.

In Orkney our Development and Infrastructure is responsible for pursuing this aspect as necessary.

3.5. Equalities

The 2001 Act says that we must carry out our functions under this Act to encourage equal opportunities. This includes, therefore, our repairs service. The Scotland Act 1998, it is noted, defines equal opportunity.

Under the Equality Act 2010, we must promote equality matters in relevant housing services such as repairs.

For example, we will make reasonable adjustments when doing repairs to meet the specific needs of people with a disability.

Again, we will have documentation published in other languages and formats, on request, to ensure that information is accessible to tenants and other service users.

Finally, we carry out ongoing impact assessments of our Repairs and Maintenance Policy to ensure that it is not disadvantaging particular groups. More information on this is contained in section 10.

3.6. The Scottish Housing Quality Standard

The Scottish Housing Quality Standard (SHQS) was established by The Scottish Executive, now the Scottish Government, in 2004. This is a professional standard, not a legal standard, although it contains the legal standard known as the “below tolerable standard”.

It sets out the quality standard which all social landlords in Scotland must meet by 2015. The requirements of this Standard are set out in Appendix E.

Orkney Islands Council is committed to achieving this standard within the timescales and has undertaken a comprehensive stock condition survey followed by an appropriate programme of capital works. Please refer to our separate Implementation Plan.

3.7. The Energy Efficiency Standards for Social Housing

The Energy Efficiency Standard for Social Housing (EESH) is intended to enhance the energy efficiency aspects of the SHQS. It introduced further energy efficiency requirements which all socially rented accommodation in Scotland was required to meet by 2020. It is anticipated that further requirements will follow. The requirements of this Standard are set out at Appendix E.

Orkney Islands Council is committed to achieving this standard within the timescales and assesses its stock as a rolling programme and consequently has introduced an appropriate programme of improvement works accordingly.

3.8. Health and Safety

The Health and Safety at Work etc. Act 1974 (as amended) is the basis of health and safety law in the United Kingdom.

This Act sets out a general duty for any employer to consider the health and safety of all employees, sub-contractors and members of the public in all aspects of work.

The Management of Health and Safety at Work Regulations 1999 make explicit requirements that we must meet to manage health and safety under the 1974 Act.

In addition the Workplace (Health, Safety and Welfare) Regulations 1992 introduce specific issues that must be addressed in the provision of suitable facilities for a workforce.

The main thrust of these regulations is that we carry out risk assessments in our places of work, and that we provide adequate health and safety training to our employees.

Finally, the Corporate Manslaughter or Corporate Homicide Act 2007 places on employers a relevant duty of care towards employees in relation to them carrying out their duties.

In order to meet these requirements, we have established a Lone Working Policy that staff and contractors are expected to follow in carrying out their duties.

Section 4: Related Policies, Procedures and Responsibilities

The Asset Management Strategy (Repairs and Maintenance Policy) is related to a diverse range of other housing policies implemented by Housing Services and Building and Architectural Services.

We have also developed various procedures that set out how we implement our policy objectives, including our service standards.

This section describes the main policies and procedures to which this Policy is connected before outlining the Council's and tenants' repair obligations. (Appendix B covers these responsibilities in more detail.)

These policies include:

- Tenancy agreement.
- Voids and lettings.
- Tenant participation.
- Training.

4.1. Tenancy Agreement

Most Orkney Islands Council tenants are Scottish secure tenants whose tenancy agreement (SST) sets out their rights and responsibilities under the Housing (Scotland) Act 2001. This includes information on repairs and maintenance.

A limited number of tenants are offered a Short Scottish Secure Tenancy (SSST); their rights are also fully explained in their tenancy agreement.

The rights and responsibilities of those housed in temporary accommodation by the Council (for a period not exceeding six months) are detailed in a separate Orkney Islands Council Contractual Common Law Tenancy. The rights agreed under this tenancy are broadly similar to those under an SSST.

4.2. Voids and Lettings

The management of empty homes and the Council's policy in respect of repairs work to these properties is set out in the Voids Policy; while empty houses are let to applicants according to the Lettings Policy.

Critically, these policies incorporate law and good practice guidance so that houses are let to the repair standards required in law, as well as our own Lettings Standard. This Standard has been agreed in consultation with tenants through our Tenant Participation Strategy.

4.3. Tenant Participation

We have produced a Tenant Participation Strategy, in conjunction with tenant representatives.

This strategy sets out how we will ensure that tenants continue to shape our housing policies and decisions, including the Repairs Policy.

This Strategy sets out our commitments concerning what types of information tenants want in respect of repairs monitoring.

4.4. Training

For Housing Services' staff, health and safety training is outlined in our Staff Development and Training Policy; while, for Building and Architectural Services' staff, this is covered by their Policy on Staff Training.

Appropriate risk assessments have been carried out for job roles, job locations, and specific risk issues and these work closely to our procedures for lone working.

Staff undertaking responsive repairs duties are given health and safety training appropriate to their workplace/s.

Finally, we have corporate and more specific departmental safety policies in place.

4.5. Procedures

We have also established a wide range of repair procedures that cover:

- Repair categories and time scales (Section 6).
- Rechargeable repairs (Section 7 and Appendix B).
- Decanting.

As part of our commitment to improve services continually, responsive repairs are recorded and monitored through our specialist repairs computer system.

Note

In many of the outer islands, a balance needs to be struck between ensuring that:

- Our properties meet the Scottish Housing Quality Standard.
- Our properties are progressing towards meeting the Energy Efficiency Standard for Social Housing.
- We can recruit teaching staff and thus ensure the ongoing viability of a school in a fragile community.

In order to meet these dual requirements, separate procedures exist when a former education property requires a significant level of expenditure to bring it up to the Scottish Quality Housing Standard / Energy Efficiency Standard for Social Housing.

This includes assessment of whether it is more cost effective to consider disposal of the property and the possible acquisition of an alternative property. In areas of low demand the use of an HRA property may be a practical possibility. Alternatively another property may be purchased or leased as appropriate.

4.6. Repairs Responsibilities of the Council and Tenants

We ensure that the Council carries out all repair services to meet law and good practice guidance.

This includes carrying out some repairs that are not required in law but reflect local priorities, as agreed with tenants.

Information on our responsibilities, as well as tenant repair obligations, are provided to tenants as part of their Tenants' Handbook when a tenancy starts.

4.7. Other Related Responsibilities of our Tenants

Tenants should also:

- Report repairs to the Council, within a reasonable period, to allow us as landlord to ensure that property standards are maintained.
- Report criminal damage or vandalism to the police and get an incident number.
- Clear minor pest infestations, for example, cat fleas, woodlice, ants and silverfish.
- Take action to prevent further damage once a fault has been identified.
- Take action to avoid condensation. Further details on how to do this can be found in our leaflet on this.
- Get written permission before making any alterations to their home. Details of how to apply for permissions can be found in our Tenants' Handbook (Scottish Secure Tenants' Rights Leaflet).
- Allow us access to their home to carry out safety checks required by law.
- Repair any damage caused by the tenant, their family, any visitors or pets have caused, other than through fair wear and tear. If we put right this damage a recharge will be applied.

Section 5: Emergency Repairs

5.1. Emergency Repairs

Some emergency repairs are available to all tenants **twenty four** hours a day, throughout the year. Tenants should phone Customer Services on 01856873535 during office hours. Outwith office hours they should 'phone our emergency out of hours number which is 01856873430.

Emergency repairs will be attended to outside working hours when the fault:

- Poses a serious risk to health and safety.
- Poses a serious risk to the structure of the property.
- The property is not secure.

5.2. Definition of Emergency Repair

The following repairs are classified as emergency and will be available out of normal office hours:

(a) Electrical

- Total or significant partial loss of electrical power (e.g. lighting circuit, no sockets).
- Unsafe power of light socket/electrical fitting.
- Smoke alarm activated where there is no evidence of fire (this is attended to straight away and Kirkwall Fire Brigade's Fire Prevention Service may assist).
- Stair lighting not working in winter.
- Cooking facilities not working.

(b) Water and drainage

- Blocked drain (or leaking), soil stacks or toilet pans.
- Blocked sink, basin or bath.
- Leak or flooding from water or heating pipes.
- Toilet not flushing where tenant has particular needs (advice will be given for all others).
- Loss of water supply reported or inspected.
- Loss of washing facilities (e.g. Shower).
- Where applicant is vulnerable or has medical need.

(c) Other

- Tenant locked out.
- Requirement to board up windows or secure entry doors.
- Loose slates or masonry likely to fall from height. (these repairs are carried out as quickly as possible but weather conditions can pose difficulties in relation to safety and therefore this may result in delays until weather conditions ease.).
- Roof leaks.

- Delivery of temporary heating.

In these instances priority will be given to make the situation safe or to affect a temporary repair. If further work is required the tradesperson will make arrangements for a follow up visit, of which you will be notified in the normal manner for reactive repairs.

Note: Our offices close during the Christmas and New Year period which amounts to approximately one and a half weeks. During this time our Out of Hours service also responds to repairs which are classified as three day repairs. Details of these are available at appendix C.

5.3. Emergency Repairs Due to Tenants' Failure to Meet Tenancy Conditions

If the emergency repair is due to the tenant's failure to meet their responsibilities, the repair costs will be recharged in full. The tenancy agreement sets out in detail the tenant's responsibilities. These cover both actions and failure to do what is required.

Please note that Orkney has no provision of mains gas. As a result, this Policy does not include any provision for emergencies arising from gas leaks or repair requirements.

Further, this Policy does not, therefore, require us to carry out regular gas maintenance checks as applies to other social landlords throughout Scotland.

Section 6: Responsive Repairs

This section explains the process relating to responsive or routine day-to-day repairs.

This covers:

- Requesting a repair.
- Inspections.
- Repair visits.
- Access rights.
- Tenants with particular needs.
- Damage during works.
- Common repairs and shared costs.

6.1. Requesting a Repair

Tenants can use this Policy to help them decide who is responsible for a particular repair.

Our main contact details for reporting repairs are given in Section 13.

Repairs can be reported by phoning our Customer Services on 01856873535 or emailing us at housing@orkney.gov.uk, or by emailing customerservice@orkney.gov.uk

A link from our website provides guidance as to the information which needs to be provided. In future, an interactive form will be set up to allow repairs to be reported by this means.

Emergency repairs need to be reported immediately to our Customer Services during office hours, or alternatively through our out of hours service outwith office hours, at all other times.

Tenants are requested to provide as much detail as possible to assist us in dealing with repair requests.

This includes providing us with a contact number to allow us or our contractor to make contact, either to inspect the property or to carry out the work.

We also gather information on the access needs of tenants to ensure that our services meet their needs.

For example, in the case of hearing-impaired tenants, we will arrange for an interpreting service to be provided, as appropriate (6.5. below).

We endeavour to arrange repair appointments that are convenient to tenants as much as possible. Tenants are requested to let us know of any cancellations.

6.2. Inspections

As part of our commitment to quality service provision, it is sometimes necessary to carry out pre-inspections of repair work.

For example, pre-inspections are important as we want to get the right tradesperson, with the correct materials, to carry out the work.

Pre-inspections may be carried out in cases where:

- Tenants are unsure of the problem.
- The responsibility for the repair is unclear.
- Measurements or other technical specifications are required prior to ordering the work.
- The source of the problem needs to be identified.
- Or specialist materials or equipment may be required.

Note: Post-inspections are carried out, too, on a random sample of completed repairs to ensure that the work has been completed to a high standard.

We also carry out follow-up visits where a tenant reports that:

- The repair work carried out has not rectified the problem.
- The quality of work was not acceptable.
- And there were a number of failures in service delivery, for example, a fault still remains despite it being reported by the tenant on two or more occasions.

6.3. Repair Visits

The contractor will show an identity badge when she/he calls.

The tenant, family member or other authorised person should be present to allow access.

Tenants are requested to clear the area around the repair, if possible, before the tradesperson arrives. (It is important to have “if possible” as someone may not be able to do this such as a disabled person or older person and we do not want to discriminate.)

This may mean uplifting carpets or other flooring, clearing work surfaces, emptying cupboards, taking down curtains or moving furniture away from the area.

For health and safety reasons, tenants should ensure that pets and children are kept away from the area of repair work while work is in progress.

Note: Water or electricity supplies may have to be disconnected to allow the necessary work to be carried out. We advise tenants of this as soon as possible.

6.4. Access Rights

Orkney Islands Council has the legal right to enter its houses at any reasonable time to view their state and condition and to meet repair obligations. We must provide the tenant (or occupier) with **twenty four** hours written notice before accessing tenants' homes (Housing (Scotland) Act 2001, Schedule 4, 4 (a) and (b)).

Our tenancy agreement also covers contractual arrangements for securing access in repair situations. In emergency situations, for example, serious flooding, or reports of excessive damage which could be dangerous, we have the right to force entry without notice.

We will, however, make every attempt to contact either the tenant or another keyholder before forcing entry.

Our Forced Entry for Repairs Procedure covers this in more detail.

6.5. Tenants with Particular Needs

In circumstances where a tenant has particular needs, we will try to implement positive practices such as scheduling the repair faster than normal and/or offering appropriate assistance.

Appropriate assistance can include such things as:

- Taking an interpreter along to meet tenants to discuss the repair request.
- Carrying out repairs to meet the tenant's accessibility needs as much as possible, for example, using non-slip kitchen fixtures.

Examples of tenants with particular needs may include:

- Disabled people, including people with mental health issues.
- Tenants with terminal illness.
- Tenants who use medical equipment such as ventilators or kidney dialysis machines.
- Tenants whose first language is not English.

Before carrying out repairs, we discuss the particular needs of tenants, as appropriate.

6.6. Damage During Works

If during the repair work a tenant's property or furniture is damaged, they should in the first instance contact Housing Services on 01856873535.

After having considered the details of their case, the Housing Officer should advise the tenant how to proceed with their enquiry. This may include consideration as to whether any compensation or assistance is relevant.

6.7. Common Repairs and Shared Costs

Common repairs involve repairs to common parts in property shared with other owners.

For example, common repairs may occur in terraces or blocks of flats where some properties are owner-occupied and others are still in Council ownership.

Typical examples of common repairs are chimney and roof repairs, gutters, down pipes, fences, and external roughcast.

In common repair work, the cost of the repair will be shared with the other owners.

The Council will contact the owner(s) concerned before any work begins to advise them of the nature of the work, as well as any health and safety issues.

The owner(s) will be advised that the Council will obtain an estimate of the work and, at the same time, the owner(s) may also wish to get costs from an approved contractor of their own choice.

Our Shared Repairs Policy covers this issue in more depth.

Note

In cases of emergency, these steps will not always be possible. The Council will carry out any work that poses a risk to health and safety or requires immediate repair to make the property wind and watertight or prevent further damage.

A leaflet on owners' repair obligations has been developed and this is made available to owners.

Home Improvement Grants

Our website offers information on home improvement grants, small repairs grant scheme and other related matters relevant to private tenants and owners.

Section 7: Rechargeable Repairs

7.1. Rechargeable Repairs

Rechargeable repairs are those for which the tenant is responsible and is required to cover the costs accordingly. We have a leaflet on rechargeable repairs which outlines the cost of most common repairs.

Rechargeable repairs would include any repair damage that tenants, their family or visitors have caused whether wilfully, accidentally or negligently.

No recharge will apply for any damage arising through fair wear and tear.

If damage is due to vandalism, tenants must immediately report the matter to the police and get an incident number, if possible.

For tenants with particular needs for whom this is not possible, we will provide appropriate assistance.

7.2. Key elements of the Rechargeable Repairs Procedure

We have established a specific procedure on rechargeable repairs. Further information on rechargeable repairs can be found in our Right to Repair Policy. Please also refer to our leaflet on Rechargeable Repairs.

The key parts of the rechargeable repairs procedure are as follows:

- Tenants should pay for damage for which they are responsible throughout the tenancy.
- The Council will provide an estimate for carrying out the repair, including administrative charges.
- Tenants can repay the charge by instalments.
- Tenants may carry out the repair through a reputable contractor.

Note: Any accidental damage, although rechargeable, may be covered by a tenant's home insurance policy.

Section 8: Staff Development

Staff development or training is essential for effective implementation of Policy objectives.

Section 11 also explains how training is an important part of our continuous improvement commitments.

Our training programmes on repair services comprise general and specialist training.

Levels of training provided are also varied depending on the job remit of staff.

Housing Staff (but not technical staff) are required to undertake the Professional Development Award in Housing Law for Advisors currently offered by Shelter. Further training provision is comprehensive and includes a number of different courses and is made available to staff across Housing and Development and Infrastructure.

These courses take the form of written modules that are used for in-house training.

The following training modules have been developed to date:

- Repairs law and good practice guidance.
- Repairs policy and related procedures.
- Repairs law and corporate organisational policies.
- Effective monitoring of repairs.
- The Scottish Housing Quality Standard.
- The Energy Efficiency Standard for Social Housing.
- Delivering a quality repairs service as part of customer care.

Note: Training provision, it is noted in passing, is also made available to tenant groups as part of our Tenant Participation Strategy. This is critical in enabling tenants to consult, in an informed way, on policy development.

Section 9: Tenant Satisfaction

Tenant satisfaction is critical to an effective repairs service and we involve tenants in developing our service.

Details of this are contained in our Tenant Participation Strategy.

In order to monitor tenant satisfaction, we listen to tenants and respond to their questions on an ongoing basis.

This is part of our best value commitments to ensure continuous improvements to our repairs service.

Three methods of measuring tenant satisfaction include:

- Surveys.
- Assessing complaints.
- Consultation.

9.1. Surveys

Orkney Islands Council obtains tenant feedback on repairs services through the Repairs Monitoring Forms.

This process helps the Council to listen, and respond to, the views of tenants and other service users.

In addition, we have a corporate process which includes comments, compliments and complaints, or suggestions about how to improve services.

As well as acting on tenants' feedback, we actively seek tenants' views through issuing repairs monitoring forms for all normal repairs.

The returned forms are analysed to highlight any issues with the service and help us to make improvements so that tenants continue to receive a quality service.

Any specific complaints made in respect of the repair on the survey forms are looked at by the appropriate repairs staff and are fully investigated.

This will normally involve a further phone call to the tenant and often results in a visit to the tenant's home to establish the full picture.

Issues relating to poor customer care or work standards are discussed during regular performance meetings with the contractors.

9.2. Assessing Complaints

The Council has a corporate procedure covering complaints.

Orkney Islands Council's definition of a complaint is:

“An expression of dissatisfaction by one or more members of the public about the local authority's action or lack of action, or about the standard of service provided by or on behalf of the local authority.”

Our corporate complaints procedure covers this in more depth and a leaflet is available from Customer Services, Orkney Islands Council or from our website.

Information on any complaints relating to our repairs service is used to inform service improvements accordingly.

9.3. Consultation

Consultation on this Policy and other repair issues such as the Right to Repair Scheme is carried out through our organisational strategies concerning Tenant Participation and Advice and Information.

The Advice and Information Strategy involves the development of good quality housing advice across all areas of our service. This includes information on our repairs service.

The consultation process has involved both tenant consultation, as well as consultation with staff and other partners. Examples of consultation are given below.

Consultation with Tenants

- A Tenants Day was held in August 2008 and part of the day focussed on repairs and how our tenants felt about the service.
- An article in the Housing News.

This policy has been developed taking into account the initial feedback. It will be reviewed regularly to ensure it remains reflective of this.

Consultation with Staff and Other Partners

- A small working group of officers and representatives from Orkney Islands Council have met to discuss how the policy might be developed to balance our Repairs requirements with those of the Right to Repair and also Best Value along with our existing Measured Term Contracts.
- An audit of the existing arrangements for processing repairs and their effectiveness.
- A detailed assessment of our Repairs Satisfaction Survey results and any complaints relating to repairs.
- A review of best practice.
- Consultation with staff.
- Consultation with relevant partner agencies.

Section 10: Performance Management

Effective management of the repairs service means that we should respond to repair requests as soon as possible.

We should also ensure that all work is carried out to a high standard.

We have set clear aims to ensure we are meeting these objectives.

We must also check our performance and take action where necessary.

The performance indicators detailed below enable us to monitor overall response times against different categories of repair.

We use both quantitative and qualitative indicators in order to assess our service. (Table 1).

10.1. Targets

We recognise the overall importance of developing repairs and maintenance targets to make sure the service is being delivered effectively and efficiently.

These targets focus on:

- Quality of work.
- Customer satisfaction.
- Appointments.

10.2. Monitoring

We monitor our performance using the following methods:

- System-generated statistics.
- Quality checks.
- Customer feedback.

10.3. Performance Indicators

The system of performance monitoring we use, covers statutory and local monitoring to reflect statutory requirements and good practice. For this reason, we use both quantitative and qualitative monitoring.

In order to monitor the implementation of our Repair and Maintenance Policy, we currently monitor the following issues as detailed in Table 1.

Table 1: Summary of Performance Indicators

Audit Scotland statutory indicators:

- Completion of repairs by reference to emergency, urgent and routine repairs (at full Council and local levels).
- Reasons for gaps in performance between targets and actual performance.

- Number of repairs completed “right first time”.

Completion rates by time scales per category (percentage and number):

- Emergency 24 hours.
- Urgent 3 working days.
- Routine 20 working days.
- Other such as works that are to be done on a planned basis.

The reason we monitor by percentage and number is that, given our small size, we tend to have relatively low numbers of each type of repair. Monitoring these by percentage alone can create an imbalance, whereas using numbers as well allows greater clarity.

Accessibility of Services:

- Appointments made and kept/broken (by number and percentage), including by house/area.
- Cancellations of repairs where appointments cancelled by contractor or tenants (by number and percentage).
- Aborted calls, that is, no access.
- Providing all tenants with a leaflet about how to access the repairs service, including the Council’s obligations and tenants’ rights, including rights to compensation.
- Assessing complaints made by tenants about the accessibility of our services.
- Consulting with tenants to obtain feedback on:
 - How easy it is to use offices during and outwith office hours.
 - The quality of our information.
 - The effectiveness of the informal repairs appointment system in which contractors liaise with tenants to finalise access times to carry out repairs.

Note: Equality monitoring is also carried out through analysis of household profiles of tenants who are using our repairs service.

Condition of Housing Stock:

- Quantification of work to all houses required to continue to meet the Scottish Housing Quality Standard.
- Quantification of work to all houses required to meet the Energy Efficiency Standard for Social Housing.
- The establishment of a comprehensive data base of all Council houses that contains all relevant stock details such as size and heating type.
- Identification of houses where asbestos exists in common areas and methods for its management.
- Establishing energy performance ratings for Council houses in Orkney.
- Carrying out planned maintenance programmes in line with our asset management strategy.

General Issues:

- Complaints concerning the repairs policy, service standards, consultation systems and the performance of contractors in respect of these standards.
- Withholding of rent for repairs outstanding after tenants have used our complaints system (by number and amount).
- Court actions used to enforce the Council to carry out its repair obligations (by numbers and court cost).
- Offers of houses refused due to repair issues, including the condition of houses (by number, house type and area).

Quality of Service, including Speed of Responses:

- Evaluating how many qualifying repairs are completed on time, and compensation paid under this scheme.
- Carrying out 10 per cent of pre – and post – inspections of houses to ascertain if repair standards have been met.

Responding to Tenants:

- Involving tenants in the development of the repairs and maintenance policy.
- Involving tenants in the establishment of relevant standards, for example, setting time scales for carrying out of planned maintenance programmes.
- Developing a letting standard with tenants and reviewing it at agreed intervals.
- Consulting with tenants on the quality of services provided by contractors.
- Analysis of reasons for complaints about the repair service.

Service Improvements:

- Costs of repairs as derived from a comprehensive Schedule of rates (this should cover all repair categories).
- Variations in costs.
- Procurement standards.
- Numbers and amounts of rechargeable repairs, sums recouped and sums written off.

Information gathered should also include:

- Number of repairs per category.
- Number of repairs per item.
- Number of repairs per house (and by category and type).
- Repairs done properly at the first occasion (by number and percentage).

10.4. Improving Performance

We will regularly compare our performance against set targets. We will seek to improve our performance where possible.

We will let relevant staff know regularly how we are performing. We will include Repairs and Maintenance Performance Indicators in our annual performance report

and we report to Education, Leisure and Housing Committee accordingly. In addition, we produce performance information in our tenant's newsletter 'Housing News' on an annual basis. We also publish an Annual Report for Tenants.

We are members of Scotland's Housing Network and use this structure in order to benchmark our service against that of other Local Authorities. We actively consider continuous improvement and look for new examples of good practice which could be useful.

In addition we intend to further improve this process by producing an annual repairs and improvements report for tenants and we will link performance information along with customer feedback into our Service Delivery Plan for Repairs and Improvements.

10.5. Responsibility

Our Building and Architectural Services will be responsible for performance in the responsive repairs and maintenance service delivery and will liaise with Housing Services to ensure that performance issues are addressed and performance information is reported through the Housing systems outlined above.

Section 11: Continuous Improvement

While effective performance management should have a positive effect on the ongoing operation of the repairs service, we must also ensure that we are achieving continuous improvement in repairs services.

11.1. Equalities

In monitoring our performance, we will ensure that feedback includes monitoring on a wide range of equality grounds. This is to ensure that the repair service does not discriminate on any of these grounds.

We also monitor service provision so that it promotes equality on the relevant grounds.

For instance, we provide information about our repairs service in different formats so that it is accessible to people with disabilities.

Again, we provide interpreters, as required, to promote access to information for tenants from our black and ethnic minority communities.

11.2. Health and Safety

We will seek to encourage our employees to report all incidents occurring when carrying out repairs work, whether or not they have resulted in injury.

We will provide employees with health and safety training appropriate to the role they play in the process.

11.3. Training

We carry out a detailed training needs assessment for all new employees involved in repairs services and provide appropriate training to meet needs identified.

We also provide ongoing training for existing staff to ensure that they understand and apply effectively our policy commitments.

This includes repairs training on the issues highlighted above.

11.4. Service Review

This policy will be reviewed every 5 years in line with normal procedure or more frequently should legislative or national policy change dictate.

This review will take place in line with arrangements agreed in our Tenant Participation Strategy.

Appendix A: Repairs Service Standard

What service you can expect when you report a repair

When you contact us during office hours:

- We will answer the phone within three rings (your initial call will come into our switchboard and will be directed to the appropriate person accordingly).

We will take details of your repair request, and your contact details, to allow us to arrange for an appointment directly between the Contractor and the tenant. This is intended to ensure maximum convenience and minimal disruption to the tenant's day whilst aiming to ensure that target completion dates are met.

- The contractor will make every effort to keep all appointments. If there is any delay, the contractor will let the tenant know in advance.
- There will be occasions when a Building Inspector has to call in the first instance. Where this happens, an appointment will be arranged to take place prior to any work commencing.

When you contact us outwith office hours:

- Please wait until you are automatically redirected to the mobile phone of the Building Inspector who is on duty.

The Building Inspector will take details of your repair request and will make the necessary arrangements so this can be attended to quickly. The Inspector may attend personally, or arrange a contractor to attend. The Building Inspector will advise you of what to expect.

What sort of service can you expect?

- We will be polite and helpful on the phone and in your home.
- When our contractor visits your home we will ensure the tradesperson shows proof of identity.
- The contractor will tidy up after all repair work.
- We will ensure that the quality of repair work is to a high standard.
- We will measure satisfaction levels by routinely sending our customers feedback cards that we will use to improve the service.

Appendix B: Repair Responsibilities of the Council and its Tenants

The Housing (Scotland) Act 2001 describes, in general terms, our repair obligations to tenants.

It is important, though, that tenants are aware of what these duties cover, as well as types of repair for which they are responsible.

This section clarifies, therefore, who is responsible for specific types of repairs, as well as when there is joint responsibility.

Note: The Council carries out some repairs that are not covered in law; this is in line with its commitments in the tenancy agreement and this local Policy.

Item.	OIC.	Tenant.	Exceptions.
Ash pans.	Yes.		Where replacement exceeds two in two years, tenant should be warned of possible recharge.
Back boiler.	Yes.		
Balconies.	Yes.		
Banister (internal).	Yes.		
Baths and wash basins.	Yes.		Plugs and chains.
Bin shelters.	Yes.		
Brick/blockwork, etc.	Yes.		
Car ports.		Yes.	Tenant constructions.
Ceilings.	Yes.		
Chimney stacks/pots/cowls, etc.	Yes.		
Chimney sweeping.		Yes.	Blocked flues causing fire hazard.
Clothes lines.		Yes.	
Clothes poles.	Yes.		
Coal bunkers.	Yes.		
Communal areas to flats (Decoration and maintenance).	Yes.		
Cleaning.		Yes.	
Communal TV systems.	Yes.		Those not provided by Local Authority, for example, Cable.
Cupboards.	Yes.		

Item.	OIC.	Tenant.	Exceptions.
Damage to glass.	Yes.		If vandalism should be reported to police (where possible).
Damp proof courses.	Yes.		
Decoration – external.	Yes.		Tenants installations - sheds, etc.
Decoration - internal including tenant supplied decorative tiles.		Yes.	Communal areas, sheltered accommodation.
Door handles internal.		Yes.	
Door locks external.	Yes.		When tenant lost/broken key.
Door name plates.		Yes.	
Doorbell.		Yes.	Where part of communal security system.
Doors internal.		Yes.	
Doors to common areas.	Yes.		
Doors/door fittings external.	Yes.		
Down pipes, rain and soil.	Yes.		
Drainage - internal waste pipe blockage.	Yes.		(Specify if caused by tenant).
Drainage on mains sewer drain incl. blockage.	Yes.		Where adopted by Scottish Water.
Driveways.	Yes.		When provided by tenant.
Drying areas – communal.	Yes.		
Electric heaters.	Yes.		When supplied by tenant, e.g. removable electrical fires and alternative source of heating is available.
Electric plugs.		Yes.	
Electric wiring/sockets and switches.	Yes.		Electrical adaptations by tenant.
Entry systems (Communal security system).	Yes.		
Estate footpaths/walls/fences.	Yes.		Where adopted by Local Authority Roads Section.
Extractor fans communal and individual.	Yes.		Where provided by the tenant.

Item.	OIC.	Tenant.	Exceptions.
Fire baskets.	Yes.		Where replacement exceeds two in two years, tenant should be warned of possible recharge.
Fire bars and deepening bars for coal central heating boiler.	Yes.		Where replacement exceeds two in two years, tenant should be warned of possible recharge.
Fire front door glass replacement.	Yes.		Where replacement exceeds two in two years, tenant should be warned of possible recharge.
Fire throat plates on coal fired heating boilers.	Yes.		Where replacement exceeds two in two years, tenant should be warned of possible recharge.
Floorboards.	Yes.		
Forced entry when keys lost.		Yes.	
Foundations.	Yes.		
Fuse boxes, ELCB fuses/MCB.	Yes.		
Fuse to plugs.		Yes.	
Garden sheds.		Yes.	Where provided by Local Authority.
Gates.	Yes.		Where not provided by Local Authority.
Window and door glass including double glazing.	Yes.		Where caused by vandalism which should be reported to the Police (where possible).
Glass internal (providing this does not compromise the property's wind and watertight status).		Yes.	Communal areas are the Council's responsibility.
Greenhouses.		Yes.	
Guttering.	Yes.		
Handrails internal/external.	Yes.		Where not provided by Local Authority.
Hatch to loft communal/individual.	Yes.		
Immersion heaters.	Yes.		

Item.	OIC.	Tenant.	Exceptions.
Keys (replacement).		Yes.	
Kitchen fittings/worktops.	Yes.		
Light bulbs (including fluorescent tube and starter and external light switched from within property).		Yes.	Communal areas.
Lighting pendants/roses.	Yes.		
Outbuildings.		Yes.	Where provided by Local Authority.
Overflow pipes.	Yes.		
Painting external.	Yes.		
Painting internal.		Yes.	Communal areas.
Parking area.	Yes.		Where adopted by Local Authority.
Path main access to house.	Yes.		
Path to garden.		Yes.	
Paths – public.	Yes.		Where adopted by Local Authority Roads Section.
Plasterwork.	Yes.		
Retaining wall (garden).	Yes.		
Roof/roof tiles/slates/roof lights.	Yes.		
Rotary clothes driers.	Yes.		Where provided by tenant.
Roughcast.	Yes.		
Satellite dish and cabling.		Yes.	Except where communal
Shower curtains.		Yes.	
Shower units fittings.	Yes.		Where not supplied by Local Authority.
Sink base unit.	Yes.		
Sink bowl drainer.	Yes.		
Skirting boards.	Yes.		
Smoke detector.	Yes.		Where not supplied by Local Authority.
Sockets – electrical.	Yes.		
Solid fuel central heating.	Yes.		Where misuse causes early failure of parts.

Item.	OIC.	Tenant.	Exceptions.
Stair lighting communal.	Yes.		
Stairs communal/individual.	Yes.		
Steps.	Yes.		Where not supplied by Local Authority.
Switches – electrical.	Yes.		Where not supplied by Local Authority.
Taps.	Yes.		Tap washer replacement.
TV aerial.		Yes.	Except where communal areas.
Ventilators.	Yes.		Unauthorised installation.
Water heating.	Yes.		Unauthorised installation.
Water supply storage tanks/pipes.	Yes.		
WC seat.		Yes.	
WC bowl and cistern.	Yes.		
Window frames/sills/fittings.	Yes.		

Appendix C: Category of Repairs and Timescales

Please note that “days” constitutes working days.

* denotes qualifier under Right to Repair Scheme.

Item.	Fault.	Qualifier.*	Priority.
Back boiler.	Failure but not only source of heat or hot water.	No.	20 Days.
Back Boiler or Central Heating Boiler.	Only source of heat or hot water.	1 Day.	24 hours to provide alternative
Balconies.		No.	20 Days.
Banister (internal).	Where handrail or banister is unsafe.	3 Days.	3 Days.
Baths and wash basins.	Where drain blocked.	1 Day.	3 Days.
Bin shelters.		No.	20 Days.
Brick/blockwork, etc.		No.	20 Days.
Car ports.		No.	20 Days.
Ceilings.		No.	20 Days.
Chimney stacks/pots/cowls, etc.	Where unsafe.	No.	24 hours.
Chimney sweeping.	If flue completely blocked.	1 Day.	24 hours.
Clothes poles.	Broken or bent.	No.	20 Days.
Coal bunkers.	Leaking or broken.	No.	20 Days.
Communal areas to flats.	General repairs.	No.	20 Days.
Communal TV systems.	Failure.	No.	20 Days.
Cupboards.	Door or shelf repairs.	No.	20 Days or as agreed.
Damage to glass.	If building insecure due to breakage.	1 Day.	24 hours to make safe.
Damp proof courses.	Dampness in property.	No.	20 Days or as agreed.
Decoration – external.		No.	Programmed.
Decoration – internal.	Where landlords responsibility.	No.	As agreed or programmed.
Door handles internal.	Broken.	No.	20 Days.
Door locks external.	If building insecure due to failure.	1 Day.	24 Hours.

Item.	Fault.	Qualifier.*	Priority.
Door name plates.	Broken or missing.	No.	20 Days or as agreed.
Doorbell.	Not working.	No.	20 Days or as agreed.
Door internal.	Door will not open to room within property.	No.	3 Days.
Doors to common areas.	Insecure.	No.	20 Days.
Doors/door fittings external.	If made unsecured due to fault.	1 Day.	24 Hours.
Downpipes, rain and soil.	Leaking or broken.	No.	20 Days or as agreed.
Drainage - internal waste pipe blockage.	If drain from the only toilet in property.	1 Day.	24 Hours.
Drainage - internal waste pipe blockage.	If drain from sink wash hand basin etc.	1 Day.	3 Days.
Drainage on mains sewer drain.	Complete blockage.	1 Day.	24 Hours.
Drainage on mains sewer drain.	Significant sewage leak.	1 Day.	24 Hours.
Driveways.		No.	20 Days or as agreed.
Drying areas – communal.	General repairs to communal drying equipment.	No.	20 Days or as agreed.
Electric heaters.	Failure of only source of heating in property.	1 Day.	24 Hours.
Electric wiring/sockets and switches.	Where complete loss of power.	1 Day.	24 Hours.
Electric wiring/sockets and switches.	Where partial loss of power.	3 Days.	3 Days.
Electric wiring/sockets and switches.	Where there are exposed live parts.	1 Day.	24 Hours.
Entry systems (Communal security system).	All faults.	No.	20 Days.
Estate footpaths/walls/fences.	Where a danger to residents or public.	No.	24 Hours.
Extractor fans communal and individual.	Where fitted in an internal kitchen or bathroom.	7 Days.	20 days restricted to 7 day.
Extractor fans communal and individual.	Where not the only source of ventilation.	No.	20 Days.

Item.	Fault.	Qualifier.*	Priority.
Fire baskets.	Where fire is only source of heating to house.	1 Day.	24 Hours.
Fire baskets.	Where fire is supplementary form of heating.	No.	20 Days.
Fire Damage (Significant).	Where it is not necessary to decant tenant.	No.	24 Hours.
Floorboards.	Where unsafe.	3 Days.	24 Hours.
Flood from roof or pipework.	Where unsafe.	3 Days.	24 Hours.
Forced entry.	When keys lost or lock failure.	No.	24 Hours.
Foundations.		No.	20 Days or as agreed.
Fuse boxes, ELCB fuses/MCB.	Where full loss of power.	1 Day.	24 Hours.
Fuse boxes, ELCB fuses/MCB.	Where partial loss of power.	3 Days.	3 Days.
Garden sheds.	Leaks, door failures, general repairs.	No.	20 Days or as agreed.
Gates.	General repairs.	No.	20 Days or as agreed.
Glass (Window and Door) including double glazing.	Where property insecure due to breakage.	1 Day.	24 Hours.
Glass internal.	Where a danger to residents or public.	No.	24 Hours.
Guttering.	Where a danger to residents or public.	No.	3 Days.
Handrails internal/external.	Where loose or unsafe.	3 Days.	3 Days.
Hatch to loft communal/individual.		No.	
Heating; Central heating system.	Partial loss of heating.	1 Day.	3 Days.
Heating; Central heating system.	Complete failure of system.	1 Day.	24 Hours.
Immersion heaters.	Where the only source of hot water.	1 Day.	24 Hours.
Immersion heaters.	Where other source of hot water available.	No.	20 Days.
Immersion heaters.	Where Thermostat stuck, water boiling.	No.	24 Hours.

Item.	Fault.	Qualifier.*	Priority.
Kitchen fittings/worktops.	General repairs to doors or worktop.	No.	20 Days or as agreed
Lighting pendants/roses.	Where unsafe.	1 Day.	24 Hours.
Open Coal Fire.	Where only source of room heating.	1 Day.	24 Hours.
Outbuildings.		No.	20 Days.
Overflow pipes.		No.	20 Days.
Painting external.		No.	Programmed.
Painting internal common areas.		No.	Programmed.
Parking area.	Failures to road surface etc.	No.	Programmed.
Path main access to house.	Where unsafe.	1 Day.	24 Hours.
Paths – public.	Where unsafe.	No.	3 Days.
Plasterwork.		No.	Programmed.
Retaining wall (garden).	Where unsafe.	No.	3 Days.
Roof/roof tiles/slates/roof lights.	Where unsafe.	1 Day.	24 Hours.
Rotary clothes driers.		No.	20 Days.
Roughcast.		No.	Programmed.
Shower units fittings.		No.	20 Days.
Sink base unit.		No.	20 Days or planned.
Sink bowl drain.	Blockage.	1 Day.	3 Days.
Skirting boards.		No.	20 Days.
Smoke detector.		No.	3 Days.
Sockets – electrical.	Partial loss of power, no danger from live parts.	3 Days.	3 Days.
Solid fuel central heating.	Complete failure when only source of heating.	1 Day.	24 Hours.
Stair lighting communal.	No hazard.	No.	20 Days.
Stair lighting communal.	Hazard due to lack of light.	No.	24 Hours.
Stairs communal/individual.	Unsafe tread.	1 Day.	24 Hours.

Item.	Fault.	Qualifier.*	Priority.
Steps.	Unsafe access step to main access.	1 Day.	24 Hours.
Switches – electrical.	Unsafe.	1 Day.	24 Hours.
Switches – electrical.	Safe, no live parts exposed.	3 Days.	3 Days.
Taps.	Partial loss of water supply.	3 Days.	3 Days.
Taps.	Constantly running hot tap.	No.	24 Hours.
TV aerial and communal sockets.		No.	20 Days.
Wash Basin.	Where drain blocked.	1 Day.	3 Days.
Water heating.	Where only source of water heating.	1 Day.	3 Days.
Water leaks (Significant).		1 Day.	24 Hours.
Water supply storage tanks/pipes.	Burst or constantly leaking.	No.	24 Hours.
Water supply.	No cold water supply.	No.	24 Hours.
Water supply.	No water supply to single tap where others available.	No.	20 Days.
WC seat.		No.	20 Days.
WC bowl and cistern.	Waste blocked or no water supply to cistern (where other toilet in property).	No.	20 Days.
WC bowl and cistern.	Significant leak, blocked or no water supply to cistern (Where only toilet in property).	1 Day.	24 Hours.
WC bowl and cistern.	Cracked but still usable without danger.	No.	20 Days.
Window.	Where insecure.	1 Day.	24 Hours.

Appendix D: Code of Conduct for Employees and Sub-Contractors

What you can expect from our employees and our contractors' employees:

- They will be tidily dressed and wear a uniform provided by the relevant employer.
- They will introduce themselves to you and show proof of identity.
- They will explain the nature and purpose of the job.
- They will be polite and courteous.
- They will respond to your complaints.
- They will treat your details in confidence.
- They will behave properly and professionally at all times.
- They will not smoke, work under the influence of alcohol, use bad language, play loud music or use your facilities without permission.
- They will minimise disruption and mess to your home.
- They will take care of your property and possessions and protect these from dust, paint etc.
- They will keep your home secure at all times.
- They will keep safe materials and equipment used on site to avoid danger to you and visitors.
- They will reconnect and test services such as water, gas and electricity at the end of each working day.
- They will clear their rubbish from inside of your tenanted property at the end of each working day.
- They will remove their rubbish from the gardens of empty (void) properties and adjoining areas.
- They will comply with health and safety legislation and associated codes of practice.
- They will comply with equal opportunities good practice.

What we expect from you:

- That our employees and contractors' employees should also be treated with respect.
- That our employees and contractors' employees have the right to work in a healthy, safe and clean environment and have the right to refuse to work in unsanitary, dirty or unsafe conditions.
- That our employees and contractors' employees should be able to do their jobs free from the threat or risk of violence or abuse. Threatening or abusive behaviour will not be tolerated.
- That you provide reasonable access to allow the work to be carried out.

Appendix E: The Scottish Housing Quality Standard (by 2015 and thereafter)

To meet the Standard, a house must be:

- Compliant with the Tolerable Standard (Appendix F).
- Free from serious disrepair.
- Energy efficient.
- Provided with modern facilities and services.
- Healthy, safe and secure.

A detailed description of each of these requirements can be found at the Website of the Scottish Government.

We are committed to achieving the standard across all our stock by 2015. Our Standard Delivery Plan provides a detailed financial assessment of our means of funding the works required to meet the standard and annex 1 outlines the improvement works which require to be undertaken on each property in order to achieve these aims.

The Energy Efficiency Standard for Social Housing by 2020.

To meet the Energy Efficiency Standard for Social Housing, a house must meet the following Standard Assessment Procedure (SAP) ratings:

Dwelling type.	EE Rating. (SAP 2009).		EE Rating. (SAP 2012).	
	Gas.	Electric.	Gas.	Electric.
Flats.	69.	65.	69.	63.
Four in a block.	65.	65.	65.	62.
Houses non-detached.	69.	65.	69.	62.
Detached.	60.	60.	60.	57.

Appendix F: The Tolerable Standard

Tolerable Standard: The Legal Definition

Primary legislation: the Housing (Scotland) Act 1987, section 86.

As amended by:

- The Housing (Scotland) Act 2001, section 102.
- The Housing (Scotland) Act 2006, section 11.

(1) Subject to subsection (2), a house meets the tolerable standard for the purposes of this Act if the house-

(a) is structurally stable;

(b) is substantially free from rising or penetrating damp;

(c) has satisfactory provision for natural and artificial lighting, for ventilation and for heating;

(ca) has satisfactory thermal insulation;

(d) has an adequate piped supply of wholesome water available within the house;

(e) has a sink provided with a satisfactory supply of both hot and cold water within the house;

(f) has a water closet or waterless closet available for the exclusive use of the occupants of the house and suitably located within the house;

(fa) has a fixed bath or shower and a wash-hand basin, each provided with a satisfactory supply of both hot and cold water and suitably located within the house;

(g) has an effective system for the drainage and disposal of foul and surface water;

(ga) in the case of a house having a supply of electricity, complies with the relevant requirements in relation to the electrical installation for the purposes of that supply;

"the electrical installation" is the electrical wiring and associated components and fittings, but excludes equipment and appliances;

"the relevant requirements" are that the electrical installation is adequate and safe to use;

(h) has satisfactory facilities for the cooking of food within the house;

(i) has satisfactory access to all external doors and outbuildings;

and any reference to a house not meeting the tolerable standard or being brought up to the tolerable standard shall be construed accordingly.

(1A) In construing any such reference, regard shall be had to any guidance issued by the Scottish Ministers.

(1B) The Scottish Ministers must issue the guidance in such manner as they consider appropriate for bringing it to the notice of local authorities and other persons with an interest.

(1C) The Scottish Ministers may vary or revoke any such guidance.

(2) The Secretary of State may by order vary or extend or amplify the criteria set out in the foregoing subsection either generally or, after consultation with a particular local authority, in relation to the district, or any part of the district, of that local authority.

(2A) An order under subsection (2) is to be made by statutory instrument, and no such order is to be made unless a draft of the order has been laid before and approved by resolution of the Scottish Parliament.

(3) This section shall be without prejudice to section 114 (certain underground rooms to be treated as houses not meeting the tolerable standard).