



REACTIVE MAINTENANCE POLICY 2024

1.0 INTRODUCTION

The Association is committed to ensuring funds are available to provide an efficient and effective repairs service which represents value for money and which complies with the standards set out in the Scottish Social Housing Charter.

This policy sets out the Association's aims and service standards and the funding arrangements that are in place to achieve these standards. It covers services to Ochil View tenants only. Reactive Maintenance Services provided to tenants of other landlords will be set out in our contractual agreement with that landlord. Services provided to owners and sharing owners are addressed in the Property Factoring Policy.

The technical aspect of the reactive maintenance service is provided by Property Services staff within the Customer Services Department and the budget is monitored by the Finance and Corporate Services department.

2.0 OBJECTIVES:

The Association will aim to achieve the following when undertaking reactive repairs:

- ✓ Provide a prompt and efficient repairs service that is sympathetic to the needs of our tenants and other service users;
- ✓ Comply with all relevant legislation and regulations;
- ✓ Maintain our stock to high standards, and in accordance with our responsibilities as set out in tenancy agreements or other contractual requirements;
- ✓ Ensuring that void properties always meet our Lettable Standard whilst optimising rental income through effective void management;
- ✓ Clearly define levels and standards of service for reactive maintenance;
- ✓ Ensure high standards of service through regular monitoring of our contractors' performance;
- ✓ Encourage feedback on all repairs, and provide opportunities for tenants to influence how reactive repairs are delivered.

3.0 LEGAL REQUIREMENTS

The most relevant legislation relating to reactive repairs is the Housing (Scotland) Act 2001, Schedule 4: Landlords Repairing obligations which set out the respective responsibilities of the Association and tenants and the Right to Repair. Other legislation addressing the management of asbestos and gas safety is covered by other policies.

The Association must maintain its housing stock in line with legal requirements and in accordance with the division of responsibility for repairs set out in the Scottish Secure (or Short) Tenancy Agreement.

Tenants are also advised of their legal rights and responsibilities in the Tenant's Handbook and on the Association's website.

4.0 REACTIVE MAINTENANCE

4.1 Definition

Reactive maintenance describes repairs, which occur in an intermittent and unplanned fashion, e.g. burst pipes, broken windows, fused sockets, swollen doors, missing roof tiles etc. Whilst the causes of these may vary, their defining character is that they occur at random and are usually requested by tenants or staff.

4.2 Reactive Repair Classification

The classification of repairs used within the reactive maintenance category is as follows:

- ✓ Emergency
- ✓ Urgent
- ✓ Routine
- ✓ External

4.3 Repair Categories and Response Times

The category into which any given repair falls will be determined solely by the Association Guidance on categorisation of repairs which is provided in The Tenants' Handbook for information.

Delays may occur in circumstances out with the control of the Association such as unsuitable weather or non-availability of materials.

Tenants will be advised of the category of their repair request. This will determine the maximum timescale and they will be advised of the latest expected date for the completion of their reported repair. The Association will aim to complete Emergency Repairs within 3 hours (as set out below). All other repairs will be completed at the earliest possible appointment which is convenient for the tenant within the timescales set out for Urgent and Routine repairs. Appointments will be available on Monday-Friday, from 8.30am to 4.30pm.

The Association will instruct one of its approved contractors to complete the work. The Association will maintain a contract with one main contractor, and a number of other contractors such as are necessary to complete specialist works.

The tenant will be requested to contact Property Services staff if the repair has not been completed at the given appointment. The Property Services Assistant will then actively pursue the completion of the repair.

Emergency (3 hours)

Emergency repairs are required to remove a threat to life, health or property. The main examples of repairs requiring an Emergency Response are:

- ✓ Water leak from a pipe, tank, cistern or toilet
- ✓ A blocked toilet (only one in the property)
- ✓ Dangerous wiring or another part of the electrical system
- ✓ A faulty smoke, heat or carbon-monoxide detector
- ✓ No central heating or hot water
- ✓ A loose bannister or handrail at a staircase
- ✓ An external door or window that cannot be secured
- ✓ A loose tile, slate or other item on a roof
- ✓ No gas, water or electricity
- ✓ Faulty stair light in the common stair of a flatted property.

This list is not exhaustive and staff may instruct other repairs to be completed as emergencies if they feel that a threat to life, health or property has arisen and the repair requires to be dealt with as an emergency.

During office hours, emergency repairs should be reported to the Association's office. Outside of office hours, the Association will have in place arrangements to have repairs completed and these arrangements will be notified to tenants.

The contractor will be expected to attend within 3 hours of the repair being reported and to complete the work necessary to remove the emergency nature of the repair. This may mean either a repair 'to make safe' or a permanent repair to resolve the issue. The contractor will advise the Association if further work is required.

Urgent (24 hours)

The response time for an urgent repair is a maximum period of 24 hours, unless the tenant agrees to a later appointment being made. The main examples of Urgent repairs are:

- ✓ A blocked sink, drain or waste pipe
- ✓ A stair light out within a house
- ✓ A faulty storage heater
- ✓ A faulty door entry system

This list is not exhaustive and staff may instruct other repairs to be as Urgent if they feel the circumstances require it.

Routine (5 working days)

Other repairs will be considered routine except for those outside the home that pose no significant inconvenience or threat of further damage to the property.

External (15 working days)

All other non-urgent / non-routine repairs required outside the home.

5.0 KEY PERFORMANCE INDICATORS

Key performance indicators will be used to monitor performance of the reactive maintenance service, and will be reported to the Association's Board of Management, and Customer Services Committee.

6.0 REACTIVE MAINTENANCE FUNDING

Repairs for reactive maintenance are funded from the rental income.

A budget is set annually for reactive maintenance following discussions between the Director of Finance and Corporate Services and the Director of Property Services.

7.0 MONITORING OF BUDGET

The monthly spend against budget is monitored by Finance and Corporate Services. Any significant deviations from budget will be explained and brought to the attention of the Board of Management as part of quarterly management reports.

Quarterly reports on spend against budget are reported to the Finance, Audit and Corporate Governance Committee by the Director of Finance and Corporate Services.

8.0 INSTRUCTION OF WORKS AND AUTHORISATION OF INVOICES

The instruction of works and the authorisation of invoices will be carried out in accordance with the requirements of the Association's Financial Regulations & Procedures.

9.0 THE ASSOCIATION'S RESPONSIBILITY

Tenants' homes, as a minimum, must meet the Scottish Housing Quality Standard and when they are allocated be clean, tidy and in a good state of repair. A detailed description of the responsibilities of the landlord will be provided in the Tenants' Handbook.

9.1 Access

The Association will give the tenant 24 hours' notice in writing of access being required for inspection or routine maintenance. The tenant, or their nominated representative, is required to be present when a repair operative attends.

In the case of an emergency, the tenant's co-operation will be expected for emergency access. If emergency access is required the Association reserves the right to force entry to carry out repairs. Where entry has been forced, the property will be left in a secure condition and advice will be left for the tenant regarding access if locks have been changed.

9.2 Insurance

The Association will maintain comprehensive building insurance. The Association is not responsible for arranging contents insurance cover.

9.3 Right to Repair/Compensation

If the Association delays or fails to carry out certain repairs, there are statutory regulations which give tenants the right to have certain repairs carried out. Tenants may also be entitled to compensation, details of which are set out in the Tenants' Handbook and our Right to Repair Policy.

10.0 THE TENANT'S RESPONSIBILITY

A detailed description of tenants' responsibilities will be provided in the Tenants' Handbook.

The tenant agrees to repair or replace items damaged through neglect, accidental or wilful damage on the part of the tenant, any member of the tenant's household or a visitor to the property.

The arrangements for recharging tenant's for works for which they are responsible is set out in the Association's Rechargeable Repairs Policy

11.0 PROCUREMENT OF REACTIVE MAINTENANCE SERVICES

The procurement of services in relation to the reactive maintenance function shall be undertaken in accordance with the Association's Corporate Procurement Policy.

12.0 DELEGATION / AUTHORITY TO INSTRUCT WORK

The Director of Property Services will control the day-to-day functions of the Reactive Repair Service and will report to the Director of Finance & Corporate Services.

13.0 INSURANCE CLAIMS

If a repair is subject to an insurance claim, the Association's insurance brokers will be notified within one week of the identification of an event which is covered by the Association's insurance policy. Quotations will be sought in discussion and agreement with the Insurer's administrative requirements.

14.0 COMMITTEE REPORTING

The Customer Services Committee and the Board of Management will monitor the Reactive Repairs Service by means of reports submitted by the Director of Property Services and the Director of Finance and Corporate Services.

15.0 VOID REPAIRS

The Association will bring all vacant property to its Lettable Standard prior to commencement of a tenancy. This may include payment of a decoration allowance in accordance with the Customer Payments Policy.

16.0 RECORD KEEPING

The Association will keep the following computerised records:

- ✓ A property register, to record details of all units in ownership;
- ✓ A repair record for all property, whether on a dwelling or scheme basis, provision must be made for common repair records;
- ✓ A record of insurance claims;

- ✓ A system to record all repair requests, works instructed and subsequent costs arising as a result of these works.

17.0 MONITORING PERFORMANCE

The Association has in place effective monitoring for both staff and contractors' performance taking into account feed-back from the tenants and other users of the Association's services.

The Association will review performance on a monthly basis. The Association will hold meetings with contractors where necessary depending on the scope and size of their contract.

The Association will:

- ✓ Invite and encourage all tenants to comment on their experience of the reactive maintenance service;
- ✓ Carry out 3-yearly customer satisfaction surveys, including questions about tenant's experience of the reactive maintenance service;
- ✓ Select a sample of all works undertaken for pre and/or post inspection as set out in the Internal Procedure for Selecting Pre and Post Inspections.

18.0 COMPLAINTS PROCEDURE

If a tenant is unhappy with any aspect of the reactive repair service they will be advised of the Association's Complaints Handling Procedure, details of which will be available in the Tenants Handbook and on the Association's website.

19.0 EQUAL OPPORTUNITIES

The Association's Reactive Maintenance Service, as with all services to tenants will be provided in accordance with the Association's Equality and Human Rights Policy.

20.0 CLAIMS

Any claims made against Ochil View Housing Association will be dealt with in accordance with the Association's policy on claims, as set out in the Customer Payments Policy.

21.0 REVIEW PERIOD

This policy shall be reviewed at least every 3 years.

Andrew Gibb
Director of Property Services

4th December 2024

Policy Consultation and Review Process

Policy Considered By Senior Management Team on	5th December 2024
Policy Considered By Customer Services Committee on	12th December 2024
APPROVED BY THE BOARD OF MANAGEMENT ON	30th January 2025
Date of Next Review	December 2027

Approved