



Dunbritton Housing Association Limited

Name of Policy	Maintenance Standards and Performance Policy
Responsible Officer	Asset Manager
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Section	Asset Management
Reference	AM2

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1. Introduction

1.1 Dunbritton Housing Association (DHA) is committed to ensuring that our housing stock is maintained to the highest possible standard.

We are guided by the principle that planned investment in our properties results in value for money and efficiency in meeting these standards. When developing or rehabilitating our properties, the specification and design of the project will take account of future maintenance issues.

We will identify maintenance priorities within our stock and schedule works accordingly.

2. Principles and objectives

2.1 The Asset Management Maintenance Standards and Performance Policy is a critical working document for the efficient and effective delivery of the Association's maintenance and repairs service and adheres to the particular requirements of the Scottish Housing Quality Standard (SHQS) and Energy Efficiency Standard for Social Housing (EESH2) by 2032 Milestone .

Property management factoring services in mixed tenure estates shall ensure good operational practices and will be carried out within the Factoring Policy in conjunction with the arrangements set out within title deeds.

2.2 Policy objectives

- Provide an effective, efficient value for money maintenance service that meets the needs of our tenants and owners
- Ensure the effectiveness of our repair service through pre-inspection surveys, which will enable repairs to be categorised with the correct response times and type of repair, as well as identifying any repairs considered to be the responsibility of the tenant
- Carry out a minimum 10% post inspection of repairs to effectively monitor the quality of repairs being provided to the Association
- Deliver a high performing maintenance repair service to our tenants.
- Monitor customer satisfaction with the repair service
- Provide medical adaptations to customers, assessed by the local authority Occupational Therapist, to help our tenants remain in their homes for as long as they can
- Meet all legislative and regulatory requirements. The legislative requirements include the need to comply with the range of health and safety duties imposed upon landlords including: -
 - Construction Design Management (CDM) Regulations 2015
 - Landlord responsibilities as set out in the Housing (Scotland) Act 2001 to include amendment made to the tolerable standards (extension of criteria) order 2019
 - The Energy Performance and Buildings (Scotland) Regulations 2008

- Gas Safety (installation List) Regulations 1994
- Data Protection Act 1998
- Property Factors (Scotland) Act 2011
- Procurement Reform act 2014

2.3 Various contractual terms are imposed via relevant tenancy, occupancy and management agreements. The Association shall ensure it carries out all its practices in accord with these terms and requirements:

- The standards set out by the Scottish Social Housing Charter
- Endeavour to provide homes that offer a warm, comfortable and healthy living environment for our tenants
- To provide an efficient, reactive repairs service that is responsive to the needs of tenants and gets repairs **done right, on time, first time in conjunction with e guidance set out by the Scottish Housing regulator**
- Achieve value for money in procurement using the Association's Procurement Policy and procedures
- Minimise void repair periods
- Ensure effective systems are in place for monitoring, and recording information about stock condition. This information shall underpin the planning of maintenance and improvement work; and the financial planning process
- Ensure effective systems are in place to monitor performance in relation to maintenance and repairs activities and services. These shall underpin the framework for achieving desired levels of work quality and customer service and satisfaction
- Provide customers with regular performance information; and a range of opportunities to be involved in the development of the full range of maintenance services

3. Areas of responsibility

3.1 Key areas of responsibility in relation to the implementation of the Association's Asset Management Maintenance Standards Policy are detailed below:

- **The Management Board** - has responsibility for ensuring that this policy complies with regulatory and legislative requirements and meets the Association's Corporate Plan and budget objectives.
- **Chief Executive Officer** – has responsibility for ensuring that this policy is applied to ensure compliance with regulatory and legislative requirements and meets the Association's Corporate Plan and budget objectives.
- **Asset Manager** – has responsibility for ensuring that appropriate technical support and advice is provided to the Chief Executive Officer and Management Board

- **Finance Manager** – has responsibility for ensuring that appropriate financial support and advice is provided to the Management Board, CEO and other relevant members of staff.

3.2 The Association's Management Board delegates all responsibilities for operational delivery of the repairs and maintenance services to the Association's Asset Manager.

The roles and responsibilities of the individual Asset Management team members are detailed in the Repairs and Maintenance Procedures, and within each person's job description.

4. Maintenance standards and performance

4.1 The reactive repairs service is delivered by the Association's Asset Management Team. Team members are tasked with a range of duties relating to the inspection of requested repairs work, the instruction, inspection and monitoring of repair and servicing work, budget control, and general administration of the service.

4.2 DHA shall publicise information about the service in a number of ways. The tenant's handbook and website in particular, shall contain information indicating the division of landlord and tenant responsibility for instructing, and paying for, different types of repair work. Publications such as the newsletter shall also be used to provide more general and practical information, including contact details and service performance statistics.

4.3 In common with its range of services, DHA endeavours to make the reactive repairs service fully accessible to all who require use of it, and, as far as possible, responsive to the individual needs of tenants. Tenants may inform the Association that repair work is required via telephone, letter, email, the website or in person at our office located in Dumbarton 1 Hatters lane G82 1AW, according to their individual preference. The Association shall aim to implement a flexible approach to requests for specific appointments to have repair work carried out.

4.4 We aim to ensure that quality materials are used by repairs contractors, and also that high standards of work are achieved. A robust inspection and monitoring system shall be in place, to ensure that we meet our target to post inspect a minimum of 10 % of all reactive repairs.

4.5 We will prioritise repairs issues according to the nature of the fault and apply a consistent approach to categorisation by ensuring the staff team are appropriately trained to achieve this consistency. It shall operate three main categories, each with a different target completion timescale. The timescale for repairs of a complex nature will be determined at the Association's discretion, taking account of the complexity and nature of the complaint.

a) Emergency Repairs

Issues that constitute a safety hazard or which make a property uninhabitable shall be categorised as an Emergency. This will include, but not be restricted to, incidences of fire and flood. Work to remedy interruption to mains services i.e. electricity, gas, water; and Right to Repair items with a one-day and 3-day completion time shall also be placed in this category. **(Table 1)**

Contractors will be instructed to attend within a maximum 5 hours of the repair being reported, with an expectation that repairs to make safe will be carried out immediately on attendance. Any follow up work will be prioritised subject to the extent and nature of the work required.

The Association provides an out of hours service to allow customers to report emergency repairs when the office is closed. This ensures that customer requests are responded to 24 hours a day, 7 days a week

b) Urgent Repairs and faults that require prompt attention but are not considered an emergency, shall be categorised as Urgent.

This will include, but not be restricted to; faulty electrical systems and fittings, leaking pipes, partial loss of water, and repairs required to communal areas including doors and roofs. Right to Repair items with a seven-day completion time shall also be placed in this category.

Contractors shall be instructed to complete the required repair work within the contracted timescales. (Commencing the day, the repair was reported).

c) Routine All other items of non-urgent work shall be categorised as Routine. Contractors shall be instructed to complete the required repair within 12 working days (commencing the day the repair was reported).

d)Planned repairs

Repairs that require a degree of coordination involving more than one trade where the estimated value of the repair is in excess of £500 shall be categorised as planned , thus allowing for further inspection and investigation by the Maintenance Officer.

e) Complex Repairs: Repairs that involve an accumulation of trades or specialists, or where the repair requires a specific schedule in order to complete. This category will also

take account of repairs where components are discontinued and difficult to source. This category will have restricted use.

Table 1

Repair Description	Emergency Repair (5 hours)	Urgent Repairs (5 working days)	Routine Repair (12 working days)	Considerations
Plumbing				
Dripping taps			✓	
Leaking tap when used		✓		
Blocked sink or basin	✓			
Loose taps		✓		
Replacement taps		✓		
Blocked WC	✓			Chargeable Repair
Blocked WC due to tenant negligence	✓			Chargeable Repair
Leaking WC	✓			
Toilet not flushing if only toilet in property	✓			
Ball valve to tank		✓		
Leaking overflow		✓		5 hours if excessive or above a communal entrance
Joinery				
Gain access for tenant due to faulty lock	✓			
Gain access due lost keys by tenant	✓			Chargeable Repair

Renew faulty door lock if only means of security	✓			
Insecure external door	✓			
Renew internal door			✓	

Repair Description	Emergency Repair (5 hours)	Urgent Repairs (5 working days)	Routine Repair (12 working days)	Considerations
Joinery cont.				
Timber skirting board			✓	
Architrave and frames			✓	
Dangerous and loose floorboards	✓			
Electrical				
Faulty light fittings		✓		
Faulty sockets		✓		Will escalate to 5 hours if dangerous
Immersion Heaters		✓		
Thermostats		✓		
Aerial sockets			✓	
No lighting single room		✓		
No power	✓			
Partial power loss		✓		
Dangerous wires	✓			
Corridor lights out		✓		
Security lights		✓		
Faulty shower with bath		✓		
Faulty shower no bath	✓			
Replacement trunking			✓	
Loss of lighting Circuit	✓			
Smoke alarms and CO detectors	✓			
Communal areas				
Lift not working	✓			

Communal light out			✓	
All communal lights out	✓			
Emergency lighting	✓			
Security lights		✓		
Repair Description	Emergency Repair (5 hours)	Urgent Repairs (5 working days)	Routine Repair (12 working days)	Considerations
Communal areas cont.				
Door entry system intercom		✓		
Completely looked out	✓			
Main door not locking		✓		Refer to use of building
Loose handrail		✓		Refer to RTR 3
Rotary driers			✓	
Uneven path dangerous		✓		
Uneven path not dangerous			✓	
Dangerous	✓			
Heating				
Total failure	✓			
Partial Failure		✓		
Radiator leaking	✓			
Storage heater replacement		✓		
Windows				
Broken glass	✓			
Cracked glass		✓		
Loose window		✓		
Window won't close and insecure		✓		5 hours if ground level
Faulty handle		✓		
Leaking window		✓		
Loose window cill			✓	
Broken vent			✓	

Repair Description	Emergency Repair (5 hours)	Urgent Repairs (5 working days)	Routine Repair (12 working days)	Considerations
Roofs				
Loose tiles		✓		5 hours if immediate danger
Make safe after storm	✓			
Rain penetration		✓		
Major roof repair			✓	5 working days if unsafe and detrimental to the building
Replace broken slates			✓	5 working days if unsafe and detrimental to the building
Rebed ridge tiles			✓	5 working days if unsafe and detrimental to the building
Flashings			✓	5 working days if unsafe and detrimental to the building

DHA reserves the right to amend the completion category and timescale for individual repair works to take account of unforeseen or other specific circumstances. These include, for example, a requirement to order parts and materials, very specialist works and additional works being identified when repairs are being carried out. Any amendment to the completion timescale will be clearly recorded in order to create an appropriate audit trail.

4.6 We will periodically review the completion timescales to ensure it is operating in line with peer organisations, regulatory guidance and relevant good practice.

4.7 We will apply the same process of categorisation when reporting repairs during the defect liability period of new build properties and major repairs contracts, to maintain effective working relationships with contractors to ensure that works are carried out within the relevant timescales. Following completion of any new build properties the building contractor will be responsible for carrying out any identified defects - the timescale and reporting of these will be agreed prior to defects liability period commencing at handover.

4.8 RIGHT TO REPAIR

Under the Housing (Scotland) Act 2001, Scottish Secure Tenants and Short Scottish Secure Tenants have the right to have small urgent repairs carried out by the Association within a given timescale.

The following repairs are covered in the Right to Repair Scheme:

Description	Timescale for completion under RTR
Unsafe power or lighting sockets or electrical fittings	1 Day
Loss of electric power	1 Day
Partial loss of electric power	3 Days
Loss of gas supply	1 Day
Blocked flue to an open fire or boiler	1 Day
Insecure external windows, doors or locks	1 Day
Loss or partial loss of space or water heating if no alternative heating is available	1 Day
Toilets which do not flush (if there is no other toilet in the house)	1 Day
Blocked or leaking foul drains, soil stacks or toilet pans (if there is no other toilet in the house)	1 Day
Blocked sink, bath or basin	1 Day
Loss of water supply	1 Day
Partial loss of water supply	3 Days
Significant leaking or flooding from a water or heating pipe, tank or cistern	1 Day
Unsafe rotten timber flooring or stair treads	3 Days
Unsafe access to a path or step	1 Day
Loose or detached banisters or handrails	3 Days
Broken mechanical extractor fan in a kitchen or bathroom which has no external window or door	7 Days

When a repair is reported by the customer, we will ascertain if it is a qualifying repair.

Where we are unable to complete the repair within the required timescale, for example, due to severe weather, the repair will be “made safe” and where required, an extension added to the timescale above.

If our usual contractor does not start the qualifying repair within the time limit set, we will provide the details of another contractor, the tenant can instruct another, from a pre-

qualifying list held by the Association, to carry out the repair. Details of this “secondary contractor” will be input to the works order, a copy of which will be sent to the tenant. A tenant cannot approach a contractor who is not on the pre-qualifying list. The secondary contractor must inform the Association that they have been asked to carry out the repair. If the repair is not completed within the regulatory timescale, the tenant will be entitled to £3.00 per day until the repair is complete, to a maximum of £100 for any one repair. If there is no alternative contractor available, our main contractor will carry out the repair, with no change to the tenant’s entitlement to compensation.

If the tenant fails to give access to the contractor at the agreed time, the Right to Repair status will be cancelled, and the repair will be carried out either within our repair’s procedure timescale, or as a Right to Repair, at a later date.

We acknowledge the requirement to advise tenants in writing annually of the provisions of the scheme and shall use our newsletter and website as the principal means of achieving this. Notwithstanding this, we will make information about the scheme freely accessible and available to all tenants; and advise on an individual basis, whenever the provisions of the scheme apply. The Association shall maintain records which enable it to monitor and demonstrate compliance with the Right to Repair scheme.

4.9 If we decide that the tenant must vacate their homes during the repair works, we will provide temporary accommodation, and will meet other reasonable costs incurred in the move. Such costs will be agreed with the tenant before the move takes place.

4.10 Rechargeable Repairs

There are two types of repairs that are subject to recharge:

1. A request is made for a repair to be carried out by Dunbritton, but is not the Association’s responsibility. Approval is at the Association’s discretion. The cost of the repair must be agreed and authorised by the tenant prior to works being carried out. The tenant will be charged for the cost of the works, plus an administration fee of £20.00 plus VAT (may be subject to annual review). Arrangements can be made for payment to be made in instalments if the cost is in excess of £100.00.
2. Work is carried out by the Association’s contractor, although the repair falls within the ‘Tenant Responsibility category’, as set out in below. This includes repairs that have occurred because of the action of the tenant, e.g., lost keys, removal of smoke detectors, and void house repairs, or could be a repair reported out of hours by the tenant. In this instance, we will inform the tenant that the item is rechargeable and charge the cost to tenant on receipt of invoice from the contractor. Arrangements can be made for payment to be made by instalment, if the cost is in excess of £100.00.

All outstanding rechargeable repair costs will be monitored by the Finance section, and will be treated as debt owed to the Association when considering housing transfer requests.

Item	Comments
Shower unit	Unless we provided the unit or have accepted responsibility for it at date of entry
Toilet seat and fixings	
Bathroom door lock	
Chimney sweeping	
Decorative fireplace	
Door bell	Unless installed by us
Door chain	Unless we provided the unit or have accepted responsibility for it
Name plate and house numbers	
Glass on inside door and screen	
Ball catches, door handles to internal doors	
Keys	Including replacement of lost keys and any forced entry which is required as a result
Insulation to external door	
Electric fire	Unless we have fitted it
Satellite dish and T.V aerial	Unless fitted by us
Plugs	Including fuses
Light bulbs, fluorescent tubes and starters	
Pull cords	
Cooker	Unless supplied and fitted by us
Blocked sink, wash basin or toilet	We may do the work, but tenants will be recharged unless drains are found to be faulty
Sink plugs and chains	
Washing machine fittings	Unless we have supplied and fitted them
Gates	Unless installed by us or where we have specifically accepted responsibility
Inside decoration at DHA discretion	Including wall tiles
Minor plaster defects	
Hat and coat hooks and rails	
Shed	
Heating system fitted by tenants	If the tenant informs us about the system fitted before it is fitted and we have approved it, we will normally agree to maintain it from then on
General alterations	

4.11 Management of Void Properties

We endeavour to re-let void properties as quickly as possible to optimise our income. Our current void management process aims to ensure that properties are inspected, repaired and presented for re-let, within a reasonable timescale, while ensuring that all homes meet our re-let standard.

4.12 It is our policy to instruct a gas safety check on any property that has a gas heating system before the new tenant moves in. Similarly, an electrical safety check will be carried out in all void properties and Energy Performance Certificate provided. Sharing owners will be subject to Legislation set out in the Gas Safety (installation and use) Regulations 1988.

The Certificate copies are retained within the Tenant Information Pack:

- Domestic Electrical Installation
- Condition Report Certificate
- Landlord Gas Safety Certificate (CP 12)
- Energy Performance Certificate

5. Gas Servicing & Maintenance Arrangements

5.1 We recognise the critical importance of ensuring gas heating and hot water systems in our properties are in good, safe working order. It shall meet all statutory duties in relation to gas safety management and associated health and safety legislation. In doing so we shall maintain effective administrative systems to ensure all gas systems in tenanted properties are subject to an annual service; the keeping of appropriate records; and the accurate monitoring of and reporting on progress of the servicing programme and related follow up repair work. The Gas servicing contractor will carry out the servicing in accordance with Gas Safe Register requirements and the work instructions for servicing gas appliances and supply pipe work.

During the course of the gas service visit the Gas Engineer appointed by the Association will carry out a safety inspection of any non-Association gas appliances in the property and check (or advise if replacement is required) the carbon monoxide/smoke alarm detector.

5.2 To ensure the safety of our customers and our property we will implement our forced access procedure to enter a property where a gas service is due, and the tenant has not allowed access to the property. A copy of the procedure can be provided by request.

5.3 We will maintain appropriate servicing agreements in respect of water supply and drainage disposal arrangements for properties not connected to mains systems; alternative power and heating systems; and also, for any other specialist equipment that it is our responsibility to maintain.

6. Tenant Satisfaction and Involvement

6.1 We are committed to monitoring the experiences of tenants using the reactive repairs and other maintenance services. We will use a range of means to obtain feedback from residents on their level of satisfaction with key aspects of these services. We will investigate individual complaints or causes for dissatisfaction and use feedback obtained to identify potential service improvements.

7. Planned Maintenance

7.1 We will implement a robust and transparent system of planning and costing future maintenance work. This shall be based upon the recording of detailed, accurate and up to date information on our properties and their components and features. Regular technical inspections shall be undertaken as a means of collecting this information, while all members of the staff team shall be actively encouraged to feedback information about the condition of any properties they visit. We will ensure that information on repair work carried out will be used to inform the system for planning future maintenance requirements.

7.2 We will develop its Asset Management strategies and policies to ensure future programmed maintenance works take into account factors such as stock popularity, designing out poor quality and or intrinsically expensive items for maintenance purposes.

7.3 We will shall tender contracts for planned maintenance work in accordance with the provisions of our Procurement Policy.

7.4 All operators and contractors acting on the Association's behalf sign our contractors Code of Conduct.

7.5 We will maintain SHQS standards where practically possible the standards set out by the Scottish Government in relation to EESSH2 by 2032. We shall adopt a systematic approach to carrying out required inspections, investment planning and installation or remedial works to ensure these standards are maintained and or improved.

7.6 We will implement a programme of refreshing the paintwork on external features and in communal areas. This will be carried out at timescales determined within the 30-year business plan and deemed being appropriate to maintain high standards at throughout our housing developments.

7.7 As a matter of course, we shall give tenants advance notice of any cyclical and planned maintenance works due in their property. Detailed information about the nature of the work, specification, timescales and any disruption likely to be caused, shall be provided. This will be provided through:

- DHA's Website
- Working Groups
- Notification letters/emails
- Resident meetings

7.8 As far as possible, tenants shall be given the opportunity to exercise choice in the specification of products and works within their properties. We shall respect the needs of tenants who are frail, vulnerable or disabled, and as far as practical, adopt flexible working practices that recognise their particular requirements.

7.9 On completion of individual works the views of tenants involved will be sought via a tenant satisfaction survey. This information will be used to assess the performance of contractors and to identify possible future service improvements.

7.10 Residents' consultation takes in a variety of ways including:

- Association Website
- Focus Groups
- Feedback from satisfaction surveys
- Structured reviews of repairs and estates

8. Adaptations

8.1 We shall support and assist the carrying out of medical adaptations works for tenants, based on an assessed need by a recognised body, e.g., Occupational Therapist, GP or specialist Consultant. Our funding for this work comes from the Scottish Government. We submit a funding bid annually.

It is our aim that medical adaptations will enable independent living, and enhance the quality of life for tenants with mobility difficulties or other impairments.

We will follow best practice and regulatory guidance in relation to procurement of works; and aim to ensure such adaptations are carried out quickly and competently. Detailed and accurate records about adapted properties shall be maintained to enable implementation of appropriate maintenance regimes; and to enable informed decisions to be made about their future allocation to other tenants.

8.2 We strive to satisfy requests for medical adaptations; however, we are unable to carry out adaptations work in some instances. This includes:

- The location of the property, or property layout and type make it unsuitable for the long-term use of the tenant requesting the adaptation.
- Suitable alternative accommodation can be made available.
- The adaptation is technically difficult to achieve without detriment to the property and other tenants.
- Funding is not available.
- The specific advice from relevant agencies is that the proposed adaptation would not be appropriate.

8.3 In procuring adaptations work we will adhere to the provisions of our Procurement Policy and acknowledge all relevant regulatory guidance on procurement and funding.

8.4 Alterations and Improvements

Requests to carry out alterations or improvements must be made on the Association's standard Alteration and Improvement application form, and will be acknowledged within 7 days of receipt, by standard letter.

We will not unreasonably withhold consent where residents make requests to carry out alterations and improvements.

Consent will, however, have regard for any adverse effect that the alteration or improvement might have on the property, or to other properties or residents. Consent may also be conditional, and this will be stated within communications to residents, and with regard to Schedule 1 below.

The Maintenance Officer will determine if an inspection is required and, if so, will advise the tenant by letter.

A standard Alterations and Improvement pre-inspection form will be used by the Maintenance Officer for recording purposes, whether or not such an inspection is required.

The Association must respond to the request within 28 days, or consent will be deemed to have been granted.

ALTERATION/IMPROVEMENT Schedule 1	CONDITIONS
Installation of Satellite Dishes, Receivers, Aerials, Other Fixtures, etc.	Residents to be responsible for maintenance. Colour to blend in where possible. To be erected at rear of building. If not possible, then location to be agreed with Association. Satellite dishes to be no larger than 42cm in diameter, with all holes drilled in the render sealed with a polysulphide mastic and all cables being run through existing ducting where possible.
Erection of Garden Sheds	To be no larger than 8 feet long, 8 feet wide, or 8 feet high, with a ground area no greater than 50 square feet. To be erected at rear of property, at least 1 metre from the house and 500mm from any boundary fence, and must not obstruct any drain or access cover, or impinge on any neighbour's use of their garden. No garden sheds permitted in common areas of flats unless accompanied by an OT referral for storage of medical equipment.
Erection of boundary fences in back gardens	To be no higher than 6 feet or existing height, fencing type to be approved; colour to be neutral stain only. New developments will not be granted permission to alter fencing, unless there is a requirement in terms of the Disability Discrimination Act.

Erection of boundary fences in front gardens	No approval will be granted.
Laying of laminate flooring	The Association is not responsible for any damage caused by flooring being lifted for access by contractors. Residents of upper tenements and cottage flats will not be permitted to fit laminate flooring.
Moving or installing an extra telephone or television aerial socket	Work to be carried out to an appropriate standard.
Installation of a garden tap	Work to be carried out to an appropriate standard preferably by a qualified plumber and left in a neat and tidy condition.
Dog Kennel	Specification to be issued

9. Asbestos Management

9.1 We recognise the dangers presented by asbestos and have detailed asbestos management policy in place. These describe the general approach and particular steps it shall take in order to meet relevant legal, health and safety, and best practice requirements. Each order that goes to our contractor will detail if there is asbestos within the property or not. We also maintain and update an asbestos register which will be distributed to contractors on an annual basis. Our asbestos register is kept in a secure on-line file within the office.

10. Performance Monitoring and reporting

10.1 We shall maintain internal information systems which ensure effective monitoring, control, and reporting of our repairs and maintenance activities. Comprehensive records of all repairs and maintenance work are held to demonstrate and evidence transparency in our working methods and processes.

10.2 We will monitor repairs and maintenance performance using both regulatory and internal performance indicators as follows:

Regulatory Performance Indicators

- Number and percentage of repairs completed within the Association's target timescales
- Repairs 'Right First Time'
- Satisfaction with repairs and maintenance services
- Number of appointments made and adhered to.

- Number of properties with gas appliances that have a current gas safety certificate
- Expenditure against budget

DHA Indicators

- Repair pre and post inspections carried out
- Number of late repair jobs

10.3 The Asset Manager will have delegated authority to annually agree targets for the Association's repairs and maintenance services.

10.4 Regular performance, financial monitoring, and statistical reports shall be presented to the Management. The structure and content of these reports shall be reviewed periodically to ensure Board members are able to make informed strategic decisions.

11. Equality & Diversity

11.1 As a service provider and employer we recognise the requirements of the Equality Act 2010, oppose any form of discrimination, and will treat all customers, internal and external, with dignity and respect. We recognise diversity and will ensure that all of our actions ensure accessibility and reduce barriers to employment and the services we provide.

12. Links with Other Policies

12.1 Our Maintenance Standards and Performance policy is supported by, and links to a number of other Policies and strategies – details of these are shown below

- Void Management Policy
- Contractor's code of conduct policy
- Asbestos Management policy
- Alterations and Improvements policy
- Procurement policy
- Risk Management policy
- Complaints Handling procedure
- Asbestos Policy
- Legionella Policy
- Lift policy
- Gas Safety policy
- Fire safety
- Electrical safety
- Complaints and Behavior

13. Stock Commitment

13.1 We acknowledge the negative impact that poorly maintained properties can have on individual households and communities and aims to ensure that these are kept to a minimum.

13.2 Our Maintenance Standards and Performance Policy emphasises high quality responsive and planned maintenance services with a customer centred approach - the overall aim being to maintain the long-term sustainability of our properties and tenancies.

14. Risk Management

14.1 Risk arises from this policy in a number of respects:

- Failure to comply with relevant legislation resulting in possible legal challenges
- Failure to comply with regulatory guidance
- Maintenance costs exceeding budget levels
- Rent loss from delay in repairing void properties
- Injury to residents or staff resulting from problematic repairs and maintenance works
- Early component failure

14.2 Given the importance of these risks it is recognised that they have to be managed effectively. This will be achieved through the cyclical review of the Repairs and Maintenance Policy and associated procedures, and compliance with all legislative requirements, regulatory and best practice guidance. We will also consult with tenants as a key element of this review process. Furthermore, appropriate training opportunities will be made available to members of staff to ensure high standards of service are maintained. Budget monitoring and progress with repairs and maintenance works will be the subject of regular reporting to the Management Board.

14.3 As regards financial management issues, we will ensure adequate financial resources are in place to support the delivery of our reactive repairs services and meet the defined standards of service; and the carrying out of planned maintenance work. In doing so we will comply with its Financial Regulations and Scheme of Delegated Authority.

15. COMPLAINTS PROCEDURE

15.1 Any tenant may submit a complaint, using the Association's Complaints Handling Procedure, if it is felt that the Association has failed to correctly apply the Maintenance Standards and Performance Policy.

