

Repairs & Maintenance Policy 2023

Linthouse Housing Association	
Policy Implementation Checklist:	
Policy Guardian:	Director of Property Services
Policy Author:	Technical Services Manager
Policy Title:	Repairs & Maintenance Policy
Approved by Chief Executive on:	
Approved by LHA Management Committee on:	28 th March 2023
Effective from:	29 th March 2023
Due for Review on:	March 2026
Policy Linkages:	<ul style="list-style-type: none"> • Gas Servicing Policy • Electrical Safety Policy • Legionella Policy • Asbestos Policy • Fire Safety Policy • Lift Safety Policy • LHA H&S Control Manual • Right to Repair Leaflet • Financial Regulations Policy • Procurement Policy • Rechargeable Repairs Policy • Void Management Policy • Estate Management Policy • Asset Management Strategy • Factoring Policy • Decoration Allowance Policy • Alterations & Improvements Policy
Training Completed on:	
Posted on Website on:	
Staff Sign off as Read and Training Completed:	

Table of Contents

Section 1: Introduction	2
1.1 Repairs Service	2
1.2 Scope	2
1.3 Our Mission.....	2
1.4 Our Vision and Values	3
1.5 Our Organisational Culture	3
Section 2: The Legal Framework	4
2.1 General.....	4
Section 3: Overarching Objectives and Implementation	4
3.1 Overarching Objectives.....	4
3.2 Implementation	5
Section 4: Compliance and Complaints	21
4.1 General Complaint Handling Procedure	21
4.2 Performance Monitoring	21
Section 5: Review of Standards and Repairs Services Policy	22
Appendix 1	Error! Bookmark not defined.
Appendix 2.....	Error! Bookmark not defined.
Post-inspection criteria.....	Error! Bookmark not defined.

Section 1: Introduction

1.1 Repairs Service

- 1.1.1 Linthouse Housing Association (LHA) places great importance on the repairs service that it offers to our tenants and owner occupiers for properties which we act as factor. The Association also recognises the importance of carrying out necessary planned, cyclical and essential repairs to a high standard, in order to protect the value and long-term condition of the stock.
- 1.1.2 This Policy outlines our approach to the management of our repairs and maintenance service. The purpose of the Policy is to ensure that Linthouse Housing Association provides tenants and factored owners with a first-class maintenance service, whilst complying with all necessary legislation and regulatory requirements.
- 1.1.3 The Association will observe all relevant Health and Safety and legislative requirements and current recommendations on best practice. To provide the best service that we can, the Association ensures that tenant safety is always at the forefront of our repairs services.
- 1.1.4 **Note:** In this Policy, Linthouse Housing Association is referred to as “we”, “us” or “our”.

1.2 Scope

- 1.2.1 This Policy applies to all current and prospective residents, staff and committee members of LHA.

1.3 Our Mission

- 1.3.1 The Equality and Diversity Policy forms part of our mission to:

“deliver high quality and cost-effective housing services designed to meet the needs of existing and future customers. To work in partnership with others to create thriving communities that people want to live and work in”.

1.4 Our Vision and Values

1.4.1 Our vision is the creation and sustainment of lasting, unique, vibrant homes in stable, popular and ambitious urban communities. Our vision is underpinned by four core values which we apply to all areas of our business. These are to be:

- i. **Customer Driven**
- ii. **Honest**
- iii. **Accountable**
- iv. **Transparent**

1.5 Our Organisational Culture

1.5.1 Our **C.H.A.T** values as outlined, form the foundation of our **Listen, Hear, Act (L.H.A)** customer excellence and organisational culture programme. All staff receive training at induction on customer service standards and the organisational culture we promote. This includes reference to our Equality and Diversity Policy and a requirement to treat colleagues, tenants, contractors, service users, and any other stakeholders with dignity and respect.

1.5.2 The organisational culture we promote is based on finding solutions to suit customer needs regardless of individual differences We will:

1. **Listen** - We are committed to listening to those we do business with, be that our customers, staff, stakeholders, regulators or funders, to ensure that our responses are reflective of what people are saying to us.
2. **Hear** - Once we listen and understand the need/demand/offer that is presented, we will ensure that we fully understand what is being said.
3. **Act** - Whilst we will think about what we do, we want to be known for acting swiftly to deliver solutions and for always keeping our promises.

1.5.3 Our Customer Service Charter aim is to ensure all of our service users receive an excellent standard of service. The Charter helps define what our customers can expect when contacting or engaging with the staff in our office. It is available on our website, direct from the office, or in other formats as required.

Section 2: The Legal Framework

2.1 General

2.1.1 Due to the nature of this Policy, references are made throughout the document with regards to the relevant, legal obligations.

2.1.2 The Association is committed to meeting all legal requirements, such as the Housing (Scotland) Act 2014 and those preceding, the Tenements (Scotland) Act 2004, the Property Factors (Scotland) Act 2011, as well as all relevant Health and Safety legislation and all other pertinent legislation, including but not limited to the Right to Repair and Right to Compensation schemes.

Section 3: Overarching Objectives and Implementation

This section outlines our overarching objectives and how we will implement these.

3.1 Overarching Objectives

3.1.1 Our primary aim is to provide a high quality, efficient and effective repairs, and maintenance service. In order to achieve this aim, we have the following objectives:

- To treat all customers fairly and with respect
- To optimise the useful life of the properties and components, including implementing and co-ordinating an effective major component replacement programme affecting both external and internal features of the buildings
- To optimise the useful life of the properties, including implementing and co-ordinating an effective cyclical maintenance programme
- To provide an efficient and responsive reactive repairs service to customers
- To establish and maintain effective repairs and maintenance procedures.
- To provide sufficient, appropriately trained staff and adequate administrative resources to implement this policy efficiently and effectively

- To ensure that the required service is provided within the available budget
- To ensure value-for-money is achieved at all times and both in relation to professional services and works procured in line with the Procurement Policy
- To ensure that there is proper control of policy and performance standards set by the Management Committee
- To respond positively to changing needs and standards
- To adopt legally correct processes and good practice at all times
- To involve customers and the Residents' Panel in the decision-making process where appropriate

3.2 Implementation

3.2.1 Responsibilities for Policy and Implementation

The Management Committee has overall responsibility for approving the Policy and performance standards of the repairs service.

Responsibility for the implementation of this Policy and associated procedures is delegated to the Technical Services Manager ('**TSM**') and the Asset Manager ('**AM**').

The Association, as an employer, also has a responsibility to ensure appropriate staffing levels and the provision of training and resources to enable the effective implementation of this Policy.

3.2.2 Landlord Responsibilities

In carrying out its obligations as an owner, landlord and factor, the Association will:

Meet all legal requirements, as defined in the relevant Acts, such as, the Housing (Scotland) Act 2014, and those preceding, the Tenements (Scotland) Act 2004, the Property Factors (Scotland) Act 2011, as well as Health and Safety or any other relevant legislation. The Association will work to meet all Scottish Housing Quality Standards and Energy Efficiency Standard for Social

Housing requirements. Performance will be reported transparently in the Annual Return on the Scottish Social Housing Charter.

Maintain and repair its housing stock to the standards specified and approved by the Association, in respect of those areas listed as the landlord's responsibility in the Tenancy Agreement and Factoring Agreement in relation to the factored owners.

Maintain adequate insurance of its housing and other buildings and open space for which it has legal responsibility as owner, landlord and factor.

3.2.3 Tenant Responsibilities

The Association will ensure that all tenants are made aware of their responsibility to report all repairs promptly to the Association, as described in the Tenancy Agreement.

Tenants are made aware of their responsibility to make good repairs and damage to the areas shown below which are listed as the tenants' responsibility in the Tenancy Agreement.

- internal decoration
- damage to glass (unless it is the result of vandalism by people other than the tenant for whom the tenant is responsible for)
- lost or damaged or broken keys
- repairs arising from forced entry – resulting from key loss
- non-accidental damage to sinks or sanitary ware
- non-accidental choked sinks or sanitary ware
- batteries for smoke alarms other than if replaced by the Association annually as part of an agreed cyclical maintenance programme
- waste plugs/chains for baths, wash hand basins, replacement toilet seats and sinks
- pest control
- any repair/replacement which is the result of damage/loss caused by misuse, vandalism, carelessness or negligence committed by the

tenant, members of their household or visitors for whom they are responsible

Tenants are made aware of their responsibility for the general upkeep of the interior of their houses in accordance with the Tenancy Agreement.

In appropriate circumstances, carry out repairs for which the tenant is responsible for on their behalf:

- recharge them for the cost of the work, including an appropriate sum to cover administration costs, all in accordance with the Rechargeable Repairs Policy

Tenants must allow access to Association to conduct reactive, cyclical and planned repairs as required and in line with the tenancy agreement. Failure to allow access to the Association and appointed contractors directly contravenes the signed tenancy agreement between both parties. Where access is refused to the association to carry out works, then access will be forced, and tenants will be recharged for all associated works in accordance with the Rechargeable Repairs Policy. Examples of where access will be forced to allow the association to comply with statutory and regulatory requirements are as follows, however the list is not exhaustive: Gas Safety Inspections, Electrical Periodic Testing or where failure to gain access impacts H&S requirements or will negatively impact the Associations property or surrounding customers.

Tenants vandalising or misusing Association property will be recharged for the cost of repairs resulting from acts of vandalism and misuse by them, members of their household, visitors or by people they are responsible for.

Tenants are made aware of their responsibility (included in the Tenancy Agreement) to report all acts of vandalism or criminal activity which results in damage to Association property to the police within 24 hours. This includes the necessity to quote a crime reference number given to them by the Police as verification that it has been reported to them in the first instance. Failure to provide a crime reference number will result in a recharge of the cost of the repairs to the tenants.

3.2.4 Delivery of the Repairs Service

Stock Condition Surveys and Life Cycle Costings

To ensure that the Association's assets are properly maintained, the Asset Management Strategy clearly highlights how this will be achieved. As outlined in the Asset Management Strategy, the Association will engage with an external consultancy to deliver independently verified stock condition surveys on behalf of the Association at agreed intervals, the results of which will inform 30-year life cycle costings, developed, and updated by the AM.

Repair Standards

The Association will:

- Prepare and regularly update the performance specifications for the maintenance of the housing stock taking account of best practice and current Building Regulations
- Pre-inspect where:
 - It is anticipated that the cost of the repair will be in excess of £500
 - It is unclear from what the tenant has said, the nature of the repair.
 - It is thought that the repair may be easily resolved, without the expense of involving a contractor, following an inspection by a member of the Technical Services Team
 - It is thought that the repair may be as a result of tenant neglect/act of vandalism.
 - OT referrals in terms of Stage 3 works – along with HM colleagues
 - Requests made by tenants in terms of alterations and improvements if there is any doubt on the alteration proposed
- Post-inspect:
 - Where the cost of the reactive repair is in excess of £750
 - Where it is thought that the contractor's price appears excessive in terms of the repair works carried out

- Where the tenant has indicated dissatisfaction with the way in which the repair has been made good, including dissatisfaction in terms of workmanship and customer satisfaction.
 - All stage 3 adaptation works.
 - All insurance related works
 - All improvements/alterations carried out by tenants that non standard
 - No less than 5% of all repairs will be post inspected annually
- Set target response times (KPIs) for all necessary, Measured Terms Contracts and monitor the performance of all contractors in meeting the target response times continuously, including reports for the Management Committee.
 - Employ specialist contractors to deal with complex and technical repairs, such as drainage contractors, asbestos contractors etc
 - Continually monitor tenant satisfaction with the repairs service and workmanship of the contractors by ways of carrying out a minimum 30% of all repairs through inhouse satisfaction surveys
 - Ensure appropriately, qualified contractors are effectively procured to meet the requirements and needs of the Association.

Right to Repair

Specific entitlements to repairs through the Right to Repair scheme are set out in Section 27 of the Housing (Scotland) Act 2001. Further details are set out in Scottish Statutory Instrument 2002-03 Number 316 – “Right to Repair” (RTR).

All tenants will be advised annually of the RTR scheme, through LHAs Newsletters and the scheme will also be available and advertised continually for customers to review on LHA website and information leaflets.

The policy reflects the Association’s commitment to ensuring tenants receive a quality repairs service and that the Association complies with our statutory obligations.

In adopting this policy, the Association will:

- Ensure tenants are made aware of the provisions of the Right to Repair legislation.
- Ensure the timescales specified for carrying out the works are expressed to all contractors providing the Association with a service
- Ensure that all contractors carrying out repairs are made fully aware of the expectations of them in regard to qualifying repairs
- Ensure all contractors are aware that the Association will recover costs incurred under the Scheme from them where appropriate
- Ensure appropriate deductions are made from contractors' accounts if and when necessary
- Monitor the repairs under the Scheme and take appropriate action against contractors if required
- Ensure that tenants are recompensed as appropriate under the terms of the legislation

Reactive Repairs

All repairs will be categorised using the following four groups:

Emergency Repairs: (4hrs) - Are those where there is a risk to safety, danger to health and to prevent serious damage to the building. This includes a total or partial loss of services that seriously affects the comfort and convenience of the customer. Contractors will endeavour to resolve matters fully for the customer during this period. However, where the emergency repair cannot be fully resolved due to the complexity of repair, material requirements then a follow-on works order will be requested outlining what is required to conclude the repair within the designated timeframes for the customer. This category also includes emergency out of hours service.

Non-Emergency Repairs 1: (4 working days) - Are those defined as repairs that do not necessarily present a threat to the building or property or health or well-being of its occupants, but the Association would like to be carried out within 4 days to reduce any inconvenience caused to the customer. The sort of repairs that should be reported as non-emergency 4 day include, but not limited to:

- Toilet not flushing (if 2 or more toilets in house)

- Choked toilet (if 2 or more toilets in house)
- Door entry repairs
- TV aerial / reception
- General roof repairs
- General repairs to internal doors/windows
- General repairs to internal floors
- General repairs to windows
- Replacement of sanitary ware
- Kitchen unit repairs
- Follow on works to emergency repairs

Non-Emergency Repair 2: (8 working days) - Are those that do not seriously interfere with the comfort and convenience of the customer but if left unattended may impact the integrity of the property condition. These repairs may also include complex works of a specialised nature or where materials are not readily available of the shelf or are in short supply. The sort of repairs that should be reported as non-emergency 8 day include, but not limited to:

- Repairs to external walls, path and fences
- Plaster repairs/decoration
- Repairing and cleaning of gutters and downpipes
- Repairing clothes poles
- Replacement of skirting/facing boards
- Fencing repairs
- Minor plumbing repairs
- Double Glazed unit replacements
- Renewal of door/window mechanisms

Right to Repair (RTR): All repairs listed within the Scheme, including associated timescales.

- RTR 1 (24hrs) – LHA attend as 4-hour emergency repair
- RTR 2 (3 days) – LHA attend as 4-hour emergency repair
- RTR 3 (7 days) – LHA attend as 4-day non-emergency repair

All tenants will be made fully aware of these categories:

- through their Tenancy Agreement
- via the Association's website
- through information leaflets
- following identification of the nature and extent of any specific repair required

The Association will:

- Operate an appropriate computerised system for the processing of repairs, including relevant contractors' portals
- All repairs will be accurately recorded, acknowledged, inspected where appropriate and checked all within the approved timescales
- Work closely with all contractors to ensure targets for the completion of repairs are aligned to the 4 categories listed.
- Monitor the performance of contractors continuously in terms of agreed KPIs, in particular, in relation to the reactive maintenance contractor and gas servicing and repairs contractor.
- Monitor the average response time for Measured Term Contracts in relation to both emergency and non-emergency repairs for ARC reporting and for benchmarking against other, relevant peers
- Inform tenants of the status of cancelled job orders and the reasons for cancelling where required

Void properties

- The Property Services Team will, where possible, carry out a joint pre-termination inspection with a member of the Housing Team. During this visit, the member of the Property services team will identify any repairs that is the responsibility of the outgoing tenant and explain to them their obligations prior to handing back the keys to the Association. This will include any recharges that could be incurred
- On receipt of the keys, a member of the Property Services Team will inspect the property in line with LHAs Void Management Policy and Procedure

- On completion of void works a member of the Property Services Team will post inspect the quality of the works and the cleanliness of the property in line with LHAs Void Management Policy and Procedure. Once they are satisfied that the property is complete, and all relevant documentation is in place, the Property Services Team member will notify the Housing Team that the void is now complete and ready to let.
- The Property Services Team will continuously monitor the contractor's performance ensuring that they meet void property turn around timescales within the Void management policy and procedure.

Cyclical Works

The Association will strive to carry out a minimum 25% of external stock condition surveys over a 3-year period to establish the current and ongoing condition of the stock portfolio. The stock condition survey results feed into the 30-year model of life cycle costings (LCC). Such life cycle costings will identify and incorporate both cyclical and planned maintenance related works.

The Association will:

- Implement and manage a cyclical programme to not only ensure safety to tenants and meet all its statutory and legal obligations, but also pro-actively maintain the stock to the best of its ability, whilst achieving Value-for-Money. Whilst not limited to, the cyclical programme will include the following:
 - gas servicing programme,
 - gas audits
 - Electrical Installation Condition Reports Checks,
 - Emergency lighting discharge testing
 - legionella testing (and associated remedial works),
 - annual fire risk assessments,
 - lift servicing,
 - gutter cleaning,
 - lightning conductor testing,
 - Dry riser testing
 - painting,

- Attic Fan Servicing and remedial works
 - landscape maintenance, including a bin pull-out service for the Victorian tenements in the Linthouse area
- LHA will:
 - Review these programmes annually to accurately inform annual budgets
 - Update the LCC annually to ensure robust asset management is in place, and that the associated costs are contained within the Business Plan and ensure the Association has sufficient future funds available for their provision

Planned Maintenance

The external stock condition survey results will also be used to help identify and progress any planned maintenance contracts, including both external and internal components. The survey results will also help identify any major repair type contracts, in a bid to make the Association more pro-active in terms of such works. The results of the survey will also form part of the LCC.

The Association will:

- Prepare a Planned Maintenance Programme, identifying major building components which are due to reach the end of their expected life span and will soon require to be replaced. Whilst not limited to components will include renewal of kitchens, bathrooms, windows, doors, sandstone repairs, central heating systems, gutters and downpipes etc and all as outlined in detail within the LCC.
- Regularly review these programmes, including completion of works in conjunction with the LCC and stock condition survey findings
- Ensure sufficient funding is available to finance the provision of planned maintenance, including updating life cycle costings by liaising closely with the Association's Finance Agents in relation to the Association's Business Plan

- Ensure all works take cognisance of and meets the requirements of Scottish Housing Quality Standards (SHQS), Energy Efficiency Standards for Social Housing (EESH) and any other appropriate regulatory standards.
- Ensure all contracts are procured in accordance with the Procurement Policy
- Ensure all works are carried out to reflect all statutory and legislative requirements
- It may be necessary on occasion to have to replace a component earlier than planned, where the component has failed and is out with economical repair. Consideration of the following will be taken into account:
 - Cost of repairing the component against replacement
 - How long the repair would be expected to last
 - Timescale of replacement of component via the Planned Maintenance Programme

Medical Adaptations

The Association will:

- Establish the annual Stage 3 allowance available from Glasgow City Council by bidding for funding annually
- Instruct works taking account of all necessary funding parameters and within the budget approved by Glasgow City Council's Neighbourhood and Regeneration Services (NRS)
- Regularly update, spend versus budget and confirm same within Management Committee reports
- Instruct works following receipt of a referral form from Social Work and/or a GP's line
- Post inspect all adaptations prior to paying for any of the works
- In the event that all grant is exhausted, only instruct adaptations that can be met through internal budgets
- Monitor the average completion time for an adaptation following receipt of the Social Work referral and confirmation of funding from Glasgow City Council and confirm same within ARC

Repair Budgets

- Set annual budgets taking full account of the previous year's expenditure in relation to planned, reactive and cyclical works and taking account of all life cycle costing information
- Liaise closely with the Finance Department to monitor ongoing spend, including details contained within Management Accounts
- Report detailed spend quarterly to the Management Committee via Management Accounts and via Property Services reports in relation to main contracts, including planned contracts, reactive repairs contract, gas contract and landscape maintenance contract

Emergencies

The Association will:

- Establish and monitor constantly, procedures for dealing with emergencies both during and outwith normal working hours. These procedures will define call-out arrangements and levels of authority to act and will be clearly explained to all staff directly or indirectly responsible for maintenance work
- Make available to tenants, clear information on dealing with an emergency, covering:
 - The action a tenant should take
 - Procedures for contacting;
 - Electricity transmission body
 - Gas Distributor body
 - Water Authority
 - Police, Fire, Ambulance Services
 - Social Services
 - Emergency repair contractors, including properties in defects
- Ensure that all staff with responsibility for dealing with emergencies have an up-to-date list of appropriate telephone numbers and as outlined within the Disaster Recovery Action Plan.

- Ensure that emergency services and contractors are given the name and contact number of any staff member to be called in the event of an emergency.
- Recharge tenants in cases where they have used Association contractors to have repairs done which were not genuine emergencies or were the tenant's responsibility in accordance with the Rechargeable Repairs Policy

Insurance

The Association will:

- Advise all tenants of the availability of an appropriate contents insurance policy scheme, which will:
 - Cover general risk, in particular house contents insurance
 - Allow tenants to pay in instalments
 - Offer good value for money
- Maintain comprehensive building insurance on all properties owned and factored by the Association

Rechargeable Repairs

The Association will adhere to its Rechargeable Repairs Policy as and when required.

Alterations and Improvements

If the Association receives requests from tenants for alterations or improvements, the Association will follow its policy on Alterations and Improvements. All tenants will be advised of this policy and of the landlord and tenants' rights in respect of the policy.

The Association has developed a standard form which will require being completed and submitted by the tenant for consideration by the Association.

The Association will:

- Ensure all tenants are aware that, before any work is undertaken, they must apply in writing for permission to improve/alter their home:

- to the Association
 - apply and obtain any necessary statutory approvals, including, but not limited to, planning and building consents
- Not unreasonably withhold such permission
- Respond in writing within 20 working days of a written request being received giving the Association's decision, and
 - where a decision cannot be given within 20 working days, advise the tenant of the delay, and reasons for this
 - Outline to the tenant that they will have to confirm once the alteration/improvement has been carried out so that a post inspection by the Association can take place
- All tenants refused permission will have the right to appeal against the decision in line with the Association's complaints procedure. All appeals should be submitted in writing within 28 days of the Association's decision, as per the Alterations and Improvements Policy.
- When reviewing a request to alter a property, consider a range of factors including:
 - any impact on the future lettable of the property
 - the permanency of the alteration and the ability to reinstate the original position
 - future maintenance liability
- Ensure that all alterations or improvements are:
 - inspected before work starts and inspected on completion to ensure conditions have been met
 - recorded in the property files
- Not take such alterations/improvements into account when determining rent levels, during that tenancy
- Adhere to the Association's Alterations and Improvements Policy at the end of a tenancy, including, taking cognisance of the Right to Compensation Scheme.

Estate Caretaking Service

The Association's estate caretaking team will be responsible for ensuring common bin areas within the high-rise flats are kept clear and bins accessible for GCC refuse department. The estate caretakers will carry out minor repairs to common areas including communal close doors, backcourts and landscaped areas. They will also be responsible for ensuring that bulk items are removed from common areas and back courts, also ensuring the streets are kept clear. The Estate Caretakers will carry out minor repairs within the homes of the Association's tenants, such as, replacement of toilet seats, fitting batteries to smoke alarms for elderly and frail tenants. The Estate Team members will also carry out inspections to common areas as directed and instructed by the PEO, TSM or AM.

Procurement

The Association will adhere to all relevant legislation and in line with the Association's Procurement Policy at all times.

3.2.5 Service Standards

The Association will adhere to all relevant legislation including General Data Protection Regulation guidelines, Freedom of Information and Environmental Information Regulations. The Association will make tenants aware of any change of services, by means of regular newsletters, leaflets and via the Association's website: <https://www.lighthouseha.com/>

Make available to all tenants, current, relevant information on its repair procedures. This information will include:

- Response times
- Procedures for reporting repairs - including emergencies,
- Rechargeable repairs,
- Tenant alterations and all other relevant matters.
- Advise tenants on the Association's performance by comparing this to the Scottish averages as confirmed by The Scottish Housing

Regulator annually. Details of the Association's Complaints Policy and Procedure. (Refer to the Complaints Policy).

The Association will:

- ensure staff and contractors dealing directly with customers, follow the Association's Code of Conduct.
- Provide appropriate training to ensure that Property services staff are suitably qualified and confident to provide the required level of service.
- Establish procedures to define the responsibilities and roles of staff supplying maintenance services and ensure that information is correctly and timeously given to all relevant staff members.
- Where planned renewal works are taking place, act on behalf of owners where desirable to the Association and to protect the Association's stock in terms of external works. Only instruct the works on behalf of owners where owners have signed Minutes of Agreement.
- Encourage feedback from tenants and staff as part of its commitment to continuously improve its service. The Association will monitor and report to Committee on the results of Tenant Satisfaction Surveys for repairs reported by tenants quarterly.

3.2.6 Financial Control

An annual maintenance budget, as part of the overall budget, will be approved by the Management Committee. In preparing the budget, the Property Services Team will take full account of the LCC and spend in the preceding year.

Ongoing monitoring of expenditure on repairs will be carried out.

Quarterly devolved budget meetings will be held with the Finance Agents and relevant Finance Team members to review and monitor spend following completion of quarterly accounts.

Authority to instruct works and authorise invoices will be in line with the Financial Regulations Policy.

Section 4: Compliance and Complaints

4.1 General Complaint Handling Procedure

4.1.1 Our complaint handling procedure was established by the Scottish Public Services Ombudsman (SPSO).

4.1.2 In accordance with housing law, we provide our tenants with thorough information pertaining to our complaint handling process. Moreover, we also advise all service users on their right to complain.

4.1.3 A complaint is defined as:

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

4.1.4 Our complaints handling process includes explicit reference to customer complaints relating to equalities issues. In addition, we have a regulatory requirement to provide information to the Scottish Housing Regulator on the number of customer complaints we receive that relate to equalities issues in the Annual Return on the Charter.

4.2 Performance Monitoring

4.2.1 The Property Services Team will report quarterly to the Management Committee on all matters included within this Policy and will also report on progress in relation to the annual Operational Plan affecting the section. All ARC indicators affecting Property services as reported to The Scottish Housing Regulator will also be referred for discussion to the Management Committee at the appropriate times throughout the year.

4.2.2 As a minimum Bi-monthly review meetings will be held with a variety of contractors, including, but not limited to the reactive repairs contract and many of the cyclical contracts. Site and design team meetings will be held regularly in relation to major contracts.

Section 5: Review of Standards and Repairs Services Policy

- 5.1 This policy will be reviewed every 3 years to ensure that the appropriate amendments are made. All staff and relevant third parties will be informed. Continuously subjecting our Policy to review will ensure that its effectiveness is maintained, and that feedback can be acted upon in a reasonable timeframe.