



OAK TREE HOUSING ASSOCIATION

REACTIVE REPAIRS POLICY

Adopted:

Last Reviewed: New Policy

Next Review Due: Nov 2020

Reactive Repairs Policy

Policy Framework	
<p>This policy is part of the property services policy framework which includes the following policy areas:</p> <ul style="list-style-type: none">• Planned and Cyclical Maintenance• Asset Management• Property Services Safety• Reactive Repairs• Void Management• Rechargeable Repairs• Gas Maintenance• Insurance• Medical Adaptations• Factoring	<p>The Reactive Repairs Policy should be read in conjunction with other policy or strategy documents including:</p> <ul style="list-style-type: none">• Financial Regulations• Customer Care Policy• Disaster Recovery Policy• Equalities Policy• Customer Engagement Strategy• Procurement Strategy

Reactive Repairs Policy

Part 1 Introduction

This policy is part of the framework of policies covering property services. It covers 'day to day' repairs which are carried out as the need arises.

This policy recognises the importance to tenants and owners of providing a high quality reactive repairs service.

The reactive repairs service is delivered to tenants of the Association and in relation to common repairs, to owners who receive a repair service in properties factored by the Association under the terms of the factoring policy.

This policy is most closely linked with the Scottish Social Housing Charter Outcome 5 although other outcomes have a bearing on the way the repairs service is delivered.

Outcome 5: Repairs, maintenance and improvements

Social landlords manage their businesses 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.

Part 2 Policy Aims

The Association aims through this policy to:

- maintain the housing stock in good order
- provide high quality, safe, secure and healthy homes and environment
- provide a prompt, efficient & effective reactive repairs service which meets the needs of customers

Part 3 Guiding Principles

- To have a clear framework for repairs responsibilities, timescales for repairs completion and levels of service.
- To make it easy for customers to report repairs and to maintain good communication with customers at all stages of a repair.
- To deliver a high quality service to customers.
- To use information provided by customers and obtained from the service delivery of the reactive repairs service to contribute to setting priorities for the planned and cyclical repairs programme.
- To procure and monitor performance of contractors in a way that maximises value for money spent on reactive repairs.
- To ensure the service is flexible enough to be sensitive to the individual needs of customers when this is required.
- To ensure that customers are engaged in setting standards, monitoring performance and giving feedback on all aspects of the service to help us continually improve.

Part 4 Legal framework

The association will comply with all relevant legal obligations. The main legal obligations are summarised in Appendix 1.

Part 5 Customer Facing Issues

When a repair is reported or identified, the association's staff member will consider:

- Is it a reactive repair? (For example, if it is a request for a medical adaptation or should be treated as a planned or cyclical repair, it would be dealt with under another policy).
- Is it within the association's repairs responsibilities?
- How urgent is the repair in line with the association's categories for repair urgency?

The association will decide whether a repair is possible or if replacement of a component is required depending on the circumstances of the case.

Customer Service

The association will ensure that customers can use a variety of effective and easy methods to report repairs during and out with office hours. In the case of an emergency out with office hours, the association will ensure that the customer can make the report direct to the appropriate contractor.

The association will ensure the customer has full information to allow them to operate the installations and facilities in their home to get best use out of them and to reduce the need for future repairs.

Information on the general repairs service will be provided to each customer. Specific information on the classification of a repair and response times will be provided when a customer reports a repair. Fuller details on all decisions taken and the policy context will be supplied on request.

Repair Responsibilities

The Association's repair responsibilities to tenants are broadly set out in the Scottish Secure Tenancy Agreement. The detail of repair responsibilities is reviewed with tenants from time to time to reflect changes in the housing stock or environment over time. The current detail is attached in Appendix 2 along with the policy on specific repairs issues.

The responsibilities under an alternative tenancy agreement or a lease agreement may vary from this standard list. The limits of responsibility for common repairs may vary according to the factoring service offered to owners in line with the title conditions and to majority voting on specific repairs.

Where a repair is required as a result of accidental or deliberate damage by the tenant or owner, a member of their household or a visitor to their home, they will be held to be responsible and will be recharged for the cost of the repair.

The tenant has a responsibility to report repairs promptly to avoid deterioration in the property. They should ensure the property is occupied, heated and appropriately used by members of their household and visitors in line with the tenancy agreement.

Access

The customer has a responsibility to provide access for repairs and inspections to be carried out. The association will seek the co-operation of tenants and owners in making

arrangements for access that are convenient and reasonable. Appointments are available within agreed timeslots on request.

The association will pass customers' contact details to the contractor to allow direct contact.

Where the contractor calls and access is not available, they will leave a card. The repair will be cancelled if the tenant does not make contact within 1 week. In the case of an emergency repair, it will be cancelled immediately.

The tenant is entitled to refuse access if the contractor or staff member does not provide identification.

The association is entitled to enforce access for a repair or an inspection after giving 24 hours' notice in writing in line with the tenancy agreement. We retain the right to force access where it is necessary and our attempts to secure co-operation have failed or in an emergency.

Repair Categories

All reactive repairs will be categorised to determine the urgency.

Emergency Repairs

An emergency repair is where there is a risk to safety, danger to health, to prevent serious damage to the property or a loss of an essential service. Emergency repairs may be carried out as 'emergency call outs' out with office hours

The response will be to remove the emergency nature of the repair at the initial visit which may be out with office hours. Completion of the repair may be carried out at a subsequent visit and under a different repairs category (i.e. as an urgent or routine repair).

Urgent Repairs

These are repairs which may seriously affect the comfort or convenience of the tenant, or cause a substantial risk of damage to the property.

Routine Repairs

These are repairs which do not materially interfere with the comfort or convenience of the tenant or risk damage to the property and can be carried out over a longer timescale.

Right to Repair

Qualifying repairs covered by the Right to Repair are outlined in Appendix 3. These will be categorised as Right to Repair emergency, urgent or routine so that the association may apply the shorter response times outlined in this policy. When calculating whether compensation may be payable, the statutory response times will be applied.

Non-Standard Repairs

A small number of repairs will not fit into the categories above. The timescale for non-standard repairs will be set on a case by case basis. These will be limited to the following cases:

- Where a specialist contractor is required or works are carried out under a specialist service contract (for example smoke vent maintenance, lift maintenance).
- The work involves work normally dealt with under planned or cyclical maintenance.
- The work is particularly complex and involves extensive works or multiple contractors.

- The work is subject to delay because it involves agreement of multiple owners or local authority consents or a detailed health and safety plan.
- The work is over the financial limits and tenders are required.
- The works may be minor, but to achieve value for money, a contract will be let. This will only be considered where the repairs do not affect the comfort or convenience of the tenant.

Repairs Inspections

Pre inspections

The need for a pre-inspection should be balanced against the timescales for responding to a repair and should not cause unreasonable delay. The timescale for carrying out a pre-inspection will count against the time taken to carry out a repair. The urgency of the pre-inspection will depend on the urgency of the repair.

An inspection may be required before works can be ordered to:

- Establish that a repair is required.
- Determine the extent or scope of works required.
- Ensure health and safety issues are dealt with.
- Identify the cause of the repair to determine whether a repair will be rechargeable to the tenant or if an insurance claim is appropriate.
- Record the condition before works are carried out.

Post inspections

A proportion of repairs will be post inspected to ensure the quality of work achieved and value for money of the repairs carried out by each contractor.

Customer Engagement in Repairs Service

The association recognises the importance of the repairs service to customers and the need to involve them in every aspect of the service to ensure repairs expenditure is targeted to deliver the best possible service.

The association will involve customers in reviewing and developing all areas of the repairs service. We will always consult with customers when considering changes to the following areas:

- Setting targets or key performance indicators for repairs response times
- Agreeing repair responsibilities
- Determining the urgency of different types of repair
- Agreeing the detailed criteria for repairs which should be completed right first time
- Setting standards of conduct for contractors working in tenants' homes

Feedback from customers will be used as part of the assessment of contractor performance and to determine how well the association is delivering the service. A framework for gathering customer satisfaction data will include a regular independent satisfaction survey, ongoing repairs service survey and analysis of complaints.

Part 6 Contractor Issues

The association will procure contractors to deliver an efficient and effective repairs service to customers in line with the corporate procurement strategy, the European Union Procurement Directive and the Financial Regulations. The procurement strategy for reactive repairs will be determined by the Housing and Technical Services Sub-Committee and will allow the association to maintain an appropriate list of approved contractors for reactive repairs. The

approved contractor list for reactive repairs will be reviewed annually to ensure that sufficient contractors are available to deliver the full reactive repairs service in line with the agreed standards, in order to comply with financial regulations regarding tendering and to meet service standards and the needs of customer's.

The service has to cover both standard and specialist areas of work, which may be required during office hours or out with in the case of an emergency. The range of services and expertise of the various contractors must be sufficient to cover all elements of reactive maintenance works. The scope of works procured will range from major contracts down to small infrequent specialist services.

All contractors will be required to submit details annually with the approved contractor application form to allow proper assessment by the Housing and Technical Services Sub Committee of the following:

- Scope of the contractor's service and any limitations on it.
- Value for money of service offered.
- Appropriate insurance cover.
- Safe working practices as evidenced by proper training for operatives, appropriate policies on health & safety and risk management which comply with industry standards and directives including 'working at height' where relevant.
- Compliance with the spirit and substance of equalities & customer service requirements.
- Financial viability.

The annual review of the list will include feedback from customers on contractor performance, analysis of complaints, assessment of quality of work derived from post inspections and an assessment of value for money of the service offered.

The association will define the details of the service required and the terms on which the contractor will operate. The requirements may be outlined in the detail of formal contracts or be laid down at the time of admission to the approved contractor list. The requirements will vary for different contractors and different types of work. They will be in line with the procurement strategy adopted for the type and nature of work. The current arrangements for procurement and the basis of charging are laid down for different types of works in Appendix 4

All contractors will be expected at all times to comply with the contractors' code of conduct outlined in Appendix 5. Where there is no alternative form of contract, the association's general conditions of contract for reactive repairs outlined will apply.

Part 7 Financial Issues

The Management Committee will agree the budgets for all aspects of the reactive repairs service on an annual basis. The budget will cover general reactive repairs, common repairs and may include elements for specific reactive repairs as agreed. The budget covers expenditure only. Income offset against repairs costs from factoring or insurance payments will be separately accounted for.

The delegated authority for the management of the reactive repairs service is laid down in the agreed delegated authorities from the Management Committee to the Housing and Technical Services Sub-Committee to the service head. The association's Financial Regulations lay down the delegated authority levels for instructing works and applicable limits for tendering procedures to apply. The summary of these is given in Appendix 7.

The Housing and Technical Services Sub-Committee will receive quarterly reports to monitor expenditure against budgets. The Housing and Technical Services Sub-Committee may allow work to be moved from other areas of expenditure such as void works, gas repairs, service contracts or cyclical works where an element of work can most effectively be dealt with reactively. Conversely, some repairs will be identified as best dealt with under a planned contract. The budget setting process will reflect the decisions taken.

The basis of charging may be according to a schedule of rates, contract rates, quotation for non-standard works, and tender submission for works over the specified limits, service contract which covers reactive elements or based on the rates quoted in the approved contractors' application form and agreed by the association during the annual review of the list. This will be defined before works are instructed in line with the procurement strategy.

Achieving Value for Money

The association aims to achieve the best value for all expenditure on reactive repairs. Achieving value for money will be a key consideration in determining the procurement strategy for different elements of reactive repairs work, planning when and how work will be delivered, and ensuring contractors deliver good quality services.

To ensure that we are achieving value for money, expenditure levels will be benchmarked with a wide range of landlords.

Part 8 Decision Making and Appeals

This policy is supported by a range of detailed procedures which give more detail to assist the staff team to implement the repairs service. From time to time, customers may ask for a review of a decision taken. This may be one of the following examples:

- The timescale to carry out a repair;
- The decision to repair rather than to renew a fitting;
- The decision that a repair is not our responsibility.

The ~~X-post~~ Housing and Technical Services staff member has the discretion to depart from the standard service in an exceptional case where there are good reasons to do so. This may be because of a disability or vulnerability or some other factor which makes the decision unreasonable. The reasons for doing this will be recorded and the policy may be reviewed as a result.

Any decision regarding a repair may be subject to review. The tenant should follow our complaints process which allows informal and formal methods of raising a concern.

Part 9 Performance

A range of performance indicators will be set for the guidance of staff and for internal monitoring of performance to drive quality of service.

The Housing and Technical Services Sub-Committee will from time agree with the head of service what are the reporting requirements to monitor staff and contactor performance and levels of customer service. Key performance indicators will be agreed annually and performance against them measured in the Internal Management Plan.

Targets will be agreed with customers to monitor progress towards achieving ARC outcomes and will form the basis of ongoing tenant scrutiny. Performance against these will be published according to an agreed timescale and discussed in detail with customers.

Key Performance Indicators

Repairs Response Times

The response time runs from the date and time the repair is reported to us during office hours. Where an appointment is made to complete repairs to suit the customer, this may override the standard response times. An agreed response time will be set for the following;

Emergency repairs

- No of hours for the contractor to attend to deal with the emergency nature of the repair.
- Timescale for the works required to deal with the emergency nature of the repair. (Some follow up work may be carried out under an urgent or routine repair).
- % of repairs completed within the timescale.

Urgent repairs

- Timescale for the contractor to complete the repair.
- % of repairs completed within the timescale.

Routine repairs

- Timescale for the contractor to complete the repair.
- % of repairs completed within the timescale.

Repairs Inspections

Pre-inspections

- % of inspections carried out within agreed timescales for Emergency repairs –
- Urgent repairs –
- Routine repairs –

Post inspections

- % of repairs post inspected
- Satisfaction with quality for repairs post inspected

Tenant Satisfaction

- Tenant satisfaction with Repairs
- Tenant satisfaction with repairs service
- Tenant satisfaction with contractor

Targets/ARC indicators

- Average time to complete (*or as otherwise agreed*)
- % First time fix

Complaints

- Reporting of trends in complaints will be available in detailed form to the head of service and in summary form to the X committee and the association's customers.

Financial Performance

Expenditure against budgets

Benchmarking of expenditure

Part 10 Policy Review Timetable

The policy review will be every 3 years or as required subject to changes in operating environment or to respond to customers' expectations.

Appendices

Appendix 1 Legal Framework

Appendix 2 Repairs Responsibilities and Specific Policy Issues

Appendix 3 Right to Repair Requirements

Appendix 4 Current Procurement Arrangements

Appendix 5 Code of Conduct for Contractors

Appendix 6 Right First Time Criteria

Appendix 7 Authorisation Limits

Appendix 8 Performance Indicators

Appendix 1 Legal Framework

Housing (Scotland) Act 2001

Section 27 and schedule 4 of the Housing (Scotland) Act 2001 requires landlords of Scottish Secure Tenancies to:

- a) Ensure that the house is wind and watertight and reasonably fit for human habitation at the start of the tenancy
- b) Keep the house in such condition throughout the tenancy

Before the commencement of the tenancy, the landlord must inspect the house and identify work necessary to comply and notify the tenant of any such work. The landlord must ensure that work necessary to meet its statutory duty is carried out in a reasonable time and make good damage caused by carrying out the work. The landlord may, on giving 24 hours' notice in writing, enter the house to carry out work.

The Scottish Secure Tenants (Right to Repair) Regulations 2002

The Scottish Secure Tenants (Right to Repair) Regulations 2002 lists the repairs that are known as qualifying repairs with maximum time periods in which the repair must be completed. Scottish Secure Tenants are entitled to appoint a contractor and be awarded compensation if the qualifying repair is not carried out in the correct time period.

Environmental Protection Act 1990

The Act makes provision for the control of premises which are considered to be prejudicial to health or a nuisance. These provisions apply to council and housing association tenancies.

Part III makes provision for the control and elimination of 'statutory nuisances'. It is the Local authority's environmental health department which has a general legal duty to Control statutory nuisances throughout its district. However, this legislation can be used by tenants to obtain improvements and/or repairs to their home. A tenant who wishes to use the statutory nuisance provisions has to give written notice to the landlord of the intention to take action.

Equality Act 2010

This policy aims to comply with the duties incumbent on landlords by the Equalities Act 2010 and all Disability legislation. The Association will also endeavour to comply with the 'general' requirements of the Disability Equality Duty. This requires landlords to: -

- Promote equality of opportunity between disabled people and other people.
- Eliminate discrimination which is unlawful under Disability legislation.
- Eliminate harassment of disabled people that is related to their disability.
- Promote positive attitudes towards disabled people.
- Encourage participation of disabled people in public life.
- Take steps to meet disabled people's needs,

Housing providers are required to ensure that the delivery of repairs and maintenances services do not discriminate against disabled people in the household.

Housing (Scotland) Act 2006 Part 1 of the Housing (Scotland) Act 2006 gives tenants who are not Scottish Secure Tenants (SST) or short Scottish Secure Tenants, the right to adapt their home so that it is suitable for the accommodation, welfare or employment needs of a person with a disability who lives or intends to live there. The landlord's consent cannot be unreasonably withheld.

For SSTs, the Act amends the 2001 Act so that if a landlord has refused permission to adapt a house and the person has appealed to the sheriff, the sheriff must have regard to the code of practice issued by the Disability Rights Commission.

Part 2 of the Housing (Scotland) Act 2006 gives the power to local authorities to provide assistance to people carrying out works on land or premises. Eligible work includes adaptation for people with disabilities.

Gas Safety (Installation and Use) Regulations 1998

The Regulations require Landlords to ensure that the gas appliances and flues they provide for tenants' use are maintained in a safe condition at all times and checked for safety each year by a CORGI registered installer, and a copy of the check record is provided to the tenant.

Building (Scotland) Act 2003

The Building (Scotland) Act 2003 gives Scottish Ministers the power to make building regulations to:

- secure the health, safety, welfare and convenience of persons in and about buildings and others who may be affected by buildings or matters connected with buildings,
- further the conservation of fuel and power, and
- further the achievement of sustainable development

The Construction (Design and Management) Regulations 2015

The Regulations are aimed at improving the overall management and co-ordination of health, safety and welfare throughout all stages of a construction project to reduce the large number of serious and fatal accidents and cases of ill health in the construction industry.

The Regulations place duties on all those who can contribute to the health and safety of a construction project. Duties are placed upon clients, designers and contractors to produce health and safety plans and the health and safety file.

Asbestos Regulations

There are currently three sets of regulations that control exposure to asbestos:

- a) The Control of Asbestos Regulations 2012 (CAR 2012), which govern the way all work with asbestos is done, to ensure it is done safely.
- b) The Asbestos (Licensing) Regulations 1983 (ASLIC), as amended, which require work with all the more hazardous asbestos-containing materials to be done by a contractor licensed by HSE
- c) The Asbestos (Prohibitions) Regulations 1992 (Prohibitions Regulations), as amended, which ban the importation, supply and use of raw asbestos and asbestos containing materials.

Home Energy Conservation Act 1995

The Act provides that local housing authorities are to be energy conservation authorities, and lays certain duties on both them and the Secretary of State. The major requirements are that:

- a) each energy conservation authority is to prepare, publish and send to the Secretary of State a report identifying energy conservation measures which it considers practicable, cost-effective and likely to result in a significant improvement in the energy efficiency of residential accommodation in its area.
- b) The Secretary of State, on receipt of a report which he is satisfied is prepared in accordance with the Act, is to notify the authority the measures set out in the report and take such steps as he considers desirable in order to assist with and encourage other persons to assist with the measures set out.

Appendix 2 Repairs Responsibilities and Specific Repairs Issues

Repairs responsibilities and specific repairs Issues covered in detail in the Tenants' Handbook - Section 5: Looking After Your Home

Details covered include:

- Looking After Your Home
- Our Quality of Service
- Our Responsibilities
- Your Responsibilities
- Your Rights
- Improving Your Home and Adaptations
- Words of Advice
- Precautions to avoid Fire
- Water Bursts
- Theft
- Condensation and Damp
- Sinks and Drains
- Precautions Against Legionella
- Precautions Regarding Asbestos

Appendix 3 Right to Repair Requirements

The statutory scheme covers specified repairs ('qualifying repairs') of an urgent nature up to a maximum of £350.00. If the repair is not done within the target time the tenant can instruct a contractor from an approved list to carry out the repair and charge the landlord the cost. The association will also have to pay £15.00 compensation to the tenant. If the other contractor fails to carry out the repair within the time limit set, the tenant is entitled to a further £3.00 compensation for each working day until the repair has been completed up to a maximum of £100.00 for any one repair. If a tenant is in arrears, the landlord may offset the compensation against the arrears.

Details of 'qualifying repairs' are given below.

Defect	Maximum period in working days from date immediately following the date of notification of qualifying repair or inspection
Blocked flue to open fire or boiler.	1
Blocked or leaking foul drains, soil stacks or toilet pans where there is no other toilet in the house.	1
Blocked sink, bath or drain.	1
Electric power-	
Loss of electric power;	1
Partial loss of electric power.	3
Insecure external window, door or lock.	1
Unsafe access path or step.	1
Significant leaks or flooding from water or heating pipes, tanks, cisterns.	1
Loss or partial loss of gas supply.	1
Loss or partial loss of space or water heating where no alternative heating is available.	1
Toilet not flushing where there is no other toilet in the house.	1
Unsafe power or lighting socket, or electrical fitting.	1
Water supply-	
Loss of water supply;	1
Partial loss of water supply.	3
Loose or detached banister or handrail.	3
Unsafe timber flooring or stair treads.	3
Mechanical extractor fan in internal kitchen or bathroom not working.	7

Full details of the scheme are given in the Tenants' Handbook. If a repair qualifies under the scheme the association will: -

- Tell the tenant the maximum time allowed to carry out the repair
- Tell the tenant the last day of that period;
- Explain the rights under the scheme;
- Give the name, address and telephone number of the contractor and another contractor from the list;

- Make arrangements for access.

There may occasionally be circumstances under which it is not possible for the landlord or the contractor to do the repair within the maximum period e.g. severe weather. In such cases temporary arrangements may be necessary to extend the maximum time and the landlord must notify the tenant of this.

Appendix 4 Current Procurement Arrangements

Content and layout/format to be agreed – base on committee report summary or develop table? Split specialist and general areas of work? Give specifics of contractors appointed i.e. names?

Type of Work	Contractual Basis	Method of Procurement	Procurement Requirements	Basis of charging	Proportion of work
General work reactive repairs & out of hours general repairs service including plumbing, electrical, joinery, labourer, General drainage....	M3NHF Form of Contract 2011	Tender balancing quality and price	EU Procurement directive applies	Schedule of rates specified in contract (M3NHF Schedule of Rates Version 6.1-7.0)	Main contractor - Estimated 80% of general work. 100% of out of hours general work
Roofing		Approved Contractor	Tender for work over specified limits (in accordance with Financial Regulations)	Approved cont rates or as per tender	10%
Lift maintenance	Reactive elements dealt with through service contract	Specialist negotiated	Tender – below EU directive thresholds	Contract rates	Specific to services only
Infestations & pest	Inverclyde Council	Council Service		Approved Contractor Rates	
Communal fans		Approved Contractor		Approved Contractor Rates	
Specialist drainage		Approved Contractor		Contractor Rates	
Common electrical work & back up electrical work	Approved contractor list agreed annually – currently Kerrigan Brothers	Approved Contractor	Below threshold	Approved contractor agreed rates	10%
Planned Maintenance Landscape Maintenance Gas Servicing & Cyclical Maintenance	Framework	IFLAIR Call-Off	EU Procurement directive applies	Subject to call-off rates or mini tender	100% of Planned & Cyclical work.

Appendix 5 Code of Conduct for Contractors

Contractors' Code of Conduct

Contractors must ensure that works are carried out in line with our core values, customer care and equalities approach and with the minimum of disruption to tenants.

They are required to:

- *Be appropriately dressed/wear designated uniforms*
- *Introduce themselves to the customer and show proof of identity*
- *Explain the nature and purpose of the job*
- *Behave in a proper and professional manner at all times, refraining from smoking, bad language, playing radios and working under the influence of alcohol or illegal drugs*
- *Take care of the customers' property and possessions and protect them at all times from dust, paint, etc.*
- *Refrain from using customers facilities without permission*
- *Keep safe all materials and equipment used on site to avoid danger to occupants and visitors*
- *Reconnect and test services such as water, gas and electricity at the end of each working day and ensure safe working order*
- *Minimise disruption to customers home*
- *Clear any rubbish arising from works from the garden and other areas outside the property*
- *Make good any damage to decoration*
- *Recompense customers for cost of gas and electricity if usage is significant*
- *Comply with health and safety legislation and relevant codes of practice*
- *Comply with our equalities policy*
- *Where major works are involved, agree the extent of removal of carpets, furniture, etc. and their condition, before the work commences*

Appendix 6 Right First Time Criteria

In order for a repair to be classed as “right first time” it has to meet three separate criteria:

1. The repair is completed within the landlord’s target timescales agreed locally. If the repair requires multiple trades, all aspects of the repair must be completed within the locally agreed target timescales for the repair to be considered right first time.
2. The tenant is satisfied with all aspects of the repair and the conduct of the operatives undertaking the work. If the tenant expresses dissatisfaction to the landlord, either through its service user feedback arrangements, or complaints process, the repair will not be considered right first time.
3. The repair is completed without the requirement for further appointments due to the repair being inaccurately diagnosed and/or, the operative not resolved the reported problem. If a subsequent defect with the original repair is reported within twelve months, then the original repair will not be considered to be completed right first time.

Indicator 13 of the Social Housing Charter requires that the association reports on the percentage of reactive repairs that the associations’ contractor’s manage to complete right first time during the annual reporting period. The outturn figures are recorded in the associations’ Annual Return on the Charter (ARC). Details regarding this outturn can be found on the Scottish Housing Regulators website

Appendix 7 Authorisation Limits To be read in conjunction with the associations' Tendering Procedure (authorisation limits amended Nov 2017 following review of Financial Regulations)

PERSONS AUTHORISED TO ORDER GOODS/SERVICES	EXPENDITURE AUTHORISATION LIMIT	INVOICE AUTHORISATION LIMIT
Clerical Grades	Nil	Nil
Assistant Grades	Up to £500	Nil
Officer Grades	Up to £1,500	Up to £1,500
Senior Officer Grades	Up to £2,500	Up to £2,500
Manager Grades	Up to £5,000	Up to £5,000
Senior Management Team	Up to £10,000 (Over £5,000 to £10,000 Minimum of 3 Quotations where possible)	Up to £10,000
Chief Executive Officer / Depute Chief Executive Officer	Up to £15,000 (Over £5,000 to £15,000 Minimum of 3 Quotations where possible)	To quote / tender level
Committee	Over £15,000 – Committee Approval Required Formal Tenders required for projects over £15,000, (<i>excl. VAT value</i>) Quick quotes for expenditure from £15,000 to £50,000 & spend over £50,000 procurement route 2, (<i>excl. VAT value in line with procurement thresholds</i>)	N/A

CHEQUE AUTHORISORS	
PERSONS AUTHORISED TO SIGN CHEQUES	CHEQUE LIMIT
2 x Senior Team Members (where designated Bank Signatories)	Up to £5,000
1 x Committee Member 1 x Senior Team Member (where designated Bank Signatories)	Above £5,000

BACS AUTHORISORS
1 x Senior Team Member & 1 x Senior Finance Officer or 2 x Senior Team Members

Transfers between bank accounts can be undertaken by 2 x Senior Finance Officers, or as above

Appendix 8 Performance Indicators *To be agreed - See Self-Assessment For Outcome 5 recommendations including SHBVN indicators.*

Repairs Response Times

The response time runs from the date and time the repair is reported to us during office hours. Where an appointment is made to complete repairs to suit the customer, this may override the standard response times.

Emergency repairs

Our contractor will attend to deal with the emergency nature of the repair within 4 hours.

The works required to deal with the emergency will be completed or made safe within 4 hours.

Some follow up work may be carried out under an urgent or routine repair.

Urgent repairs

Our contractor should complete the repair within 2 working days including the day the repair was reported.

Routine repairs

Our contractor should complete the repair within 7 working days.

Repairs Inspections

Pre-inspections

The timescale for carrying out a pre- inspection will be

Emergency repairs – as soon as possible

Urgent repairs – within 24 hours

Routine repairs – within 3 days

% completed within response times given above

% of repairs post inspected

Tenant satisfaction with repairs service

Tenant satisfaction with contractor

Post inspections

10% of all reactive repairs will be post inspected