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Policy:	Repair Response Times and Categories
Legal Requirements:	The Housing (Scotland) Act 2001 and any subsequent amendments.
Regulatory Standards:	<p>The Scottish Housing Regulator has set out Regulatory Standards for all Registered Social Landlords (RSLs) to ensure that RSLs deliver good outcomes and services for its tenants and service users through good governance and financial management.</p> <p>This policy evidences that the following Regulatory Standards are being met:</p> <p>Standard 1. The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.</p> <p>Standard 2. The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities.</p> <p>Standard 4. The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation's purpose.</p> <p>Standard 5. The RSL conducts its affairs with honesty and integrity.</p>
Equality and Diversity:	<p>The Association is committed to Equal Opportunities and will endeavour to ensure that all services are carried out in an undiscriminating manner in line with the Association's Equality and Diversity Policy.</p> <p>In particular, the Association will not discriminate on the grounds of age, disability, marriage and civil partnership, pregnancy and maternity, race, religion or belief, gender, gender reassignment or sexual orientation.</p>
Human Rights:	<p>In compiling this policy, consideration has been given to "The Right to Adequate Housing" (Fact Sheet No. 21/Rev.1) published by the Office of the United Nations High Commissioner for Human Rights and the impact of that guidance on the policy.</p> <p>In particular, the Association is satisfied that this policy promotes the key aspects of the right to adequate housing – that it contains freedoms; entitlements; provides more than four walls and a roof; and protects against forced evictions.</p>
Complaints:	<p>Although the Association is committed to providing high levels of service, we accept that there may be occasions where customers may not be satisfied with the service they have received. The Association values all complaints and uses this information to improve the services that it provides. The Association's Complaints Policy describes our complaints handling procedure and how to make a complaint.</p>
General Data Protection Regulation (GDPR):	<p>The Association will treat all customers' personal data in line with its obligations under the current data protection regulations and our Privacy Policy. Information regarding how data will be used and the basis for processing data is provided in the Association's Fair Processing Notice.</p>
Policy Author:	Kevin Freeman
Policy Review:	In order to ensure that any change in circumstances is accommodated this policy will be subject to review every two years in the month of March.



Policy Approval:	This policy was last reviewed / approved by the Management Committee of Yoker Housing Association Limited at its meeting held on Thursday the 23rd of February 2023.
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Statement of Policy Aims and Principles

This policy identifies categories and target response times within which the Association's Maintenance Section must carry out repairs.

5 **Policy Details**

Defined categories of repair shall be as follows:

10 Qualifying For the purposes of Section 27 of the Housing (Scotland) Act 2001, this is a repair of a house subject to a Scottish secure tenancy or a short Scottish secure tenancy. The repair is of a defect specified in the list immediately below and is the responsibility of the landlord.

The maximum time for completion is the maximum period in working days from the date immediately following the date of notification of the qualifying repair or inspection.

15 The running of the maximum period shall be suspended for so long as there are circumstances of an exceptional nature, beyond the control of the landlord or the contractor who is to carry out the qualifying repair, which prevent the repair being carried out. The landlord shall let the tenant know of the suspension of the running of the maximum period.

<u>Categories</u>	<u>Completion</u>
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

45 The above notwithstanding, the Association will also adhere to our own response times for repairs, which will be responded to in terms of their necessity, liability and degree of urgency, as follows:



POLICY STATEMENT

5	<u>Emergency</u>	The Association will continue to carry out an out of hours emergency repair service with the work to be carried out within three hours. The following are examples of repairs which the Association will consider to be emergency repairs:
10		<p><u>Categories</u></p> <ul style="list-style-type: none">a) Flooding / burst pipe (excluding rain penetration);b) Internal gas leak (beyond the meter);c) No electricity or electrical faults that may endanger the occupants of the property;d) Break in / locked out;e) Smashed/broken window;f) No central heating (elderly/infirm tenants only or where there are children under five years old);g) Any repair which endangers the health and safety of any member of the public (e.g. unsafe chimney etc.).
15	<u>Urgent</u>	Repairs, which can be normally considered as affecting the comfort and convenience of the tenant, will be completed within two working days. The following are examples of repairs which the Association will consider to be urgent repairs:
20		<p><u>Categories</u></p> <ul style="list-style-type: none">a) Dripping taps;b) Running overflows;c) Faulty internal doors or ironmongery;d) Lighting fault to internal bathroom;d) Leaking pipes – radiators.
25	<u>Day-to-Day</u>	Repairs which do not fall into the emergency or urgent categories and which can wait a short time before they are dealt with. These repairs will be completed within eight working days and are general faults or repairs which are not hazardous, or which cause minor inconvenience to a tenant, such as plaster repairs, loose or squeaking floorboards or loose internal door handle.
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