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Policy:	Reactive Repairs Policy
Legal Requirements:	Housing (Scotland) Act 2001
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 28th of March 2024.
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POLICY STATEMENT

Statement of Policy Aims and Principles

5 The aim of this policy is to ensure that all reported repairs are logged, processed and controlled by Yoker Housing Association (“the Association”)’s Maintenance Section to ensure that works are carried out to tenant’s satisfaction, achieving high standards of workmanship and value for money.

Policy Details

10 A Repair can be reported at the Association’s office by personal visit, telephone call, letter or email.

During the sign-up process, tenants are provided with details on how to report repairs, repair categories, completion timescales and the Right to Repair.

15 Where common repairs to properties involving other owners are required, the Association will arrange an inspection of the repair and determine the remedial works required. The Association will consult all owners regarding the works required in order to obtain the necessary agreement in accordance with the title deeds. Repairs may be further delayed where the Association does not have a majority vote within the property and agreement from sharing owners is not forthcoming for the required works. In cases where the proposed works are considered an emergency, essential for preserving the fabric of the building or relate to water penetration, the Association may undertake the works without agreement and charge sharing owners their share of the costs.

20 If the repair is not the responsibility of the Association due to the actions of a tenant (e.g. loss of keys or damage caused by the tenant or a member of their household), the Association may arrange for the repair to be carried out and then recharge the costs to the tenant. In such cases, the tenant will be provided with details of the Association’s Rechargeable Repairs policy.

25 Once reported, the repair is logged on the Repair Report Log by the Maintenance Section noting details of repair and contractor allocated to carry out repair.

The repair order line is passed to the relevant Contractor and the date passed noted in the Repair Report Log. All repair order lines, irrespective of whether or not they relate to specific properties or common areas will include:

- 30
- (a) Tenant’s Name, address and contact details;
 - (b) Type and Nature of Repair;
 - (c) Category of Repair;
 - (d) Completion Date;
 - 35 (e) Access details (not applicable for common repairs);
 - (f) Specification if required; and
 - (g) Repair priority code.

40 The Contractor must inform the Association of any delays in completion of repairs or if follow up works are required to complete repairs.

Once received, completion dates and times from Contractor’s invoices are input to the Repair Report Log,

All categories of repair and response times will be analysed and reported quarterly to the Management Committee.

45 To ensure an efficient and effective reactive repair service, post inspection / quality control checks will be carried out to all types of work. These will be selected at random and will include snagging, LGSR quality control checks and other maintenance inspections.

Tenant Satisfaction

50 Tenant satisfaction questionnaires will be issued every month. Tenants will be able to complete the satisfaction survey online, by telephone or by completing a paper questionnaire. These will provide feedback and will assist in ensuring that future repairs are carried out to tenants’ satisfaction. Satisfaction results will be reported to Management Committee on a quarterly basis.

55 Any complaints received in relation to the reactive repair service will be recorded and investigated in accordance with the Complaints Handling Procedure (CHP).



Performance Monitoring

The Association reports reactive repair performance on a quarterly basis. Management Committee are presented with the following Key Performance Indicator (KPI) information:

- Average length of time to complete emergency repairs;
- Emergency repairs completed within target response times;
- Average length of time to complete non-emergency repairs;
- Non-emergency repairs completed within target response times;
- Reactive repairs completed right first time;
- Tenant satisfaction with reactive repairs service; and
- Average number of reactive repairs completed per property available for let during the year.