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Policy:	Planned Maintenance Policy
Legal Requirements:	<p>The Housing (Scotland) Act 2001 and any subsequent amendments.</p> <p>Scottish Housing Quality Standard (SHQS).</p> <p>When procuring contracts for goods, services or works, the Association must comply with the Public Contracts (Scotland) Regulations 2015 and the Procurement Reform (Scotland) Act 2014 ("the Act") which provides a national legislative framework for sustainable public procurement.</p>
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>
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:	Lesley Bryce
Policy Review:	In order to ensure that any change in circumstances is accommodated this policy will be subject to review every three years in the month of August.



Policy Approval:	This policy was last reviewed / approved by the Management Committee of Yoker Housing Association Limited at its meeting held on Thursday the 26th of August 2021.
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Statement of Policy Aims and Principles

Planning for future repairs and maintenance is an essential element of Yoker Housing Association ("the Association")'s maintenance strategy. This policy is designed to ensure that our property assets are maintained and enhanced by a structured, cost effective and timely planned maintenance and improvement programme.

In delivering its obligations under this policy, the Association will take account of relevant statutory, regulatory and good practice requirements which are current at the time of delivery.

Aims and Objectives

- to protect previous investment in our housing stock;
- to achieve a balance in favour of planned and cyclical maintenance with a smaller proportion of resources being applied to reactive maintenance;
- to ensure that investment in our housing stock complies with the requirements of the Scottish Housing Quality Standard (SHQS) and the Energy Efficiency Standard for Social Housing (ESSH);
- to maintain, safeguard and prolong the useful life of the various components and structures of our housing stock

Policy Details

To deliver the aforementioned aims and objectives, the Association will adopt an annual programme of planned repairs which will preserve the life span of each building component. Through a programme of investment in planned and cyclical repairs, the Association aims to achieve a position where a greater proportion of repairs and maintenance expenditure is applied to planned and cyclical works and a lesser proportion to reactive, day to day repairs. The following lists are not exhaustive but provide examples of the type of work which will be programmed for Planned and Cyclical Maintenance:

Planned Maintenance Works

- Replacement boilers/central heating systems
- Replacement kitchens
- Replacement bathrooms
- Replacement Windows
- Electrical rewiring
- Replacement of doors - external and internal
- Re-roofing
- Replacement gutters and downpipes
- Stone works/re-rendering
- Replacement of door entry systems
- Replacement of ventilation fans

Cyclical Maintenance Works

- Gas safety inspections
- Gutter cleaning and roof maintenance
- Close painting
- External paintwork
- Ground/garden maintenance
- Electrical testing

Funding for such programmes will come from rental income, factored owners share of common repair costs and Yoker Housing Association reserves. Owner occupiers will be encouraged to participate in such programmes and will be re-charged through our property management service.

Tenants with rent arrears and/or unpaid rechargeable repairs may have restricted access to non-essential repair and maintenance works. This could include routine repairs, planned maintenance works and medical adaptations.



Improvement Works

Works may also be programmed which would be classed as Improvement – for example, external or internal wall insulation, refurbishment or modernisation of stock.

5 Additional funding for such works may be sought from outside sources such as Glasgow City Council and the Scottish Government schemes.

The planned and cyclical maintenance programmes will be reviewed annually by the Maintenance Department and presented for budget approval to the Management Committee at its March meeting.

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Internal Stock Condition Surveys

Internal stock condition surveys will be carried out on a continuing basis as properties become void. These provide a good indication of the condition of our properties over a wide range of elements. Roofs and associated external components such as gutters and chimneys will be subject to a full report on an annual basis.

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External Stock Condition Surveys

External surveys to the common parts of each building will be carried out every five years by an architect or suitably qualified building consultant. For example, roof, chimneys, rainwater goods, front and rear elevation stonework, common stairwell, close windows and skylights, doorways. The Association will provide a Pro Forma to be completed for every building to reflect the external building elements detailed in the Scottish Housing Quality Standard. The surveyor will note the urgency and extent of any necessary repair work., advising of timescales for the repair be carried out, whether emergency, planned or routine maintenance and providing a description of the nature of the work required.

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Scottish Housing Quality Standard

The Scottish Housing Quality Standard (SHQS) was introduced by the Scottish Government in 2004 and is the principal measure of housing quality in Scotland. The SHQS is a set of five housing criteria which must all be met if the property is to pass the SHQS:

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- Must be compliant with the current Tolerable Standard (14 elements)
- Must be free from serious disrepair (18 elements)
- Must be energy efficient (1 element)
- Must have modern facilities and services
- Must be healthy, safe and secure

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Planned maintenance and stock condition surveys implemented timeously and effectively will help to ensure that the Association continues to meet the SHQS over the whole range of our stock.

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Energy Efficiency Standard for Social Housing (ESSH)

The ESSH was introduced in March 2014 and set a first milestone for social landlords to meet for social rented homes by 31 December 2020. A second milestone - ESSH 2 – was confirmed in June 2019, for social rented houses to meet by December 2032.

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The ESSH 2 milestone is that

“All social housing meets, or can be treated as meeting, EPC Band B (Energy Efficiency rating) or is as energy efficient as practically possible, by the end of December 2032 and within the limits of cost, technology and necessary consent.”

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In addition, no social housing below EPC Band D should be re-let from December 2025, subject to temporary specified exemptions.

At the year ended 31 March 2021, the Association's stock was certified at Band D and above.

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It is the Association's policy that as our EPCs become due for renewal from 1 April 2021 onwards, we will individually assess if any cost-effective measures (such as low energy lighting for all fixed outlets or routine cyclical replacement of elements) can be implemented to bring the EE rating up to the next band.

Should the review in 2025 confirm the 2032 milestone of meeting band B, the Association will investigate the implementation of more extensive measures (such as external or internal wall/floor insulation) over that seven-year period.

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