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Policy:	Repair Standards to Unimproved Stock
Legal Requirements:	There are no legal requirements applicable to this policy.
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:	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.
General Data Protection Regulation (GDPR):	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.
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 May.
Policy Approval:	This policy was last reviewed / approved by the Management Committee of Yoker Housing Association Limited at its meeting held on Thursday the 27th of May 2021.



Statement of Policy Aims and Principles

This policy has been drawn up to set standards for the Association to adhere to for its unimproved stock and decant houses.

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Policy Details

Unimproved stock falls into two categories.

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- i) flats that are known to be part of the future development programme
- ii) flats that will not be subject to a Comprehensive Tenement Improvement scheme.

All properties that are to be let must be in a tenable condition and therefore must conform to certain basic minimum standards.

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Where the estimated cost of necessary repairs/upgrading exceeds the estimated rental income for unimproved stock over the expected life of the property before rehab, the property may have to remain unoccupied until such time as it is programmed for a Comprehensive Tenement Improvement scheme.

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Properties which are not included in any future rehabilitation programme should be wind and watertight, secure and all services in a safe working condition.

Subject to the above, the following minimum standards should be achieved:

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Joinery

a)

Windows - all windows to be in safe working order and should have fitted sash fasteners, cords, sash lifts and Simplex fittings or batten rod hinges if existing. Sills should only be replaced in Category ii) properties. Broken glass to be replaced, or if insecure, to be re-bedded.

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b) External doors - to be sound and secure. If replacement is necessary then they should be replaced with a ½ hour fire check door, fitted with a Yale lock and two keys and mortice dead lock and two keys.

c) Internal Doors - should be in working order and fitted with handles and catches.

d) Floors - loose floors should be repaired as required.

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e) Skirtings - should be replaced only as required. Loose skirtings to be re-secured back to wall.

Electrical

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a) The existing power and lighting circuits should be tested and left in a safe condition. Fire, where fitted, to be checked, repaired and replaced as required.

b) If rewiring is necessary this will be carried out after competitive tenders have been received prior to authorisation.

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c) The house requirements should be:
Kitchen/Kitchenette

- 1 cooker control unit with socket
- 1 double high-level socket
- 1 double low-level socket
- 1 fridge socket
- 1 washing machine socket

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Living Room 2 double low-level sockets

Bedrooms 2 double low-level sockets in each bedroom

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Hall 1 double low-level socket; if there are existing single sockets, these should be retained if in a safe condition



POLICY STATEMENT

Plumber work

- a) Should the sink require replacing this will be done using a stainless-steel sink top and sink unit cabinet.
- b) The existing hot water system will be checked out and left in working order.
- c) Where no hot water system exists then an electric water heater will be fitted above the sink for short life properties.
- d) If a house has a long-life span, then a gas multi-point water heater should be fitted.
- e) Baths will normally only be replaced in houses with a lifespan of ten years.
- f) Existing baths and wash hand basins where operational should be fitted with plugs and chains.
- g) Existing w.c.'s and wash hand basins to be replaced where necessary.

Gas installation

All fittings to be checked and left in good working order. All gas fires or back boilers without flue liners will be cut and sealed and removed, the flue vented and an electric wall mounted fire to be installed.

Plasterwork

Repairs to be carried out as the need arises.

Kitchen fittings/units

Floor/wall mounted units will be supplied and fitted commensurate with the size of the flat.