POLICY STATEMENT



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Regulatory Standards:	There are no legal requirements applicable to this policy. 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. This policy evidences that the following Regulatory Standards are being met: Standard 1. The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users. 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.
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	Standard 4. The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation's purpose.
	Standard 5. The RSL conducts its affairs with honesty and integrity.
	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. 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.
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.
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
	In order to ensure that any change in circumstances is accommodated this policy will be subject to review every five years in the month of April.
	This policy was last reviewed / approved by the Management Committee of Yoker Housing Association Limited at its meeting held on Wednesday the 28th of April 2021.

POLICY STATEMENT

Statement of Policy Aims and Principles

The aim of this policy is to ensure that the consultants included on Yoker Housing Association ("the Association")'s list of approved development and maintenance consultants have the necessary skills and high standard of professional knowledge required to provide development and maintenance services.

Policy Details

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10 Committee will approve a list of development and maintenance consultants who can be called upon to provide professional services where the limitations of likely fees dictate that the Association need not carry out a full procurement exercise through Public Contracts Scotland but can proceed via a "Quick Quote".

All consultants proposed are suitably qualified to provide the required services. They have been included on this list as they have knowledge and experience of new build development, comprehensive tenement improvement, and maintenance works, in particular maintenance of red sandstone tenements which form the bulk of our stock.

Architects

- 01. Assist Design Limited
- 02. DO Architecture
- 03. Grant Murray Architects
- 04. John Gilbert Architects
- 05. Barham Glen Architects

25 <u>Quantity Surveyors/Employer's Agents</u>

- 01. Armour Construction Consultants
- 02. M B Langmuir and Hay
- 03. NBM Construction Cost Consultants
- 04. Reids
- 05. Thomson Cost Consultants

Structural Engineers

- 01. The Structural Partnership
- 02. Fairhurst Consulting Structural and Civil Engineers
- 35 03. Greig Penman Civil and Structural Engineering
 - 04. Clyde Design Partnership

Principal Designers

- 01. Armour Construction Consultants
- 02. Thomson Cost Consultants
- 03. M B Langmuir and Hay
 - 04. Turner and Townsend