

# Melville Housing Association



## Policy: Reactive Maintenance

<b>Subject:</b>	Reactive Maintenance
<b>Section:</b>	Property Services
<b>Objective:</b>	To provide a repairs service which ensures the comfort and safety of our tenants and to set out the division of responsibility between Melville and our tenants and other customers.
<b>Scottish Social Housing Charter</b>	Outcome 4 – Quality of Housing Outcome 5 – Repairs, Maintenance & Improvements
<b>Relevant Legislation</b>	Housing (Scotland) Act 2006
<b>Issue Date:</b>	July, 2021
<b>Review Date:</b>	July, 2024
<b>Policy Ref No:</b>	PRO 005

## **1.0 Policy**

1.1 Our repairs service is based on a fair division of responsibility between our tenants and ourselves.

1.2 We aim to deliver a cost effective reactive maintenance service by:

- providing a prompt, efficient and effective service
- maximising investment in planned maintenance to minimise the number of reactive repairs.
- consulting tenants and residents in decisions about the service
- having effective monitoring systems of contractors performance

## **2.0 Categories of Repair**

### **2.1 Emergency Repairs**

This category of repair relates to damage which could affect the health, safety or security of our tenants or significantly affect the fabric of the building if the repair is not attended to immediately. Our target time for attending an emergency repair is 2 hours from when the initial request is taken, including outwith office hours.

### **2.2 Non Emergency Repairs**

For non emergency repairs, our contractors will make appointments with tenants depending on the nature of the repair and the tenant's availability. While we have a target for completion of 13 days, it is accepted that there may be occasions when an appointment is made for a timescale longer than this if this is more convenient for the tenant.

### **2.3 Tenants' Right to Repair**

This category relates to repairs that are identified as Qualifying Repairs in the statutory Tenants' Right To Repair scheme, which gives all tenants the right to have small urgent repairs carried out by their landlord within a given timescale.

If we do not complete a job within agreed timescales, tenants could be entitled to compensation and have the right to appoint their own contractor from our approved list.

A job does not qualify under the scheme when:

- access for the repair was not given
- the contractor has to order specialist parts or materials
- there has been severe weather, such as storms or extreme frost

### **2.4 Right First Time**

We endeavour to complete every repair at the first time of calling to a property. There will be some repairs which cannot be carried out within response times because materials require to be ordered.

In these cases, we will make sure that we keep the tenant fully informed and will advise them of the date when the work will be carried out as soon as the parts are available.

Typical examples for all of categories of repairs are listed in **Appendix 1**.

### **3.0 Notification and Satisfaction**

- 3.1 Our main contractor Novus, will arrange a mutually convenient time for an operative to call at the time the request is taken. An initial text message will be sent to the tenant confirming the appointment and another text 24 hours before the operative is due to attend.
- 3.2 On completion of the work, tenants will be invited to complete a short survey on the operative's hand held device on whether they were satisfied with the work. Tenants who indicate they were dissatisfied will be contacted by the contractor within 48 hours. Any dissatisfaction is recorded and passed to Melville on a monthly basis with the outcome of Novus' investigation.
- 3.3 For each repair ordered to any of our other contractors, tenants will receive a letter confirming the details of the repair requested, target time for completion and the contractor's name.
- 3.4 In addition to the confirmation letter, we will also contact a random sample of tenants by telephone to seek their views on repairs that have been recently completed.

### **4.0 Division of Responsibility**

- 4.1 The division of responsibility between tenants and Melville is shown in **Appendix 2**.
- 4.2 The Head of Property Services has the discretion to instruct repairs outwith core policy in exceptional circumstances.

### **5.0 Rechargeable Repairs**

- 5.1 The tenant may be liable for the cost of a repair if the work required is due to negligence or vandalism by the tenant, members of their household or visitors to the property.
- 5.2 If a tenant has failed to make payment towards a previous rechargeable repair, we will not authorise any further rechargeable repairs unless they relate to health and safety issues. Tenants will be informed of this decision.

### **6.0 Monitoring & Reporting**

- 6.1 We will closely monitor contractors' performance in relation to agreed response times and against the indicators set out by the Scottish Housing Regulator (SHR) in the Annual Return on the Charter (ARC).
- 6.2 The Board will receive 6 monthly reports on our reactive repairs performance.
- 6.3 We will also use data provided by the ARC and analysis by the Scotland's Housing Network to compare our performance with other housing providers.

## **7.0 Equal Opportunities and Human Rights**

- 7.1 In carrying out the contents of this policy Melville Housing Association will ensure that no persons will be treated less favorably than other person or group of persons on the grounds of age, disability, ethnic or national origin, an ex-offence, family circumstances, marital status, political or sexual orientation, race religion or gender.
- 7.2 The association will ensure that any Human Rights are not adversely impacted upon as a consequence of this policy.

## **8.0 Tenancy Sustainment**

We are committed to assisting tenants, where possible, to remain in their homes. We recognise the individual needs of tenants and take these into account in all aspects of our service. Where we are unable to offer direct assistance we will signpost tenants to other agencies and services. We have a partnership agreement with CHAI (Community Help and Advice Initiative) to provide Tenancy Support and Money Advice services.

## **9.0 Data Protection**

- 9.1 Melville Housing Association Ltd takes the issues of data security and data protection very seriously and strictly adheres to guidelines published in the Data Protection Act 2018 and the General Data Protection Regulation (EU) 2016/679 (GDPR), together with any domestic laws subsequently enacted.
- 7.2 Information on how we manage our duties is detailed in our Privacy Policy. Details on how we use personal information can be found in our GDPR Fair Processing Notice. Further information is available on our website, [www.melville.org.uk](http://www.melville.org.uk) or on request from the Association's Office.

## **10.0 Review of Policy**

The Head of Property Services will ensure this policy is reviewed every three years or earlier if there are any changes to legislation. The Senior Management Team have delegated authority to approve minor changes to this policy. Significant changes will be submitted to the Board for approval.

**Examples of Repair Categories:**

**Emergency**

- Burst pipes, leaks or other water escape
- Loss of water supply
- Faulty Smoke or CO Detector
- Complete power failure or electrical hazard
- Insecure or broken doors or windows
- Choked toilet
- Blocked drain

**Right to Repair**

- Partial loss of power
- Blocked sink or basin
- Toilet not flushing

**Non Emergency**

- Radiator not heating
- Crack in double glazed unit
- Creaking floorboards
- Handles on kitchen units
- Minor repairs to doors and windows
- Loose cistern handle
- Taps dripping
- Wall and ceiling repairs

**Subject: RESPONSIBILITY FOR REPAIRS-(details set out in Handbook)**

<b>Item</b>	<b>Melville Housing</b>	<b>Tenant</b>	<b>Exceptions</b>
Chimney Sweeping		<b>X</b>	Blocked Flues causing fire hazard or at the Annual Service
Cookers		<b>X</b>	Maintained if provided by Melville Housing
Internal Decoration		<b>X</b>	
Doorbells		<b>X</b>	Maintained if provided by MHA
Door locks		<b>X</b>	When the lock is faulty
Driveways		<b>X</b>	Where part of pedestrian access to house
Garden Huts and Greenhouse		<b>X</b>	
Laminate & other wooden floor coverings		<b>X</b>	Tenants are also responsible for lifting and relaying timber floor coverings to enable repairs to take place
Pest Control		<b>X</b>	If bed bugs have been found in a block of flats