

## RESPONSIVE AND PLANNED MAINTENANCE POLICY

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## CONTENTS

	Page
1. INTRODUCTION AND POLICY STATEMENT	3
2. PRINCIPLES	3
3. SCOPE	4
4. ROLES AND RESPONSIBILITIES	5
5. ESCALATION	5
6. DATA PROTECTION	6
7. EQUALITIES	6
8. MONITORING AND REVIEW	6
9. REPSONSIVE REPAIRS	6
10. RIGHT TO REPAIR	8
11. RIGHT TO COMPENSATION FOR IMPROVEMENTS	8
12. CUSTOMER REPSONSIBILITIES	8
13. VULNERABLE CUSTOMERS	8
14. QUALIFICATIONS AND TRAINING	9
15. STOCK CONDITION INFORMATION	9
16. CONTRACT MANAGEMENT	9
17. PROCUREMENT	10
18. HEALTH AND SAFETY	11
19. QUALITY CONTROL	11
20. SYSTEMS AND INNOVATION	11
21. LEGAL, REGULATORY AND STATUTORY REQUIREMENTS	12
22. RELATED POLICIES AND STRATEGIES	13

### **Appendix 1: Priorities and Schedules of Work**

### **Appendix 2: Right to Repair**

### **Appendix 3: Right to Compensation for Improvements**

## **1.0 INTRODUCTION AND POLICY STATEMENT**

Albyn is committed to delivering high-quality, well-managed planned, cyclical, and responsive repair services that meet tenant needs, optimise resources, and comply with all legal and regulatory obligations. As a landlord, Albyn also has a responsibility to protect the value of its housing stock by ensuring properties are maintained in a lettable and attractive condition. This policy underpins targeted investment in property assets, ensuring that repairs, maintenance, and improvements are strategically planned to address identified needs

### **1.1 Vision and Values**

Albyn Housing Society's vision is to provide quality homes, excellent customer service, and opportunities for people and communities to thrive. The Albyn Group integrates its mission, values, and vision into everyday policy and decision-making, ensuring these principles guide all actions. More information can be found on our website: [Albyn Housing - About Us](#).

### **1.2 Achieving the Vision**

Aligned with our Business Plan and Asset Management Strategy, to realise this vision, it is essential that Albyn's properties receive regular planned and cyclical maintenance to maximise their lifespan, ensuring they remain attractive, warm, safe, and secure for tenants. The successful delivery of this vision also relies on a robust repair and servicing programme.

## **2.0 PRINCIPLES**

This policy is underpinned by the following principles:

### **Customer-Centred Approach:**

- Learnings from all customer feedback
- Aiming to achieve Group wide levels of customer satisfaction
- Clearly defined levels and standards of customer service for planned, cyclical, repair and maintenance programmes

### **Value for Money**

- Offering an efficient service which meets our customers' needs
- Minimising the level of and expenditure on responsive repairs
- Maximising the lettable life of our stock
- Creating and using opportunities to deliver investment work in a planned approach in partnership with the Asset and Compliance Team.

### **Accessible and Responsive**

- Ensuring that all repairs are responded to within specified timescales
- Offering a variety of easy-to-use repair reporting methods, including an out of hours emergency service
- Doing our best to complete repairs during the first visit

### **Equalities, Diversity and Inclusion**

- Value people and their diversity and strive to be inclusive
- Respect others, regardless of personal differences and we listen to people to understand their needs and tailor our service accordingly
- Strive to promote equal access to our service for all members of the community and provide fair and equal treatment, promoting human rights in line with our Equality, Diversity and Inclusion Strategy and Policy

### 3.0 SCOPE

**3.1** This policy applies to all properties owned or managed by Albyn Group. For clarification, this includes:

- **Social Rented homes**
- **Mid Market Rent Homes:** Owned by Albyn Housing Society (AHS) and managed by Highland Residential (Inverness) Ltd (HRL).
- **Private Rented Sector Homes:** Managed on behalf of owners by HRL.
- **Leased Homes:** Homes leased to AHS from other landlords.
- **Houses in Multiple Occupation (HMOs) and Shared Accommodation:** Owned by AHS.
- **Offices, Plant Rooms, and Common Areas:** Owned by AHS.
- **Garages**

### 3.2 Objectives of the Policy

This policy is designed to ensure:

- **Statutory and Regulatory Compliance:** We meet our statutory and regulatory responsibilities as landlord, building manager, and employer.
- **Legal and Statutory Compliance:** Comply at all times with current legal and statutory responsibilities and codes of good practice.
- **Best Practice Service Regime:** Deliver planned, cyclical, and repair services where no statutory or regulatory obligation currently exists by implementing best practice service and maintenance regimes, using manufacturer's recommendations where reasonably practical.
- **Provision of Safe, Warm, and Well-Maintained Homes:** We provide homes that are safe, warm, modern, and well-maintained.
- **Asset Protection and Longevity:** Deliver planned and cyclical maintenance programmes that protect and prolong the life of assets.
- **Stock Condition Information for Financial Planning:** Ensure Albyn has the stock condition information required for effective financial planning for maintenance activities.
- **Customer Care and Satisfaction:** Achieve high standards of customer care and satisfaction through regular monitoring of contractor performance and workmanship.

- **Continuous Service Improvement:** Ensure continuous improvement through the use of Key Performance Indicators (KPIs), benchmarking, and tenant feedback.
- **Procurement:**

## 4.0 ROLES AND RESPONSIBILITIES

- 4.1 The Executive Director of Operations and Deputy CEO has responsibility for the strategic execution of this policy.
- 4.2 The Head of Property Services is responsible for the implementation and management of this policy for all other assets.
- 4.3 The Repairs and Maintenance Manager is responsible for the operational delivery of the repairs and maintenance services.
- 4.4 The Asset and Compliance Manager is responsible for the operational delivery of the planned and cyclical programme of works.

Albyn Group have a statutory responsibility to comply with all relevant statutory health and safety requirements regarding repairs and maintenance. Failure to properly discharge these responsibilities may result in:

- Prosecution by Health and Safety Executive under Health and Safety at Work Act 1974
  - Prosecution under Corporate Manslaughter and Corporate Homicide Act 2007
- 4.4.1 The Scottish Housing Regulator (SHR) sets out the Quality Standard which Albyn Group must meet. (add appendix ) Failure to properly discharge these responsibilities could lead to an SHR review.
  - 4.4.2 As a provider of Mid-Market Rent (MMR) properties, Albyn Group are required to comply with the Repairing Standard. Any dispute that has been exhausted about whether a property meets the Repairing Standard can be assessed by the First-tier Tribunal.
  - 4.4.3 The Group Boards and Audit Committee are responsible for seeking evidenced assurance that all health and safety legislation relating to repairs and maintenance is being complied with.
  - 4.4.4 Property Service and Customer Service colleagues are responsible for ensuring the service is delivered in accordance with this policy and accompanying procedures.

## 5.0 ESCALATION

- 5.1 Where any employee has concerns about significant issues in any area of compliance with Maintenance, they must escalate these concerns through their line management structure, ultimately to the Executive Team.
- 5.2 Where any employee continues to have concerns about significant issues in any

area of compliance with Maintenance, they should refer to the Group Whistleblowing Policy for further guidance

## 6.0 DATA PROTECTION

6.1 All personal data processed when implementing this policy will be done so in accordance with the Data Protection Act (2018) and UK GDPR.

6.2 A Privacy Notice setting out how Albyn Housing Society will process the personal data of its customers is available at: <https://www.albynhousing.org.uk/privacy-notice/>. Privacy Notices for customers of Highland Residential (Inverness) Ltd are available at: <https://www.hIGHLANDRESIDENTIAL.CO.UK/data-protection/>.

## 7.0 EQUALITIES

This policy has been developed with reference to the Albyn Group Equality & Diversity Policy.

## 8. MONITORING AND REVIEW

8.1 This policy will be reviewed every 5 years, or before if required to take account of:

- Applicable legislation, rules and guidance.
- Changes in the organisation.
- Industry standards or best practice guidance

8.2 Overall responsibility for this Policy lies with the Head of Property Services and accountability lies with the Executive Director of Operations and Deputy CEO.

8.3 KPIs are set and monitored for this policy, attached at **Appendix 2**.

8.4 Any proposed changes or recommended amendments to this policy will be reported to the Executive Director of Operations and Deputy CEO Chief Executive Officer for approval.

## 9. RESPONSIVE REPAIRS

9.1 As a landlord, Albyn Housing Society has a statutory duty to carry out repairs to our customers' homes which are our responsibility.

9.2 Each task or job will have a categorisation allocated to it which reflects its degree of urgency. The categorisation and timescales of Albyn Group repairs are as follows:

- **Emergency Repairs:** These involve defects that pose immediate risks to health, safety, or security or threaten the property structure. The target is to attend within 6 hours of being reported, completing the repair within that timescale where possible. If not, the situation will be made safe within 6 hours and completed as soon as practicable thereafter.

- **Non-Emergency Repairs:** These are issues that do not immediately impact health, safety, or property integrity, and can be resolved within 10 working days. Some repairs may be prioritised (e.g., Right to Repair).

### 9.3 Emergency Out of Hours Service

9.3.1 Albyn Group has an Out of Hours Service, which is available for emergency repairs only when the offices are closed. Under this service, we will attend to an emergency repair if there is an immediate danger to a customer's health and safety or further damage will be caused to the property if the repair is delayed.

9.3.2 Emergency repairs and out of hours repairs are classed as any of the following:

- Report of gas leak or emissions from gas appliance
- Report of exposed electrical cables / unsafe fitting
- Total loss of heating with no secondary source of heating
- Total loss of electrical power (not including power cuts in the area or loss due to pre-payment meter credit running out)
- Water leaks that cannot be reasonably contained
- Unsafe electrics
- No power to medical equipment (e.g. stair lifts)
- Full sounding fire alarms or CO Detectors
- Blocked toilet (if only one toilet in the house)
- Exit door or ground floor window not secure.
- Health and Safety related issues

9.3.3 Albyn Group will aim to prioritise repairs for vulnerable customers where the nature of their vulnerability means the repair has serious implications for their health and safety.

### 9.4 Void Repairs

9.4.1 Albyn Group aims to minimise the void repair time with a view to reduce the unoccupied period and increase revenue. We also aim to provide good quality homes to our customers and have standards in place to help us achieve this.

9.4.2 Albyn Group has a Void Lettable Standard which sets out the standard that all our properties will meet when they are let to new customers. This standard is set to ensure that the property is safe, secure, clean and in a good state of repair

### 9.5 Cyclical Maintenance:

- **Cyclical Maintenance:** Includes regular, scheduled maintenance and servicing tasks such as gas and electrical services, external decoration, gutter cleaning, and moss clearance.
- **Non-Cyclical Maintenance:** Repairs that don't fall into reactive or cyclical categories, including improvements and shared repairs.

### 9.5 Planned Maintenance

9.5.1 Albyn group is committed to delivering excellent planned maintenance services that ensure the safety, efficiency, and longevity of our assets. Our approach is proactive, data-driven, and customer-focused, aiming to minimise

disruption and optimise performance.

#### 9.5.2 As part of our approach to planned works we will:

- Implement a structured maintenance programme aligned with industry best practices, our asset management strategy and regulatory requirements.
- Conduct regular stock and property inspections, that include lifecycle planning to prevent unexpected failures.
- Utilise technology and data analysis to enhance efficiency and responsiveness.
- Plan and allocate financial resources effectively to ensure long-term asset sustainability and cost efficiency.
- Ensure compliance with health, safety, and environmental standards in all maintenance activities.
- Engage with stakeholders to provide transparent communication and tailored solutions.
- Train and equip our workforce with the necessary skills to deliver high-quality services.
- Continuously review and improve our processes based on performance metrics and feedback.
- By adhering to these principles, we will provide a reliable and cost-effective maintenance service that supports the long-term sustainability of our assets and enhances customer satisfaction.

## **10. RIGHT TO REPAIR**

10.1 The Right to Repair scheme applies only to Albyn Housing Society secure tenancies and have the Right to Repair to ensure that urgent and minor repairs are carried out quickly if they affect their health, safety and security. This means that if 'qualifying repairs' are not completed within certain timescales; they have a right to ask that we give the work to another contractor. Albyn Housing Society has procedures and process in place detailing the Right to Repair.

## **11. RIGHT TO COMPENSATION FOR IMPROVEMENTS**

11.1 The right to compensation for improvements applies only to Albyn Housing Society secure tenancies that may qualify for compensation when their tenancy ends for certain improvements to their home carried out either by the customer or the previous customer (if a succession or assignment). The improvement must have been made with Albyn Housing Society consent, as required by our tenancy agreement. Albyn Housing Society has procedures and processes in place for dealing with the Right to Compensation for Improvements.



- 11.2 Details of qualifying improvements and compensation levels are outlined in Appendix 3.

## **12. CUSTOMER RESPONSIBILITIES**

- 12.1 Customers are responsible for:

- Promptly reporting damage to the property or common areas.
- Allowing access for inspections and maintenance works.
- Taking reasonable care of the property and surrounding areas.
- Insuring personal possessions against loss, theft, fire, or flood.
- Any costs arising from damages caused by negligence or malicious acts.
- Arranging and paying for repairs that the responsibility of the tenant.

## **13. VULNERABLE CUSTOMERS**

- 13.1 Albyn Group will make every attempt to identify vulnerability at the earliest stages of the repairs process and will take an individual's circumstances into account when delivering the service.

## **14. QUALIFICATIONS AND TRAINING**

- 14.1 All colleagues will receive appropriate training to enable them to carry out their responsibilities as stated in this policy.
- 14.2 Albyn Group will ensure any contractors carrying out any works on the Group's behalf will be qualified to the appropriate standards. The qualifications will be recorded and checked as described above.
- 14.3 Training and qualifications in relation to Gas Safety, Water Safety, Solid Fuel Safety, Asbestos Safety, Electrical Safety and Fire Safety is detailed in each policy.

## **15. STOCK CONDITION INFORMATION**

- 15.1 Accurate and reliable stock data is essential for ensuring investments are directed effectively and for sustaining asset longevity. The Property Services team will leverage the opportunities provided by the development of the Asset Management System and mobile digital tools to build a thorough understanding of stock data for each property.
- 15.2 Annually, we will create a 5-year maintenance plan, alongside a 30-year high-level investment strategy, derived from the Asset Management System. Key factors include:
- Stock condition data and validation surveys
  - SHQS, EESSH & SHNZS compliance
  - Health and safety requirements
  - Tenant feedback and Asset Management Strategy priorities
  - Budget limitations and prioritisation of urgent works
- 15.1 Albyn will maintain a comprehensive stock condition database to facilitate forward planning and financial planning.

- 15.2 The database will ensure that the management of component replacement dates, and costs is aligned to all other information held on the properties.
- 15.3 Albyn Group will ensure that property and stock condition surveys are conducted annually, surveying approximately 20% of properties each year. Additionally, Stock Condition data will be verified at Void stage and during all property inspections.
- 15.4 A comprehensive external survey will be completed every 10 years.
- 15.5 The database will be updated following planned or cyclical maintenance to ensure accurate future planning.

## 16. CONTRACT MANAGEMENT

- 16.1 Effective contract management is essential for ensuring the successful delivery of services and maintaining high standards. Albyn maintains a rigorous process for selecting contractors, ensuring that only those meeting specific criteria—such as strong financial standing, relevant qualifications, Protection of Vulnerable Groups Checks and appropriate insurance coverage—are approved for work.
- 16.2 Key outcomes we aim to achieve through robust contract management include:
- **Quality Assurance:** Ensuring contractors deliver services that meet our quality standards, specifications, and customer expectations through clear, well-defined contracts and ongoing oversight.
  - **Risk Management:** Identifying and mitigating risks related to contractor performance, financial stability, and compliance through diligent monitoring and management of contracts.
  - **Regulatory Compliance:** Ensuring all contractor agreements adhere to legal requirements, industry standards, and Albyn's internal policies to avoid potential legal and financial repercussions.
  - **Performance Monitoring:** Regularly assessing contractor performance to ensure timely delivery, cost-efficiency, and alignment with project objectives, leading to the successful completion of services for our customers.
  - **Continuous Improvement:** Adherence to a Contractor Management procedure, supported by a comprehensive training guide and standardised templates, to ensure consistent and effective contractor engagement from the outset of each project.
  - **Health and Safety:** Inspections and reporting with ongoing safety monitoring throughout projects.
- 16.3 By focusing on effective contract management, we will not only ensure that services are delivered to the highest standard but also foster strong, reliable relationships with contractors, leading to long-term success, value for money, customer safety and high levels of customer satisfaction.

## 17. PROCUREMENT

- 17.1 Albyn maintains an approved list of contractors who meet specific criteria, including financial standing, relevant qualifications, geographical capacity and insurance coverage.
- 17.2 All procurement activities in the appointment of approved contractors must align with Albyn's Procurement Strategy and legislative requirements.
- 17.3 Effective and diligent procurement is crucial to ensuring that Albyn Group can achieve optimal value from its expenditures, maintain quality standards, and meet operational goals.
- 17.4 A strategic approach to procurement drives cost-efficiency, enhances supplier relationships, and minimises risks related to procurement delays, quality issues, and compliance failures.
- 17.5 The implementation of robust procurement practices will provide key outcomes that will deliver successful services to customers:
- **Cost Efficiency:** Ensuring that we secure the best value for money, leveraging competitive bidding, and negotiating favourable contract terms incorporating and maximising community benefits.
  - **Quality Assurance:** Ensuring that all procured goods and services meet the required specifications and quality standards, thereby reducing the risk of recurring repairs and operational disruptions.
  - **Timely Delivery:** Guaranteeing that procurement timelines align with project needs, reducing delays and ensuring smooth operational continuity and customer satisfaction.
  - **Risk Mitigation:** Identifying and managing potential risks through due diligence, contract management, and maintaining a diversified supplier base to reduce reliance on any single source.
- 17.6 Through robust procurement processes, we will not only reduce costs and mitigate risks but also ensure that the goods and services we acquire on behalf of our customers support our strategic objectives and long-term success.

## 18. HEALTH & SAFETY

- 18.1 Albyn will ensure all maintenance works comply with the Health & Safety Policy, CDM Regulations, and relevant safety protocols. Key measures include:
- Competent contractors
  - Project specific risk assessments
  - Proper safety planning and documentation (e.g., Construction Phase Plan)

## 19. QUALITY CONTROL

- 19.1 Albyn will ensure contractor performance meets set expectations through:
- **KPIs and Benchmarking:** Measuring time, cost, and quality performance, and benchmarking against peer organizations.
  - **Inspections:** Regular inspections of work in progress and post-inspections of planned maintenance and improvement works.

- **Tenant Feedback:** Gathering feedback from tenants, where applicable, to assess satisfaction with completed works.

## **20.0 SYSTEMS AND INNOVATION**

- 20.1 The effective use of IT systems, ICT infrastructure, and digitalisation is essential for the successful delivery of repairs and planned replacement works. Leveraging these technologies is key to achieving optimal outcomes. This includes utilising a unified data system within the asset management platform to ensure accurate and consistent information across all stakeholders.
- 20.2 Customers will have access to a dedicated customer portal, enabling efficient digital transactions and real-time access to repair and maintenance information. Alongside a dedicated contractor portal this will drive efficiencies through automation, reducing administrative tasks and allowing more time for on-site work, thus improving the quality and speed of repairs. This integrated approach supports enhanced service delivery, operational efficiency, and greater customer satisfaction.
- 20.3 By the use of targeted innovation, a key focus will be on the integration of preventative maintenance strategies, particularly through the use of Internet of Things (IoT) technologies. These smart solutions will enable real-time monitoring of assets, allowing for proactive maintenance and minimising downtime. We will also work with other housing providers that have successfully implemented similar systems, sharing best practices and lessons learned to continually refine our approach.
- 20.4 Albyn Group are committed to collaborate with universities and academic institutions to explore new innovations and research that can enhance our service delivery. By engaging in this ongoing learning process, we can further innovate our maintenance practices, applying the latest advancements in technology to improve efficiency, reduce costs, and enhance the overall quality of service.

## **21. LEGAL REGULATORY AND STATUTORY REQUIREMENTS**

- 21.1 Albyn has many legal, statutory and regulatory obligations that it must adhere to when determining its approach to repairs, planned and cyclical maintenance. The following list is not exhaustive and will be reviewed and updated when new legislation necessitates:

- The Housing (Scotland) Act 2001 and subsequent amendments
- The Scottish Secure Tenancy Agreement
- Performance Standards for Registered Social Landlords
- The Scottish Social Housing Charter
- Right to Repair Housing (Scotland) Act 2001
- Right to Compensation for Improvements Housing (Scotland) Act 200
- Occupiers Liability (Scotland) Act 1960
- Equality Act 2010
- Construction (Design and Management) Regulations 2015
- Scottish Housing Quality Standard (SHQS) requirements
- Energy Efficiency Standard for Social Housing (EESH)
- Scottish Housing Net Zero Standard for Social Housing (SHNZS)

## **22. RELATED STRATEGIES, POLICIES AND PROCEDURES**

22.1 This policy supports (or is supported by) the:

- Business Plan
- Asset Management Strategy
- Financial Regulations
- Procurement Policy
- Planned and Cyclical Maintenance Procedures
- Repairs and Maintenance Procedure
- Void Policy and Procedures
- Complaints Policy
- Estate Management Policy
- Compliance Policy
- Re-chargeable repairs policy
- Customer Involvement Strategy

## **APPENDIX 1: PRIORITIES AND SCHEDULES OF WORK**

**This service plan outlines the planned, cyclical and repair categories and timescales for the services at this time; this guideline will be subject to minor variation depending on feedback from tenants from time to time to give clarity over the service delivery but will not fundamentally change from the policy.**

### **REPAIR CATEGORIES AND TIMESCALES**

#### **1.0 Emergency Repairs**

Emergency repairs are defined as defects or faults which put the health, safety or security of a tenant or third party at immediate risk or cause harm to the structure of the property. Repairs considered to be an emergency are outlined below and are intended to be indicative.

- No electricity
- Exposed electrical wires
- No water, where this is not the responsibility of Scottish Water
- Blocked toilet where no other toilet is available
- Cistern not flushing and no other toilet is available
- Broken window, where the glass is broken all the way through, or glass is unsafe
- Unable to close or lock an external door or ground floor window
- Flooding
- Loose roof tiles where there is a danger of tiles falling from the roof, providing that it is safe for the contractor to access the roof
- No heating where there is considered to be a vulnerability of the tenant or occupant, such as children under the age of 5, or where the tenant is unable to cope with the conditions due to age, ill-health or disability

An out of office hours service is provided for emergency repairs by an external provider who has access to maintenance and senior staff should further advice be required.

Our target for emergency repairs will be to attend to the repair within 6 hours of receiving the request and where possible complete the required repair within that same timescale.

#### **2.0 Non-Emergency Repairs**

Non-emergency repairs are those repairs which are not considered to cause an immediate risk to health, safety or security; or those repairs that you can reasonably live with for a period of time without risk to your health, safety or security; or which do not cause any harm to the structure of the property.

Repairs considered to be non-emergency are outlined below and are intended to be indicative:

- Window handles needing adjustment where security is not affected
- Fencing repairs or replacement where no danger is being caused – if required, any dangerous sections would be removed as an emergency
- Loose flooring
- Kitchen unit doors or drawer repairs
- Overflow from cistern running
- Replacement clothes poles/rotary driers

Our target for completion of non-emergency repairs is, normally, within 10 working days.

We will offer morning (8 till 12) or afternoon (12 till 5) appointments for repairs inside a tenant's home within our target of 10 working days. Individual tenant appointment preferences will be respected, even where this means an appointment is made outside the target timescale.

Where we assess that there is an increased risk of harm to persons or property, we will prioritise these repairs and aim to complete them within 3 working days.

### **3.0 Cyclical Maintenance**

External/internal communal decoration Every 7 years – may be carried out more frequently in more exposed locations.

### **4.0 Planned Maintenance**

Planned maintenance works are works to replace major components of a property, where the component has an anticipated life, and the replacement can be predicted and planned for.

The table below shows the anticipated life of the major components of a property. While anticipated life of a component is the main driver for planning replacement programmes, other considerations are taken into account when determining when to replace components. These include:

- The component is uneconomic to repair
- The component is assessed as 'poor' by stock condition surveyor
- The component does not meet Scottish Housing Quality Standard
- The component is unsafe

Components marked with # are used for component accounting purposes.

<b>Component</b>	<b>Anticipated Lifespan</b>
# Kitchen	20 years
# Bathroom	30 years
# Boilers and controls/ASHP/Electric Heating	Replaced reactively as they fail – life estimated at 20 years
# Radiators and circulatory systems	30 years
# Windows	35-45 years (depending on type)
Block and flat entrance doors	35-45 years (depending on type)
# Roof	70 years
# Full rewire	60 years



## APPENDIX 2 – RIGHT TO REPAIR

### 1. What is the right to repair?

Under the Housing (Scotland) Act 2001, Scottish secure tenants and short Scottish secure tenants have the right to have small urgent repairs carried out by their landlord within a given timescale. This is called the Right to Repair scheme.

The Right to Repair scheme applies to all tenants of local authorities and registered social landlords.

### 2. What repairs come under the Right to Repair Scheme?

The scheme covers certain repairs up to the value of £350. These repairs are known as 'qualifying' repairs. Table 1 below outlines the qualifying repairs and the maximum time the repair must be done in as set out by the legislation.

Table 1 – Qualifying Repairs and Timescales

Qualifying Repairs	Maximum Time Period
Blocked flue to open fire or boiler	1 day
Blocked sink, bath, or drain	1 day
Loss of electric power	1 day
Partial loss of electric power	3 days
Insecure external window, door or lock	1 day
Unsafe access path or step	1 day
Significant leaks or flooding from water or heating pipes, tanks or cisterns	1 day
Loss or partial loss of gas supply	1 day
Loss or partial loss of water heating where no alternative heating is available	1 day
Unsafe power or lighting socket or electrical fitting	1 day
Loss of water supply	1 day
Partial loss of water supply	3 days
Loose or detached banister or handrail	3 days
Unsafe timber flooring or stair treads	3 days
Mechanical extractor fan in internal kitchen or bathroom not working	7 days

### 3. What happens when I report a repair?

When you report a repair, we will let you know whether it is our responsibility and whether it is a qualifying repair under the Right to Repair scheme. We may need to inspect your home to find out whether the repair is a qualifying repair or not.

## APPENDIX 3 – RIGHT TO COMPENSATION FOR IMPROVEMENTS

### 1. What is the right to compensation for improvements?

Under the Housing (Scotland) Act 2001, Scottish secure tenants and short Scottish secure tenants may be able to receive compensation from their landlord for improvements which they have made to their home on or after 30 September 2002.

For you to qualify for this compensation:

- You must have had prior approval for the improvement; and
- your tenancy must have ended.

### 2. What kind of improvements can I get compensation for?

You can only get compensation for certain improvements. These include installing, replacing or fitting the items outlined in Table 1 below:

Table 1: Qualifying Improvements

Qualifying Improvement	Notional Life
Bath or shower	12 years
Cavity wall insulation	20 years
Sound insulation	20 years
Double glazing or other external window replacement or secondary glazing	20 years
Draught-proofing of external doors and windows	8 years
Insulation of pipes, water tank or cylinder	10 years
Installation of mechanical ventilation in bathrooms and kitchens	7 years
Kitchen sink	10 years
Loft insulation	20 years
Rewiring and the provision of power and lighting or other electrical fixtures including smoke detectors	20 years
Security measures other than burglar alarm systems	15 years
Space or water heating	12 years
Storage cupboards in bathroom or kitchen	10 years
Thermostatic radiator valves	7 years
Wash hand basin	12 years
WC	12 years
Work surfaces for food preparation	10 years

You can claim compensation for:

- the cost of materials (but not appliances such as cookers or fridges); and
- labour costs (but not your own labour).

You cannot claim for decorating the inside of your home.

### 3. How we will calculate the amount of compensation

You can receive up to £4,000 for each improvement but you will not receive any compensation for an improvement if the amount of compensation would be less than £100.

We will start with the cost of the improvements, and we will ask you to provide proof of the amount you have spent. If you have financial help such as a grant to help, make your improvements, we will take the amount of this grant from the cost of your improvements.

The value of any improvement you have made falls as the improvement gets older and as you get use out of it. The compensation you get will take the age of your improvement into account. This is calculated using the formula below which is set up in the legislation.

#### Formula for Calculating Compensation

The amount of compensation payable is based on a combination of:

- |  |          |
|--|----------|
| ○ the initial cost of the improvement        | <b>C</b> |
| ○ the notional life of the component         | <b>N</b> |
| ○ the age of the component at end of tenancy | <b>Y</b> |

$$\text{Compensation} = C \times (1 - (Y \div N))$$

For example, if a qualifying improvement with a notional life of 12 years was carried out 4 years ago at a cost of £480, the compensation would be:

- $£480 \times (1 - (4 \div 12))$
- $£480 \times (1 - \frac{1}{3})$
- $£480 \times \frac{2}{3}$
- Compensation = £320.00

We may also reduce your compensation if we believe you paid too much for the improvement or the specification is much higher than it would have been if we had carried out the improvement.

We may also increase or reduce your compensation depending on the condition of the improvement when your tenancy ends.

We will also deduct any money you owe from the compensation you are entitled to (for example, unpaid rent).

You will usually need to give us an invoice to show how much your improvements cost.