



Dunbritton Housing Association Limited

Name of Policy	Asset Management Maintenance Standards and Performance Policy
Responsible Officer	Asset Manager
Date approved by Board	
Date of next Review	November 2020

We can produce information, on request, in large print, Braille, tape and on disc. It is also available in other languages. If you need information in any of these formats please contact us on 01389 761 486

Contents

Section 1	Introduction	page 3
Section 2	Principles and Objectives	page 3
Section 3	Areas of Responsibility	page 4
Section 4	Maintenance standards and performance	page 5-13
Section 5	Gas Servicing Maintenance and service arrangements	page 13
Section 6	Tenant satisfaction and involvement	page 14
Section 7	Planned maintenance	page 14
Section 8	Adaptations	page 16
Section 9	Asbestos management	page 16
Section 10	Performance and reporting	page 17
Section 11	Equality and diversity	page 17
Section 12	Links with our policies	page 17
Section 13	Stock Commitment	page 18
Section 14	Risk Management	page 18
Section 15	Complaints procedure	page 19
Section 16	Policy review	page 19

ASSET MANAGEMENT MAINTENANCE STANDARDS AND PERFORMANCE POLICY

1 INTRODUCTION

The aim of Dunbritton Housing Association is to be a responsible landlord; ensuring maintenance of our stock to the highest possible standard within existing financial constraints.

We are guided by the principle that preventative maintenance is a proactive approach to investment. Identifying potential problems before they become repair problems will be a major function of the Asset Management section. Whether it is new build or rehabilitation/improvement, Dunbritton Housing Association will ensure that attention is paid to design and selection of components for the continued investment in our housing stock

2 PRINCIPLES AND OBJECTIVES

The Asset Management Maintenance Standards and Performance Policy is a critical working document for the efficient and effective delivery of the Association's maintenance and repairs service, and adheres to the particular requirements of the Scottish Housing Quality Standard (SHQS) and Energy Efficiency Standard for Social Housing (EESH) by 2020.

Property management factoring services in mixed tenure estates shall ensure good operational practices and will be carried out within the Factoring Policy and title deeds.

2.1 Policy objectives

- Provide an effective , efficient value for money maintenance service that meets the needs of our tenants and owners
- Ensure the effectiveness of our repair service through pre inspection surveys, which will enable repairs to be categorised with the correct response times and type of repair, as well as identifying any repairs considered to be the responsibility of the tenant
- Carry out a minimum 10% post inspection of repairs to effectively monitor the quality of repairs being provided to the Association.
- Deliver a high performing maintenance repair service to our tenants.
- Monitor customer satisfaction with the repair service.
- Provide medical adaptations to customers, assessed by the local authority Occupational Therapist, to help our tenants remain in their homes for as long as they can

- Meet all legislative and regulatory requirements. The legislative requirements include the need to comply with the range of health and safety duties imposed upon landlords including:-

- Construction Design Management (CDM) Regulations 2015
- Landlord responsibilities as set out in the Housing (Scotland) Act 2001
- The Energy Performance and Buildings (Scotland) Regulations 2008
- Gas Safety (installation List) Regulations 1994
- Data Protection Act 1998
- Property Factors (Scotland) Act 2011
- Procurement Reform act 2014

Various contractual terms are imposed via relevant tenancy, occupancy and management agreements. The Association shall ensure it carries out all its practices in accord with these terms and requirements

- The standards set out by the Scottish Social Housing Charter
- Provide homes that offer a warm, comfortable and healthy living environment for our tenants
- To provide an efficient, reactive repairs service that is responsive to the needs of tenants and gets repairs **done right, on time, first time.**
- Achieve value for money in procurement using the Association's Procurement Policy and procedures
- Minimise void repair periods
- Ensure effective systems are in place for monitoring, and recording information about stock condition. This information shall underpin the planning of maintenance and improvement work; and the financial planning process
- Ensure effective systems are in place to monitor performance in relation to maintenance and repairs activities and services. These shall underpin the framework for achieving desired levels of work quality and customer service and satisfaction
- Provide customers with regular performance information; and a range of opportunities to be involved in the development of the full range of maintenance services

3 AREAS OF RESPONSIBILITY

3.1 Key areas of responsibility in relation to the implementation of the Association's Asset Management Maintenance standards Policy are detailed below:

- **The Management Board** - has responsibility for ensuring that this policy complies with regulatory and legislative requirements and meets the Association's Business Plan and budget objectives.
- **Chief Executive Officer** – has responsibility for ensuring that this policy is applied to ensure compliance with regulatory and legislative requirements and meets the Association's Business Plan and budget objectives.
- **Asset Manager** – has responsibility for ensuring that appropriate technical support and advice is provided to the Chief Executive Officer and Management Board

- **Finance Manager** – has responsibility for ensuring that appropriate financial support and advice is provided to the Management Board, CEO and other relevant members of staff.

3.2 The Association's Management Board delegates all responsibilities for operational delivery of the repairs and maintenance services to the Association's Asset Sub-Committee.

The roles and responsibilities of the individual Asset Management team members are detailed in the Repairs and Maintenance Procedures, and within each person's job description.

4 MAINTENANCE STANDARDS AND PERFORMANCE

4.1 The reactive repairs service is delivered by the Association's Asset Management Team. Team members are tasked with a range of duties relating to the inspection of requested repairs work; the instruction, inspection and monitoring of repair and servicing work; budget control; and general administration of the service.

4.2 Dunbritton Housing Association shall publicise information about the service in a number of ways. The new tenants handbook and website in particular shall contain information indicating the division of landlord and tenant responsibility for instructing, and paying for, different types of repair work. Publications such as the newsletter shall also be used to provide more general and practical information, including contact details and service performance statistics.

4.3 In common with its range of services, Dunbritton Housing Association endeavours to make the reactive repairs service fully accessible to all who require use of it, and, as far as possible, responsive to the individual needs of tenants. Tenants may inform the Association that repair work is required via telephone, letter, email, the website or in person at our office located in Dumbarton High Street, according to their individual preference. The Association shall aim to implement a flexible approach to requests for specific appointments to have repair work carried out.

4.4 With all repair works the Association shall aim to ensure that good quality materials are used by repairs contractors and also that high standards of work are achieved. A robust inspection and monitoring system shall be in place for this purpose ensuring Dunbritton Housing association meets its targets set out to post inspect a minimum of 10 % of all reactive repair orders raised.

4.5 The Association shall categorise reported faults according to the level and nature of response required. The Association shall endeavour to apply a consistent approach to categorisation and ensure the staff team are appropriately trained to achieve this. It shall operate three main categories, each with a different target completion timescale with an additional category for

repairs of a complex nature where timescales are determined at the association's discretion.

a) **Emergency Repairs**

Incidents which present circumstances that constitute a safety hazard or which make a property uninhabitable shall be categorised as an Emergency. This will include, but not be restricted to, incidences of fire and flood. Work to remedy interruption to mains services i.e. electricity, gas, water; and Right to Repair items with a one day completion time shall also be placed in this category. **(Table 1)**

Contractors will be instructed to attend within a maximum 5 hours of the repair being reported with an expectation of any repairs to make safe immediately on attendance. Any follow up work required will be allocated a completion category timescale that reflects the extent and nature of the work required.

The Association provides a service to cover out of hours, weekends and holiday periods to ensure that customer requests are responded to 24 hours a day, 7 days a week. This service is provided by Hanover Telecare on Tel: 08001971004.

b) **Urgent Repairs** and faults that require prompt attention but which do not arise as a result of emergency circumstances shall be categorised as Urgent.

This will include, but not be restricted to faulty electrical systems and fittings, leaking pipes, partial loss of water, and repairs required to features of communal areas including doors and roofs. Right to Repair items with a seven day completion time shall also be placed in this category.

Contractors shall be instructed to complete the required repair work within the contracted timescales. (Commencing the day the repair was reported).

c) **Routine** All other items of non-urgent work shall be categorised as Routine. Contractors shall be instructed to complete the required repair within 12 working days (commencing the day the repair was reported).

d) **Complex Repairs:** Repairs of a nature that involve an accumulation of trades or specialists where the repair requires a definitive order to be followed in order to complete. This category will also take into account materials that are discontinued and difficult to source. This category will have limited use at the discretion of the association.

Table 1

Repair Description	Emergency Repair (5 hours)	Urgent Repairs (5 working days hours)	Routine Repair (12 working days)	Considerations
Plumbing				
Dripping taps			✓	
Leaking tap when used		✓		
Blocked sink or basin	✓			
Loose taps		✓		
Replacement taps		✓		
Blocked WC	✓			Chargeable Repair
Blocked WC due to tenant negligence	✓			Chargeable Repair
Leaking WC	✓			
Toilet not flushing if only toilet in property	✓			
Ball valve to tank		✓		
Leaking overflow		✓		5 hours if excessive or above a communal entrance
Joinery				
Gain access for tenant due to faulty lock	✓			
Gain access due lost keys by tenant	✓			Chargeable Repair
Renew faulty door lock if only means of security	✓			
Insecure external door	✓			
Renew internal door			✓	
Repair Description	Emergency Repair (5 hours)	Urgent Repairs (5 working days)	Routine Repair (12 working days)	Considerations
Timber skirting board			✓	
Architrave and frames			✓	

Dangerous and loose floorboards	✓			
Electrical				
Faulty light fittings		✓		
Faulty sockets		✓		Will escalate to 5 hours if dangerous
Immersion Heaters		✓		
Thermostats		✓		
Aerial sockets			✓	
No lighting single room		✓		
No power	✓			
Partial power loss		✓		
Dangerous wires	✓			
Corridor lights out		✓		
Security lights		✓		
Faulty shower with bath		✓		
Faulty shower no bath	✓			
Replacement trunking			✓	
Loss of lighting Circuit	✓			
Smoke alarms and CO detectors	✓			
Communal areas				
Lift not working	✓			
Communal light out			✓	
All communal lights out	✓			
Emergency lighting	✓			
Security lights		✓		
Door entry system intercom		✓		
Completely looked out	✓			
Main door not locking		✓		Refer to use of building
Loose handrail		✓		Refer to RTR 3
Rotary driers			✓	
Uneven path dangerous		✓		
Uneven path not dangerous			✓	
Dangerous	✓			
Heating				
Total failure during winter	✓			
Total failure during summer	✓			

Repair Description	Emergency Repair (4 hours)	Urgent Repairs (5 working days)	Routine Repair (12 working days)	Considerations
Partial Failure		✓		
Radiator leaking	✓			
Storage heater replacement		✓		
Windows				
Broken glass	✓			
Cracked glass		✓		
Loose window		✓		
Window won't close and insecure		✓		5 hours if ground level
Faulty handle		✓		
Leaking window		✓		
Loose window cill			✓	
Broken vent			✓	
Roofs				
Loose tiles		✓		5 hours if immediate danger
Make safe after storm	✓			
Rain penetration		✓		
Major roof repair			✓	5 working days if unsafe and detrimental to the building
Replace broken slates			✓	5 working days if unsafe and detrimental to the building
Rebed ridge tiles			✓	5 working days if unsafe and detrimental to the building
Flashings			✓	5 working days if unsafe and detrimental to the building

Dunbritton Housing Association reserves the right to amend the completion category and timescale for individual repair works to take account of unforeseen or other specific circumstances. These include, for example, a requirement to order parts and materials, very specialist works and additional works being identified when repairs are being carried out. Any amendment to the completion timescale will be clearly recorded in order to create an appropriate audit trail.

- 4.6 Dunbritton Housing Association shall periodically review the completion timescales specified in relation to these categories to ensure it is operating in line with its peer organisations, regulatory guidance and relevant good practice.
- 4.7 Dunbritton Housing Association shall apply the same process of categorisation of defect repairs required in newly built properties. It shall aim to maintain effective working relationships with contractors to ensure as far as possible that works are carried out within the relevant timescales. In the first year following completion of any new build properties the building contractor will be responsible for carrying out any identified defects - the timescale and reporting of these will be advised prior to defects liability period commencing/at date of entry.

4.8 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 the Association within a given timescale.

The following repairs are covered in the Right to Repair Scheme:

Description	Timescale for completion under RTR
Unsafe power or lighting sockets or electrical fittings	1 DAY
Loss of electric power	1 Day
Partial loss of electric power	3 Days
Loss of gas supply	1 Day
Blocked flue to an open fire or boiler	1 Day
External windows, doors or locks which are not secure	1 Day
Loss or part loss of space or water heating if no alternative heating is available	1 Day
Toilets which do not flush (if there is no other toilet in the house)	1 Day
Blocked or leaking foul drains, soil stacks or toilet pans (if there is no other toilet in the house)	1 Day
Blocked sink, bath or basin	1 Day
Loss of water supply	1 Day
Partial loss of water supply	3 Days
Significant leaking or flooding from a water or heating pipe, tank or cistern	1 Day

Unsafe rotten timber flooring or stair treads	3 Days
Unsafe access to a path or step	1 Day
Loose or detached banisters or handrails	3 Days
Broken mechanical extractor fan in a kitchen or bathroom which has no external window or door	7 Days

When a repair is reported by the customer, the Association will confirm if it is considered a qualifying repair.

Where the Association is unable to complete the repair within the required timescale, for example, due to severe weather, the repair will be “made safe” and where required, an extension added to the timescale above.

If our usual contractor does not start the qualifying repair within the time limit set, a tenant can instruct another contractor from our Approved Contractor’s List to carry out the repair. A tenant cannot use a contractor who is not on our Approved List. The other contractor must inform the Association that they have been asked to carry out the repair. We will then pay the tenant £15.00 compensation for the inconvenience. If our main contractor has started but not completed the repair within the maximum time, the tenant will still be entitled to £15.00 compensation.

The alternative contractor has the same length of time to carry out the repair as our main contractor. If the alternative contractor does not carry out the repair within the time limit set, tenants will be entitled to another £3.00 compensation for each working day until the repair has been completed. This amount can add up to a maximum compensation payment of £100.00 for any one repair. If there is no other contractor available our main contractor will carry out the repair but tenants will still be entitled to the £15.00 compensation payment. If a contractor cannot gain access to a tenant’s home at the time agreed with the contractor, the tenant’s right to repair will be cancelled. In this instance, tenants will have to report the repair to instigate the process again.

In cases where a tenant has to move out of his home in order to allow any repair work to be carried out, the Association will also assist with temporary accommodation and will meet other reasonable costs incurred in the move. Such costs will need to be agreed with the tenant before the move takes place and will only be paid if the Association itself requests the tenant to move out.

4.9 Dunbritton Housing Association acknowledges the particular requirement to advise tenants in writing annually of the provisions of the scheme and shall use its newsletter as the principal means of achieving this. Notwithstanding this, the Association shall make information about the scheme freely accessible and available to all tenants; and advise on an individual basis, whenever the provisions of the scheme apply. The Association shall maintain records which enable it to monitor and demonstrate compliance with the Right to Repair scheme.

4.10 RECHARGEABLE REPAIRS

There are two types of repairs that are subject to recharge – these are

Where a tenant asks the Association to carry out a repair which is the tenant's own responsibility – an example of this would replacing door handles, a blocked WC which has been caused by the tenant etc.

Tenants are asked to note that the Association is not obliged to carry out such repairs and approval of work is at the Association's discretion.

A request of this type must be agreed by the Association and paid for by the tenant prior to the work being carried out. The cost will include an administration charge of £20 plus vat. Where a repair cost is over £100 there is an option for tenants to make part payment and enter into a repayment arrangement by instalments.

A repair which is the tenant's responsibility but carried out by a contractor as a result of an out of hours call. In these cases the Association will inform the tenant next working day that they are required to pay for the repair and details of the cost of the repair will be provided. Repayment as outlined above in point 1 will also be applied...

All outstanding rechargeable repair costs will be kept on a tenant's property file and will be treated as debt owed to the Association when considering housing transfer requests.

Item	Comments
Shower unit	Unless we provided the unit or have accepted responsibility for it at date of entry
Toilet seat and fixings	
Bathroom door lock	
Chimney sweeping	
Decorative fireplace	
Door bell	Unless installed by us
Door chain	Unless we provided the unit or have accepted responsibility for it
Name plate and house numbers	
Glass on inside door and screen	
Ball catches, door handles to internal doors	
Keys	Including replacement of lost keys and any forced entry which is required as a result
Insulation to external door	
Electric fire	Unless we have fitted it
Satellite dish and T.V aerial	Unless fitted by us
Plugs	Including fuses
Light bulbs, fluorescent tubes and starters	
Pull cords	
Cooker	Unless supplied and fitted by us
Blocked sink, wash basin or toilet	We may do the work, but tenants will be recharged unless drains are found to be faulty
Sink plugs and chains	

Washing machine fittings	Unless we have supplied and fitted them
Gates	Unless installed by us or where we have specifically accepted responsibility
Inside decoration at DHA discretion	Including wall tiles
Minor plaster defects	
Hat and coat hooks and rails	
Shed	
Heating system fitted by tenants	If you tell us about the system fitted before it is fitted and we have approved it, we will normally agree to maintain it from then on
General alterations	

4.11 Management of Void Properties

The Association aims to re-let void properties as quickly as possible to reduce void rent loss. Our current void management process means that we inspect, repair and present property for re-let, within a reasonable timescale while ensuring that all homes meet our minimal re-let standard.

- 4.12 It is the Association's policy to instruct a gas safety check on any property that has a gas heating system; carried out before the new tenant moves in. Similarly an electrical safety check will be carried out in all void properties and EPC certificate provided.

The Certificate copies are retained within the Tenant Information Pack;

- Domestic Electrical Installation
- Condition Report Certificate
- Landlord Gas Safety Certificate (CP 12)
- Energy Performance Certificate

5. GAS SERVICING MAINTENANCE AND SERVICE ARRANGEMENTS

- 5.1 Dunbritton Housing Association recognises the critical importance of ensuring gas heating and hot water systems in its properties are in good, safe working order. It shall meet all statutory duties in relation to gas safety management and associated health and safety legislation. In doing so it shall maintain effective administrative systems to ensure all gas systems in tenanted properties are subject to an annual service; the keeping of appropriate records; and the accurate monitoring of and reporting on progress of the servicing programme and related follow up repair work. The Gas servicing contractor will carry out the servicing in accordance with Gas Safe Register requirements and the work instructions for servicing gas appliances and supply pipe work.

During the course of the gas service visit the Gas Engineer appointed by the Association will carry out a safety inspection of any non-Association gas appliances in the property and check (or advise if replacement is required) the carbon monoxide/smoke alarm detector.

- 5.2 To ensure the safety of our customers and our property the Association will implement its forced access procedure to enter a property where a gas service is due. A copy of the procedure can be provided by request.
- 5.3 Dunbritton Housing Association shall maintain appropriate servicing agreements in respect of water supply and drainage disposal arrangements for properties not connected to mains systems; alternative power and heating systems; and also for any other specialist equipment that it is responsible for maintaining.

6. TENANT SATISFACTION AND INVOLVEMENT

- 6.1 In common with its range of services, the Association is committed to monitoring the experiences of tenants using the reactive repairs and other maintenance services. The Association shall use a range of means to obtain feedback from residents on their level of satisfaction with key aspects of these services. The Association shall investigate individual complaints or causes for dissatisfaction and use feedback obtained in identifying potential service improvements.

7. PLANNED MAINTENANCE

- 7.1 Dunbritton Housing Association shall implement a robust and transparent system of planning and costing future maintenance work. This shall be based upon the recording of detailed, accurate and up to date information on its properties and their components and features. Regular technical inspections shall be undertaken as a means of collecting this information, while all members of the staff team shall be actively encouraged to feedback information about the condition of any properties they visit. The Association shall ensure that information on repair work carried out will be used to inform the system for planning future maintenance requirements.
- 7.2 Dunbritton Housing Association shall develop its Asset Management strategies and policies to ensure future programmed maintenance works take into account factors such as stock popularity, designing out poor quality and or intrinsically expensive items for maintenance purposes;
- 7.3 Dunbritton Housing Association shall tender contracts for planned maintenance work in accordance with the provisions of its Procurement Policy.
- 7.4 All operators and contractors acting on the associations behalf sign Dunbritton Housing Associations contractors Code of Conduct.

- 7.5 Dunbritton Housing Association shall maintain SHQS standards where practically possible the standards set out by the Scottish Government in relation to EESSH by 2020. It shall adopt a systematic approach to carrying out required inspections, investment planning and installation or remedial works to ensure these standards are maintained and or improved.
- 7.6 Dunbritton Housing Association shall implement a programme of refreshing the paintwork on external features and in communal areas. This will be carried out at timescales determined within the 30 year business plan and deemed being appropriate to maintain high standards at throughout the Association's housing developments.
- 7.7 As a matter of course, Dunbritton Housing Association shall give tenants advance notice of any cyclical and planned maintenance works due in their property. Detailed information about the nature of the work, specification, timescales and any disruption likely to be caused, shall be provided. This can be provided through
- Dunbritton Housing Association Website
 - Working Groups
 - Notification letters/emails
 - Resident meetings
- 7.8 As far as possible tenants shall be given the opportunity to exercise choice in the specification of products and works within their properties. Dunbritton Housing Association shall respect the needs of tenants that are frail, vulnerable or disabled, and as far as practical, adopt flexible working practices that recognise their particular requirements.
- 7.9 On completion of individual works the views of tenants involved will be sought via a tenant satisfaction survey. This information will be used to assess the performance of contractors and to identify possible future service improvements.
- 7.10 Residents consultation takes in a variety of ways including
- Association Website
 - Focus Groups
 - Feedback from satisfaction surveys
 - Structured reviews of repairs and estates

8. ADAPTATIONS

Dunbritton Housing Association shall support and assist the carrying out of medical adaptations works for tenants based on an assessed need by a recognised body i.e. Occupational therapist, GP or specialist Consultant. Our funding for this work comes from the Scottish Government. We submit a funding bid annually.

It is our aim that medical adaptations will enable independent living and enhance the quality of life of tenants with particular mobility or other impairments.

We will follow best practice and regulatory guidance in relation to procurement of works; and aim to ensure such adaptations are carried out quickly and competently. Detailed and accurate records about adapted properties shall be maintained to enable implementation of appropriate maintenance regimes; and to enable informed decisions to be made about their future allocation to other tenants.

8.2 The Association will only refuse to carry out adaptations work in exceptional circumstances. This will include when:

- The location of the property or property layout and type makes it unsuitable for the long-term use of the tenant requesting the adaptation.
- Suitable alternative accommodation can be made available.
- The adaptation is technically difficult to achieve without detriment to the property and other tenants.
- Funding is not available.
- The specific advice from relevant agencies is that the proposed adaptation would not be appropriate.

8.3 In procuring adaptations work Dunbritton Housing Association shall adhere to the provisions of its Procurement Policy. It shall acknowledge all relevant regulatory guidance on procurement and funding.

9. ASBESTOS MANAGEMENT

9.1 Dunbritton Housing Association recognises the dangers presented by asbestos and shall have detailed asbestos management policy and procedure documents in place. These describe the general approach and particular steps it shall take in order to meet relevant legal, health and safety, and best practice requirements. The Association will also maintain and update an asbestos register which will be distributed to contractors. Our asbestos register is kept in a secure on line file within the office.

10 PERFORMANCE MONITORING AND REPORTING

- 10.1 Dunbritten Housing Association shall maintain internal information systems which are based around ensuring effective monitoring, control and reporting of its repairs and maintenance activities. Comprehensive records of all repairs and maintenance work shall be held with a view to demonstrating transparency in the way work has been carried out and authorised.
- 10.2 The Association will monitor repairs and maintenance performance using both regulatory and internal performance indicators as follows:

Regulatory Performance Indicators

- Number and percentage of repairs completed within the Association's target timescales
- Satisfaction with repairs and maintenance services
- Number of appointments made and adhered to.
- Number of properties with gas appliances that have a current gas safety certificate
- Expenditure against budget

DHA Indicators

- Repair pre and post inspections carried out
 - Average time taken to complete non-emergency repairs
- 10.3 The Asset Manager and Operations Manager will have delegated authority to annually agree targets for the Association's repairs and maintenance services.
- 10.4 Regular performance, financial monitoring and statistical reports shall be presented to the Management Board as well as identified Sub Committee for consideration. The structure and content of these reports shall be reviewed periodically to ensure Committee members are able to make informed strategic decisions.

11 EQUALITY & DIVERSITY

- 11.1 As a service provider and employer we recognise the requirements of the Equality Act 2010, oppose any form of discrimination and will treat all customers, internal and external, with dignity and respect. We recognise diversity and will ensure that all of our actions ensure accessibility and reduce barriers to employment and the services we provide.

12 LINKS WITH OTHER POLICIES

- 12.1 Our Asset Management Maintenance Standards and Performance policy is supported by and links to a number of other Policies and strategies – details of these are shown below

- Void Management Policy
- Contractors code of conduct policy
- Asbestos management policy
- Alterations and Improvements policy
- Procurement policy
- Risk management policy
- Complaints

13 STOCK COMMITMENT

The Association acknowledges the negative impact that poorly maintained properties can have on individual households and communities and aims to ensure that these are kept to a minimum.

Our Asset Management Maintenance Standards and performance Policy emphasises high quality responsive and planned maintenance services with a customer centred approach - the overall aim being to maintain the long term sustainability of our properties and successful occupancy of our homes.

14 RISK MANAGEMENT

14.1 Risk arises from the Association's Asset Management Maintenance Standards and Performance Policy in a number of respects:

- failure to comply with relevant legislation resulting in possible legal challenges
- failure to comply with regulatory guidance
- maintenance costs exceeding budget levels
- rent loss from delay in repairing void properties
- injury to residents or staff resulting from problematic repairs and maintenance works
- early component failure

14.2 Given the importance of these risks it is recognised that these have to be effectively managed. This will be achieved through the cyclical review of the Repairs and Maintenance Policy and the associated procedures, to ensure compliance with all legislative requirements and regulatory and best practice guidance. The Association will also consult with tenants as a key element of this review process. Furthermore, appropriate training opportunities will be made available to members of staff to ensure high standards of service are maintained. Budget monitoring and progress with repairs and maintenance works will be the subject of regular reporting to the Management Committee.

14.3 As regards financial management issues, the Association shall ensure adequate financial resources are in place to support the delivery of its reactive repairs services and meet the defined standards of service; and the carrying

out of planned maintenance work. In doing so it shall comply with its Financial Regulations and Scheme of Delegated Authority.

15 COMPLAINTS PROCEDURE

- 15.1 Any tenant may submit a complaint, using the Association's complaints handling procedure if it is felt that the Association has failed to correctly apply this Asset Management Maintenance Standards and Performance Policy.

16 POLICY REVIEW

- 16.1 The Association will review the Asset Management Maintenance Standards and Performance Policy in 2020, or as required following a substantive legislative or regulatory change.