



## Repairs & Maintenance Policy

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## 1.0 Aims of the Policy

Viewpoint is committed to the provision and maintenance of high quality accommodation and neighbourhoods where people want to live and where they feel safe.

Our Business Plan states that one of our key priorities is to *“Provide a responsive and customer centred repairs service and a well communicated planned maintenance programme.”* It also sets out specific Aims that are relevant to this policy:

- Aim 1. To deliver an excellent customer experience
- Aim 2. To provide good quality homes
- Aim 5. To be efficient and effective whilst considering value for money

This policy sets out how Viewpoint will:

- Fulfill its repairs and maintenance responsibilities both legal and regulatory to tenants of housing properties, residential care homes, tenants or licensees of commercial properties, office accommodation and owners of managed properties.
- Ensure that investment in its housing stock complies with the requirements of the Scottish Housing Quality Standard (SHQS).
- Safeguard and prolong the useful life of all properties in line with the Asset Management Policy and Strategy.
- Deliver high levels of customer satisfaction.

Additionally the Policy seeks to ensure that the surrounding environments for which Viewpoint is responsible contribute to the creation and sustainment of safe high quality neighbourhoods.

## 2.0 Policy Objectives

The emphasis of this policy is to maximise planned and cyclical maintenance and reduce responsive/reactive repairs. A key aim is to achieve a balance in favour of planned and cyclical maintenance with a smaller proportion of resources being applied to responsive/reactive maintenance.

As Viewpoint’s Asset Management plans progress, the balance achieved should deliver a higher level of spend on planned and cyclical maintenance than on responsive repairs.

In carrying out its repairs and maintenance responsibilities Viewpoint will meet:

- Its legal and contractual obligations, both as landlord and managing agent.
- The requirements of the Scottish Housing Regulator’s Service Standards for RSLs.
- The standards recommended by relevant good practice and benchmark performance against comparable RSLs.

The specific objectives of this policy are to:

- Provide a high quality, flexible and accessible service that is customer focused where we generally deliver repairs right first time.
- Achieve value for money.
- Establish performance measures and timescales for the delivery of services within the resources available.
- Ensure that performance is continuously improved by appropriate monitoring of service delivery and quality to customers.
- Provide scope for the involvement of tenants/residents in the development and monitoring of the maintenance service.
- Ensure live and regularly updated information on the condition of the stock and a costed plan for lifetime maintenance and improvement work in line with the Asset Management Strategy.
- Focus on the customer experience by delivering high standards of customer care and satisfaction.
- Meet Viewpoint's responsibilities to customers as required by law and as described in their Tenancy Agreement, Management, Lease and License Agreements.
- Ensure that tenants' obligations are applied in accordance with the terms of their Tenancy Agreements, Management, Lease and Licence Agreements.
- Ensure that, in implementing this policy, high priority is given to safeguarding the health and safety and security of customers, members of the public, employees and agents and the buildings which they occupy and work in.

### **3.0 Legal and Regulatory Requirements**

In delivering its obligations under this policy, Viewpoint will meet the requirements of:

- The Scottish Secure Tenants (Compensation for Improvements) Regulations
- The Housing (Scotland) Act 2001, 2010 & 2014
- The Scottish Secure Tenants (Right to Repair) Regulations 2002
- The Gas Safety (Installation and Use) Regulations 1998 & 2018 Amendment
- Control of Asbestos Regulations 2012
- Electricity at Work Regulations 1989
- IEE Wiring Regulations 18th Edition
- Management of Health and Safety at Work Regulations 1999
- Provision and Use of Work Equipment Regulations 1998
- Human Rights Act 1998
- Building Standards (Scotland) Amendment Regulations 2001

- Equality Act 2010
- Data Protection Act 2018
- The Charities and Trustee Investment (Scotland) Act 2005
- Scottish Housing Quality Standard
- Scottish Social Housing Charter for Registered Social Landlords in Scotland 2022
- National Outcome for Communities Indicator
- Relevant deeds of condition
- Any Factoring Agreements developed by Viewpoint

#### **4.0 Sources of Funding and Investment**

The maintenance activities described in this policy will be funded from:

- Rental Income
- Service Charge Income where appropriate
- Licence and lease income
- Reserves: Viewpoint will make an annual transfer of funds from rental income to reserves

Viewpoint will ensure adequate funding is available to fund future Cyclical and Planned Maintenance Programmes.

Viewpoint will ensure that funding is available in its Financial Plan to implement this policy.

Annual budget allocations for repairs and maintenance will be determined using historical repairs information, updated stock condition data reflecting the impact of ongoing planned works programmes and identified future investment needs.

#### **5.0 Procurement**

Procurement of goods or services to deliver this policy will be in line with Viewpoint's Procurement Policy.

#### **6.0 Insurance**

Viewpoint will ensure that adequate building and other appropriate insurances are in place to support this policy.

Viewpoint does not insure the contents of a house or the personal possessions of the household and tenants/residents are recommended to do so by insuring personal possessions against loss by fire, flood, theft, accident etc.

#### **7.0 Health and Safety**

Viewpoint's Health and Safety Policy will be applied to all aspects of the implementation of this policy.

#### **8.0 Consultation**

This policy has been developed in consultation with employees, tenants and residents.

The Viewpoint Tenant Representative Group will assist Viewpoint monitor the outcomes of this policy.

Tenant/resident satisfaction will be specifically obtained on the quality of individual repairs and after planned, cyclical and refurbishment works.

## **90 Categories of Repairs**

### ***91 Day to Day Repairs***

This covers all repairs requested and can be defined as those repairs that are carried out on an ad hoc basis as the need arises and which cannot be deferred for inclusion in planned maintenance programmes.

These repair requests are processed in accordance with this policy which details the division of responsibilities between landlord and tenant, response times, rechargeable items, insurance claims and contractual arrangements.

A list of the common types of day to day repairs and who is responsible for completing those repairs is included in Appendix One.

### ***92 Cyclical Maintenance***

This category covers maintenance that is preventative or protective: this type of work deals with the gradual deterioration of building components and finishes. This type of work is generally predictable and can be forward planned. Examples of items typically included in our cyclical maintenance programme are:

- External and internal painter work
- Contract services such as servicing of heating boilers, lifts and alarm call systems
- Communal ventilation units
- Overhaul drainage
- Structural inspections
- Gutter cleaning

This category also covers routine servicing of gas, electric and other appliances for which Viewpoint is responsible.

### ***93 Planned Maintenance***

Planned maintenance work is intended to prolong the useful life of properties. A planned maintenance programme has been developed which identifies the components used in each property and predicts their lifespan over a 30-year period.

A planned programme of replacement is then compiled estimating the expected life and replacement cost of these items. This informs financial planning in the creation of a major repairs reserve to pay for this. Examples of items

typically included in our planned maintenance programme are:

- Replacement kitchens and bathrooms
- Replacement central heating boilers
- Replacement doors and windows
- Replacement central heating systems
- Renewal of electrical fittings
- Replacement roofing

### ***94 Defects***

For a period (normally six months or one year) after completion of a new complex or conversion/remodelling of a property, the original contractor is liable for rectifying defective work at no cost to Viewpoint.

“Latent Defects” are serious faults which are discovered after the expiry of this defects liability period. Under certain circumstances it is possible to lodge a claim against the original contractor, or one of the consultant firms involved in the design, for the cost of remedying the defect.

A Defects Liability Procedure is available separately.

### ***95 Adaptations***

Viewpoint undertakes necessary adaptations to properties wherever possible, subject to assessment and availability of funding. Adaptations are needed to make properties more accessible and useable for individual tenants who have a medical condition or disability.

Viewpoint will provide adaptations that are of a permanent and structural nature. The most common adaptation work carried out by Viewpoint is the installation of handrails or showers. Stair lifts or kitchens for wheelchair users are installed on a less frequent basis. A separate Process Note on Stage 3 Adaptations provides more detail on this aspect of the service.

## **10.0 Service Delivery**

Repairs and maintenance will usually be carried out by contractors appointed by and working on behalf of Viewpoint. Some minor works may be carried out by Viewpoint staff.

## **11.0 Contractor Responsibilities**

The overall approach taken by contractors must be consistent with the ethos of partnering to ensure that Viewpoint’s repairs and maintenance responsibilities as a landlord are fulfilled.

This will involve effective dialogue on all aspects of the service, completion of work within the contracted timescales and a commitment to achieving continuous improvement. More specifically their responsibilities are set out below.

### ***11.1 Contractor Operatives’ Responsibilities***

All operatives carrying out repairs or maintenance works to Viewpoint properties shall:

- Carry out the work on the agreed appointment date/time
- Be respectful and polite to tenants/residents and staff
- Carry identification and present it to the occupier on arrival
- Wear uniforms provided by the contractor
- Keep the premises secure at all times
- Minimise disruption to the premises and clear up fully at the end of the work (or before leaving the premises overnight)
- Make good any damage caused in the course of the works
- Remove all waste from the premises, garden or backcourt arising from the maintenance works
- Comply with all relevant Health and Safety legislation to avoid danger to tenants, residents, owners, visitors and members of the public
- Deliver services in line with the service standards set out in the relevant Contract documentation

### ***11.2 Contractor Financial Responsibilities***

Contractors must comply with the terms of the contractual arrangements and in particular must:

- Inform Viewpoint within one working day of completion of emergency repairs and within five working days of the completion of all other categories of repair
- Invoice within 14 days of completion of the works

### **12.0 Relet Repairs/Void Works**

Viewpoint aims to relet void properties or bedrooms in care homes as quickly as possible. When a tenant or resident gives notice that they intend leaving their property, an initial inspection is carried out. This provides an opportunity to identify repairs required, including those that the outgoing tenant/resident will be held responsible for.

Viewpoint, before the commencement of the new tenancy or relet of the bedroom in a care home, will inspect the property and identify any necessary repair work. If no repairs are required, the property will immediately be subject to relet procedures. A gas safety check will be carried out on any property that has a gas heating system before the new tenant moves in and an electrical safety check and EPC if required will be carried out to all void properties.

If repairs are needed the applicant will be notified of the work that requires to be carried out and Viewpoint will ensure that this is completed within a reasonable timescale.

In general, work will be categorised as urgent, due for completion within 5 working days. If more extensive work is needed this period could extend to

10 or 20 working days depending on the level of works required. If the repairs are of a minor nature these will be completed after the commencement of the tenancy or occupancy in a care home. A separate Void Management Policy contains more details on our management of vacant properties.

The Void Lettable Property Standards is at Appendix Two. A Schedule of Rates applies to the work to be carried out although Viewpoint may issue works instructions outside of this in order to achieve its Asset Management and SHQS obligations.

### **BO** Day to Day Repairs

#### ***B*** *Publicity about the Repairs and Maintenance Service*

Repairs procedures will be well publicised using Viewpoint's regular newsletters, tenants/residents handbook and letters to tenants/residents on repairs affecting them. Procedures will be available in other languages or in other formats where appropriate.

#### ***B*** *Repair Reporting Arrangements and Works Instructions*

Tenants, residents and staff may inform Viewpoint that repair work is required, either by:

- telephone
- letter
- email either direct or via the website
- via an on-site Housing Co-ordinator or Care Home Manager
- via the Telecare service
- in person at the office

However the repair is reported it must be forwarded immediately to the Asset Management Team who will enter the repair request on QL and identify the nature and scope of the work needed.

The Asset Management Team will email the contractor with details of the repair including:

- The response and completion time
- The Schedule of Rate description
- Appointment time for access

An emergency repairs service is provided to deal with emergencies that arise outwith office hours. This will usually involve the telecare alarm provider or an authorised person at Viewpoint instructing emergency works outside this normal procedure. The contractor must be available by telephone at all times in order that emergency repairs can be instructed.

If the work requires a pre inspection, Viewpoint will arrange an appointment to visit the property to carry out an inspection. Following this inspection the Asset

Management Team will issue a works order.

Tenants/residents will be informed in writing of the action to be taken by Viewpoint. This will include confirmation of the work instructed, the priority attached to the work, target timescales for its completion, and details of any appointment arrangements made with the tenant. Viewpoint in arranging for these repairs will also meet the specific requirements of the Right to Repair scheme introduced through the Housing (Scotland) Act, 2001.

Tenants will be invited to report on satisfaction by completion of a repairs satisfaction survey following completion of the repair.

All staff receiving repairs reports will be trained to deal with requests efficiently, effectively and courteously and to accurately categorise the repair requested.

In the event that a repair needs to be elevated to a more urgent category, for example because a member of the household is elderly or infirm and the fault is causing, or is likely to cause, greater inconvenience as a result, the staff member may re-categorise the repair to ensure that inconvenience is minimised.

Appendix One sets out an illustrative list of repairs that typically fall into each priority category.

### ***13 Appointments and Access***

The Asset Management Team will arrange appointments with tenants/residents for undertaking all repair work in occupied properties where the work requires internal access. The appointments will be made in accordance with the repairs category and required response times and after agreement with the contractor on notice required and their operational arrangements.

Viewpoint currently only offers appointments during weekday office hours.

If the contractor attends an appointment and cannot gain access, a card should be left with contact details requesting that contact is made within 48 hours to make an alternative appointment. If access cannot be gained, in accordance with the Tenancy Agreement, Viewpoint may arrange a forced entry to carry out the repair.

### **14.0 Performance Monitoring**

Performance and service delivery will be monitored as follows:

#### ***14.1 Tenant/resident satisfaction surveys post repair completion***

On completion of a repair the tenant/resident will be sent a questionnaire to determine whether the repair was completed to a satisfactory standard, the quality of service provided by the contractor and whether the repair was completed correctly first time.

#### ***14.2 Pre and Post Inspections***

For day-to-day repairs, Viewpoint will pre-inspect repairs where deemed necessary prior to issuing an instruction to a contractor or, where it is unclear

what level of work is required. Examples of repairs to be inspected are:

- Repairs costing over **£500**
- Repairs where the tenant has given insufficient information to enable the contractor to be instructed
- Repairs where there is dampness or condensation reported
- Repairs required in relet properties
- Repairs covered by the Right to Repair where inspection is considered necessary

On completion, Viewpoint will aim to post-inspect 10% of repairs prior to accounts being passed for payment where:

- The cost of the repair exceeds **£500**
- Follow up work may be required
- The tenant reports that the quality of workmanship is unsatisfactory
- A works order has been varied due to additional work
- In order to check quality of work on a random sample of repairs

A detailed procedure for carrying out pre and post inspections is separately available including access/appointment arrangements.

### ***14.3 Compliance with Repair Response and Completion Deadlines***

Viewpoint will endeavour to make every effort to respond to and complete requests for repairs within the following timescales:

#### a) Emergency Repairs

Emergency repairs are restricted to fire and flood or where the circumstances constitute a safety hazard such as blocked toilet (where no other toilet is available/accessible), no electricity, no water, no heating, broken window. Interruption to mains services i.e. electricity, gas, water is also considered to be an emergency. Right to Repair items with a one day response time will also be categorised as emergencies.

The contractor will be required to attend within 2 hours of the repair being reported and will attend to repairs to make safe immediately on attendance and, as far as possible, complete permanent repairs within 24 hours. If it is not possible to complete the permanent repair within 24 hours the contractor will contact the Association to explain the position and make alternative arrangements.

Viewpoint will require any of its contractors to provide an emergency repairs service 24 hours a day, 7 days a week.

#### b) Urgent Repairs

Urgent repairs must be responded to and completed within 3 working days.

#### c) Routine

Routine repairs must be responded to and completed within 8 working days.

Contractors are required to inform Viewpoint within one working day of completion of emergency repairs and within five working days of the completion of all other categories of repair.

#### ***14 Contractor Performance Monitoring***

All contractors used to provide repairs and maintenance services must be Approved Contractors in line with Viewpoint's Procurement Policy. Before becoming an Approved Contractor, Viewpoint will satisfy itself of the following:

- The contractor/supplier carries the appropriate types and levels of insurance
- The contractor/supplier is affiliated to professional bodies where appropriate
- The contractor/supplier can provide at least two referees
- The contractor/supplier is financially robust with sufficient resources to deliver the contract or service. This check will be provided by the Finance Team Leader/Head of Finance.
- The contractor/supplier has appropriate VAT and construction industry certificates/documentation

Viewpoint will meet with the contractor monthly to review performance in line with the contract. The following will be reviewed:

- Progress of works and delays
- Quality of performance - complaints
- Performance against KPIs and in particular response and completion times
- Standards of materials and workmanship
- Health and safety
- Tenant/resident satisfaction
- Work capacity and planning
- Financial control
- Administration arrangements e.g. invoicing etc.

Viewpoint will hold annual review meetings with contractors possibly involving tenants/residents. These reviews will include checks that:

- Insurances are in place
- Health & Safety policies
- Membership of professional bodies
- Financial viability e.g. review of annual accounts - once a year
- Length of remaining contract and potential impact of retendering etc.

## 15.0 Right to Repair

Certain qualifying repairs fall under the terms of Right to Repair Regulations. Where these arise tenants will be told of their right to have the repair undertaken within the given timescales or to instruct another contractor (name & contact details provided by Viewpoint) to undertake the work up to the value of £350.

If the repair is not completed within the required timescales, tenants will be entitled to compensation of £15 plus £3 for every working day over the maximum period until the repair is completed up to a maximum of £100.

Certain exemptions apply and staff will need to refer to a detailed procedure in all right to repair cases. The regulations require that tenants are advised once per year that these regulations exist and the list of contractors that can carry out the qualifying repairs.

A Right to Repair Policy and Procedure is available separately.

## ~~16.0~~ Servicing

### ~~16.1~~ Gas Safety Checks and Maintenance

Viewpoint will meet all statutory duties in relation to Gas Safety Management and associated health and safety legislation. This will include an annual safety check of all gas systems in tenants' homes and the keeping of detailed records and monitoring systems. A Gas and Carbon Monoxide Safety Policies available separately.

### ~~16.2~~ Servicing of Electrical Installations

There is a current statutory requirement for a five-year inspection of electrical installations. Viewpoint will ensure that such inspections are carried out and, the necessary administrative systems are put in place to fulfil these obligations.

## 17.0 Graffiti Removal

Where graffiti appears on external surfaces, Viewpoint will work to ensure that neighbourhoods are maintained in a good condition and graffiti is removed as soon as possible. Where the graffiti is offensive, this will be treated as an emergency.

Where graffiti appears on internal areas, such as close walls, Viewpoint will instruct the Contractor to carry out the removal. Where it is offensive, this will be treated as an emergency.

## 18.0 Rechargeable Repairs

Viewpoint provides a comprehensive repairs service with only very few items being considered to be the responsibility of the tenant.

A clear division of responsibility between landlord and tenant is incorporated into the Tenants Handbook.

The exception to this comprehensive service is where a repair becomes necessary as a result of the willful, negligent or accidental actions of the tenant's household rather than through fair wear and tear. Under such

circumstances, the tenant will be advised of the estimated cost of replacement or repair and be required to lodge this sum with Viewpoint prior to work proceeding. A final account will then be processed when the work is complete.

In an emergency situation and at the discretion of the Viewpoint officer on call, the above procedure can be dispensed with but vigorous efforts will be made to recover costs after the event.

If there were a number of rechargeable repairs on one property then the Technical Officer/Admin Assistant would make the relevant Housing Officer aware of this for further investigation in relation to tenancy conditions.

A procedure for recharges to tenants is available separately.

## **~~19~~Planned Maintenance**

### **~~19.1~~Methodology**

Viewpoint is continuously developing information systems to record all maintenance work carried out and has invested in specialist software to assist in planning and costing future maintenance work. The methodology is used to inform the creation of planned maintenance programmes and budgets be as follows:

### **~~19.2~~Inspection**

In order to have full knowledge of the condition of the housing stock, regular maintenance inspections are undertaken. The purpose of the inspection will be to assess the performance of components within the property. This information will be used to adjust planned replacement timescales and other defects. It will also be used to check compliance against the Scottish Housing Quality Standard with any deficiencies addressed by incorporating work in the future planned maintenance programme.

If inspections show a new defect or work needing attention within the next year a larger sample of inspections will be undertaken. Inspections will be formally recorded and information used to revise standard replacement schedules on a complex by complex basis.

Additional inspections may be undertaken for housing management purposes including relet activities. Any maintenance problems highlighted would prompt further inspection and investigation.

### **~~19.3~~Prediction**

Standard replacement components, expected lifespans and costs will be devised based on standard property types. This information will be revised on a complex-by-complex basis to take account of variations between complexes and information arising from inspections.

### **~~19.4~~Programme of Work**

Specialist software, Civica Keystone, is be used to plot replacements over time to arrive at a works programme for the entire stock for the next 30 years. As above, this is revised annually to take account of information from inspections and other problems that arise.

### ***19 Costings***

An estimated cost is applied to every replacement item including works, VAT, fees. Again this is based on standard costs devised from various sources such as recent tenders, industry advice on costs, consultants advice etc. Replacement standards are in line with specifications in our design guide for new properties, which again vary over time.

### ***19 Tenant/Resident involvement***

Wherever possible tenants will be given advance notice of cyclical and planned maintenance work. A rolling three year planned maintenance programme will be developed on an annual basis and details of proposed works will be issued to tenants. Wherever possible they will be consulted on the works and given a choice e.g. in the colour of a new kitchen. On completion of works tenants' views will be sought via a tenant satisfaction survey. This information will be used to assess the performance of contractors and to bring about service improvements in future. Our Viewpoint Tenants Representative Group and other tenant/resident groups will also be involved in providing feedback and developing policy in relation to planned maintenance.

## **20.0 Cyclical Redecorations**

Paint finishes are maintained as necessary to ensure that external features are adequately protected and internal finishes are maintained in good order. Depending on wear and tear/exposure, different parts of buildings will require different redecoration cycles.

### ***20 Inspection***

A detailed external inspection of each property is carried out several months before redecoration is due to take place. This provides the information needed to confirm that redecoration is required, compile the tender documents and specification and organise any work required prior to painting.

### ***20 Contract***

The redecoration contract is subject to competitive tender. Work will be organised to allow external painting to take place in the summer months. Viewpoint will regularly inspect work with a final inspection undertaken prior to passing accounts for payment.

## **21.0 Alterations and Right to Compensation for Improvements**

Tenants may wish to carry out alterations and/or improvements. Viewpoint's written permission must always be obtained before any improvements or alterations are carried out.

Legislation introduced in 2002 gives tenants the right to receive compensation for certain improvements they have carried out to their homes when their tenancy ends. The legislation establishes the qualifying improvements, the notional life of the improvement, the formula for calculating compensation, minimum and maximum amounts payable, timescales for processing claims and the various qualifications that apply. Staff will therefore need to refer to a detailed procedure on the subject if a claim is received. Tenants will be

provided with information in the Tenants' Handbook.

An Alterations and Improvements Procedure is available separately.

### **22.0 Equal Opportunities and Diversity**

This policy meets the aims of Viewpoint's Equal Opportunities and Diversity Policy. All contractors are required to adhere to the principles of this Equal Opportunities and Diversity Policy.

### **23.0 Confidentiality**

All information provided to Viewpoint and contractor(s) in connection with this Policy will be used only to fulfill the obligations of the policy.

Viewpoint will ensure that the requirements of the Data Protection Act 2018 are recognised and met in respect of the implementation of this policy.

Appendix 1

**CATEGORISATION OF REPAIRS**

Emergency Repairs

Fire

Flood including significant leaks or flooding from water or heating pipes, tanks, cisterns

No electricity

No gas

No water

No hot water

No heating

Board up/make safe

No access to property (lost keys etc.)

Inability to close/lock external doors or windows at ground level

No lighting in stairwell

Blocked flue to open fire or boiler

Blocked or leaking foul drains, soil stacks or toilet pans (where no other toilet in house)

Toilet not flushing (where no other toilet in house otherwise routine repair)

Blocked sink, bath or drain

Unsafe access path or step

Unsafe power or lighting socket or electrical fitting

Urgent repairs

Faulty sockets, switches or pendants

Faulty storage heaters

Faulty smoke/carbon monoxide detector

Faulty door entry system

Partial loss of water supply

Loose or detached banister or hand rail

Unsafe timber flooring or stair treads

Storm damage (make safe)

Routine Repairs

All other items of joinery, electrical and plumbing work

## DIVISION OF LANDLORD AND TENANT REPAIRS RESPONSIBILITIES

Item	Viewpoint	Tenant	Exceptions
Balconies	✓		
Bannister (internal)	✓		
Baths	✓		
Bin Stores	✓		
Brickwork, blockwork, etc.	✓		
Ceilings	✓		
Chimney stacks/pots/cowls	✓		
Chimney sweeping		✓	
Cisterns	✓		
Clothes pole	✓		
Cookers - only where provided by Viewpoint	✓		
Communal areas to flats	✓		
Communal TV systems	✓		
Damp-proof courses	✓		
Decoration - internal		✓	
Door bell		✓	
Doors to common area	✓		
Doors/door fittings - external	✓		
Door locks	✓		When tenant has lost or broken the key
Doors - internal	✓		Holes in panel doors
Down pipes, rain & soil	✓		
Drainage- Blockage in internal wastepipes	✓		
Drainage - Excluding above	✓		
Driveways		✓	Where part of pedestrian access to house.
Drying areas	✓		
Electric plugs		✓	
Electric wiring, sockets & switches	✓		
Entry systems	✓		
Fascia, soffit boards, etc.	✓		
Fences - garden boundary	✓		

Fences - between gardens	✓		Only. when provided by the Association
Floor tiles		✓	
Floorboards	✓		
Foundations	✓		
Fuse box, fuses etc.	✓		
Gas central heating/pipes/ radiators/timer/pumps/thermostats	✓		Unauthorised installations and those not adopted by the Association for maintenance
Gas piping	✓		
Garages	✓		
Garden huts		✓	
Gates	✓		Only when provided by the Association
Hatch to loft (communal or individual)	✓		
Handrails - external	✓		
Immersion heaters	✓		Unauthorised installation
Keys (replacement)		✓	
Kitchen fittings & worktops	✓		Unauthorised installations and those not adopted by the Association for maintenance
Lifts	✓		
Lighting pendants, roses and lights	✓	some	Sealed bathroom units will be replaced and relamp over 10 ft high
Overflow pipes	✓		
Painting - external	✓		
Painting - internal		✓	
Parking area (communal)	✓		
Paths	✓		
Plaster & plasterboard	✓		
Pumps	✓		Unauthorised installation
Radiators	✓		Unauthorised installation
Rotary clothes lines - exclusive use		✓	
Rotary clothes lines - communal	✓		

Roofs, roof tiles/slates, roof lights	√		
Roughcast	√		
Shower unit		√	Where provided by the Association
Sink bowl & drainer	√		
Skirting boards	√		
Smoke detectors	√		
Stair lighting	√		
Taps	√		
Toilet seats	√		
Ventilators and fans	√		Unauthorised installation
Wash hand basin	√		
Washer on taps	√		
Waste plugs/chains to basin/bath/ sink		√	
Water heating	√		Unauthorised installation
Water supply	√		
WC	√		
Window frames, sills & fittings	√		

## Appendix 2

### **LETTABLE STANDARD**

We will aim to achieve these standards for every void property before it is occupied by a new tenant. The incoming tenant will be given a copy of the void and lettable standard to allow confirmation that works have been carried out in accordance with this policy.

This policy covers standard void properties. A separate policy covers mutual exchange properties, recognising the fact that while we aim to achieve the same standards, there will not be the same time period when the property will be empty to enable full safety checks and Energy Performance Certification to be carried out.

### **GENERAL ITEMS**

#### 1. Cleanliness

We will ensure that:

1.1 The house is cleared of furniture, carpets and belongings/rubbish from the previous tenant. Depending on their condition, curtains, floorcoverings or blinds left by the former tenant are left as a security measure and/or for possible use by the new tenant in agreement with the Technical Officer. If these items are retained by the new tenant, the tenant will be made aware that VHA has no responsibility/liability for these items at a later date.

1.2 floors are swept and washed if required.

1.3 kitchen and bathroom surfaces are washed down including tiled areas, bath panels and unit fronts, are mould free and seals clean.

1.4 attics, cellars and out buildings are emptied.

1.5 The property is presented clean and in a "lettable standard".

#### 2. Repairs

We will ensure that:

2.1 All repairs relating to these standards are carried out before the new tenancy (apart from circumstances out with our control).

2.2 In exceptional circumstances where we are not able to carry out a repair, for example due to a delay in the delivery of a replacement internal door, and with the agreement of the new tenant, we complete the repair as soon as possible after the start of the new tenancy.

2.3 some replacement of existing fittings such as kitchen and bathroom and heating systems if still serviceable will be held over if a contract to carry out

these works in the same area is being planned within the next 2 years.

### 3 Alterations & Improvements

We will ensure that:

3.1 any alterations & improvements carried out by the previous tenant have either been approved by us and are of an acceptable standard or, if they have not been approved by us and are of an unacceptable standard then they are removed and the property is re-instated with the costs being charged to the former tenant. We will give the outgoing tenant an opportunity to return the property to its previous standard before giving up the tenancy as part of pre termination inspection.

### 4 Garden areas

Where possible we will ensure that:

4.1 gardens attached to the property are cleared of rubbish and any sheds left by former tenants that are in poor condition are removed (with the costs charged to the former tenant). If a shed is left in good condition this may be adopted by the incoming tenant. VHA will retain no liability for this once the tenancy has commenced.

4.2 During the growing season, if required, the grass is cut/strimmed as a 'one off' at the start of the tenancy.

4.3 where required, gardens are brought up to a reasonable standard, e.g. overgrown bushes and trees are trimmed or removed, excessive slabbing is removed, broken paving is renewed etc. and recharged to the former tenant if applicable.

## **EXTERNALS**

### 5. Brickwork, external walls

We will ensure that:

5.1 external walls are sound so as to prevent the likelihood of water penetration.

5.2 there are no major defects.

5.3 Any external building i.e. outhouse buildings are repaired or removed (if there are particular health & safety issues).

### 6 Roofs, gutters & downpipes (visual inspection from ground level)

We will ensure that:

6.1 roofs are weatherproof with no missing or slipped tiles/slates.

6.2 All existing flashing is in position and secure.

6.3 pointing is secure to ridge/hip/verges and eaves and is sufficient to ensure tiles etc. do not move or allow water ingress.

6.4 gutters and downpipes are clear of rubbish, sound and secure.

#### 7 Footpaths, ramps, external steps & handrails, driveways

We will ensure that:

7.1 any such items to the front and rear entrances are reasonably smooth, free of tripping hazards, safe and any broken areas or potential dangerous areas are repaired.

#### 8 Fencing, gates

We will ensure that:

8.1 boundary fencing and gates provided by us are in reasonably sound condition and free from defects that may cause injury (subject to agreement with adjacent owners where responsibility for boundary fencing is shared).

8.2 dividing fencing installed by a former tenant that is in good condition is left and the new tenant is advised that maintenance is their responsibility, but where the fencing is in poor condition it is removed and the boundary reinstated to the original standard with the costs charged to the former tenant. Boundary areas will be explained to tenants.

#### 9 Front and back doors

We will ensure that:

9.1 doors are securely hung and opening/closing freely.

9.2 there is a letterbox and back flap on all front doors.

9.3 We check for draughts, and for evidence of water ingress.

9.4 Where there are both mortice and Yale locks, both locks will be changed.

9.5 we check on security and that spy holes and chains, where provided, are working.

#### 10 Windows

We will ensure that:

10.1 All windows are fully operational, with sashes opening and closing freely.

10.2 All windows are secure and checked for safety.

10.3 window frames are sound and serviceable until the next cyclical painting programme.

10.4 there is no cracked glazing, and any major failing to double glazed unit seals are replaced.

10.5 ground floor windows are fitted with keyed locks as standard.

10.6 Restrictors will be fitted above ground level.

10.6 Where window locks are fitted, window keys are supplied or, if keys are missing, locks are replaced (costs charged to former tenant).

10.7 Where trickle vents are fitted we ensure these are clean, operable and covers are present.

10.8 External works not crucial to the re-letting of the property may be programmed outside of the void period. This would be particularly relevant if works are planned under planned maintenance contracts. Any work of a Health & Safety nature would always be made safe or completed before a new tenancy begins.

## INTERNAL ITEMS

### 11 Electrics

We will ensure that:

11.1 All electrical fittings (including light fittings left by the former tenant that are not being removed) and fixed appliances (e.g. showers) are checked and a certificate of inspection issued to the new tenant (copy to be held by us).

11.2 any switches or socket outlets that are badly marked, covered by paint, smoke affected or damaged in any other way are replaced (costs charged to the former tenant).

11.3 Where provided by us, TV aerial points are in position.

11.4 Where relevant, an electric meter box key will be provided.

11.5 if there is any wires visible to tenants either in property or communal areas these should either be made safe but where possible boxed in.

### 12 Gas

We will ensure that:

12.1 All houses with a gas supply have an appropriate void safety check.

12.2 A full gas safety check is undertaken and a compliance certificate is issued to the new tenant (copy to be held by ourselves).

12.3 A gas meter box key will be provided.

12.4 Where applicable, the CO detector is included in the safety check and has a valid expiry date.

### 13 Gas/electric cooking

We will ensure that:

13.1 Where the previous tenant has left a gas or electric cooker it is removed, as we will be unable to certify its safety. The outlet will then be left in a safe condition as defined by the relevant legislation.

### 14 Smoke alarm/carbon monoxide detector

We will ensure that:

14.1 The smoke alarm(s) is/are tested and cleaned as part of the electric safety check and are all within their valid expiry date.

14.2 The carbon monoxide detector (where fitted) is tested and cleaned and is within their valid expiry date.

14.3 The property is brought up to LD1 standard if required.

### 15 Water supply, waste pipes

We will ensure that:

15.1 stopcocks and valves are free and in working order and we label main shut-off valve in property.

15.2 taps are free and not dripping.

15.3 During severe cold spells (typically start November to end March but dependent on weather conditions outwith these dates), we assess whether stopcocks should be shut off and the water supply drained down and traps filled with anti-freeze solution.

15.4 We replace any plugs that have been fitted to drainage systems for domestic appliances, e.g. dish washing machines (or cap appropriately).

15.5 immersion heaters, where fitted, are in working order and switches clearly labelled.

15.6 cold water tanks have a fitted lid and insulation jacket and overflow pipes are supported (check inside of tank fit for purpose).

### 16 Insulation

We will ensure that:

16.1 All hot water cylinders have a British Standard insulation jacket fitted, where they are not pre-lagged.

### 17 Ventilation, air vents

We will ensure that:

17.1 mechanical extractor fans are clean and in working order where fitted.

### 18 Dampness

We will ensure that:

18.1 The property is free from damp due to water penetration or leaks

18.2 The property is free from evidence of significant condensation and new tenants will be advised of procedures to avoid condensation within their property especially if the property has been empty for a longer period of time.

### 19 Internal pass doors

We will ensure that:

19.1 All pass doors are intact, securely hung and operating properly.

19.2 bathroom and WC doors have a locking device operable where possible from the outside.

19.3 ironmongery is replaced if unserviceable.

19.4 Where an internal door has a glazing aperture we will ensure that safety glass is fitted.

19.5 pass doors are fitted with the correct level of fire resistance where applicable.

### 20 Floors

We will ensure that:

20.1 floors are secure and free from any tripping hazard.

20.2 All loose and missing floorboards are re-secured or replaced, with no sign of active woodworm or rot.

20.3 All floors are de-nailed and carpet backing removed where applicable.

20.4 laminate flooring is removed in upper floor flats (and charged to the former tenant).

20.5 laminate flooring in other properties that is not up to our standards is removed (and charged to the former tenant).

20.5 non-slip flooring where provided is whole, clean & free of paint splashes.

20.6 floorboards are tested for excessive creaking and adjusted accordingly.

20.7 Where thermoplastic tiles are used as a floor surface, any loose or crumbling tiles are replaced.

### 21 Stairs

We will ensure that:

21.1 stair treads & risers are secure and free from excessive creaking.

21.2 banisters and handrails are safe and secure.

21.3 there is no sign of active woodworm or rot.

### 22 Skirting, facings

We will ensure that:

22.1 missing or badly damaged skirtings' or facings are replaced or, if it is possible to repair them, that they are re-secured, filled where necessary and repainted.

22.2 skirtings' and facings are in sound condition.

### 23 Internal walls & ceilings

We will ensure that:

23.1 plasterwork is free from major defect and is suitable for decoration after reasonable preparation by the new tenant – with no loose plaster, a reasonably level surface and with no cracks greater than 3mm wide.

23.2 Any large holes are filled in and left flush for decoration.

23.3 Any polystyrene tiles are removed either on walls or ceilings and the plasterwork is made good and the area either redecorated or a decoration allowance is given to the new tenant.

23.4 surfaces that have a textured coating (Artex) are free from damage.

23.5 where surfaces have a textured coating in need of repair, this will be done as close to the original pattern as possible.

23.6 Any loose or defective joint taping is replaced.

### 24 Bedroom wardrobes & cupboards

We will ensure that:

24.1 Any fitted wardrobes and cupboards have at least one level shelf.

24.2 A clothes rail is fitted, where appropriate.

## 25 Kitchen units

We will ensure that:

25.1 All kitchen units are thoroughly checked, cleaned and fully functioning.

25.2 defective door hinges are repaired, replaced or adjusted where necessary.

25.3 damaged drawers and doors are repaired, or replaced with a matching Drawer/door.

25.4 worktops damaged due to burning and/or water ingress are replaced where appropriate, and worktops are fully sealed and recharged to the former tenant where applicable.

25.5 kick plates & trims are in place.

25.6 wall cupboards are securely fixed.

25.7 washer/dryers, where provided, are clean and functioning.

25.8 The minimum space for kitchen appliances will be 620mm.

25.9 Where a new kitchen is installed as part of void works wall units to have glass doors fitted.

## 26 Showers

We will ensure that:

26.1 Any instantaneous electric shower is included in the electrical safety check.

26.2 Any shower is fully functioning.

26.3 The shower has a workable screen or shower rail and curtain.

26.4 tiling, grout, and/or waterproof panelling is sound and sealed to the bath and shower tray. Any gaps in the seal; will be repaired.

## 27 Bathrooms

We will ensure that:

27.1 all sanitary ware, baths and basins are checked and are clean, free from rust, securely fixed, with all plugs in place, and free from any chips or cracks.

27.2 taps are operating easily and not dripping.

27.3 Where replacement of part of a coloured suite is required, if the matching colour is not available the item is fully replaced in white.

27.4 flushing mechanisms are working satisfactorily and PVC cisterns are replaced, if required.

27.5 All existing tiling is sound and sealed.

27.6 all joints to baths and shower trays are sound and in good condition.

27.7 grab rails, toilet roll holders, cabinets & other fixtures and fittings are securely installed where fitted.

27.8 boxing-in under wash-hand basins etc. is checked, and if in poor condition is removed and the area made good.

27.9 toilet seats will always be replaced.

27.10 We will ensure that light fitting/s in the bathroom are IP65 certified

27.11 we will replace baths less than 1700mm length with low or level access shower trays.

27.12 we will consider shower tray size dependent on area available – but aim to achieve more than the standard 750 x 750mm size. We will fit safety glass screens with a folding door system, including wet wall panels.

#### 28.0 Alarm Systems

We will ensure that all pull cords and PIR sensors are checked and in working order.

#### 29.0 Energy Performance Certificates

An Energy Performance Certificate (EPC) will be displayed in a prominent place within the property. The EPC rating must be available for the property advert.

### **DECORATION**

In Sheltered, Retirement and Alarmed properties we will decorate. This includes all walls and woodwork. Where decoration is carried out the colours will be neutral and consistent throughout the property.