

**SCOTTISH VETERANS RESIDENCES**

**MAINTENANCE  
POLICY**

**October 2019**

## **POLICY STATEMENT**

**The Scottish Veterans Residences recognises its responsibilities to its tenants and its housing stock and will endeavour to maintain its stock in accordance with legal requirements and in compliance with relevant recommendations. In addition, within given resources, it aims for the highest standards of maintenance and service.**

### **Response times for repairs**

Response times will be measured from the time the organisation received notification of the repair until the work is complete the following times will apply, provided access is available.

Emergency	-	within 4 hours
Urgent	-	within 3 days
Routine	-	within 20 days

### **Emergency Repairs**

Are deemed to be necessary repairs, to prevent, serious damage to the building e.g., danger to health, risk to safety or risk of loss or damage to the tenants' property.

SVR will endeavour to carry out all emergency repairs within 4 hours from receipt of notification of the repair. Items deemed to be emergencies are

- Electrical supply to the house
- Gas supply to the house
- Water supply to the house
- Blocked drains within the property line
- Security of the property
- Access to property
- Safety of windows (catches etc.)

### **Urgent Repairs**

Are repairs, which seriously affect the comfort or convenience of the tenant, e.g., leaking radiator, defective ball valve. SVR will endeavour to carry out all urgent repairs within 3 days of receipt of notification of repair. Items deemed to be urgent are:

- Heating and hot water to house
- Water tightness of property
- Replacement of sanitary ware

- Replacement of glass

### **Routine Repairs**

Are repairs, which will not seriously interfere with the comfort and convenience of the tenants. SVR will endeavour to carry out all routine repairs within 20 working days of notification of repair. Items deemed to be routine are:

- Windows that cannot be opened
- Leaking guttering
- Faulty doors

### **Landlords Responsibilities**

SVR will keep in repair and/or put into proper working order:

- The structure of the building including gutters, external pipework and decoration of exterior and common areas.
- All common drains serving the building up to the public sewer, where the local drainage authority becomes responsible, and any other drains where work is required as a result of faulty installation or design.
- Electricity, gas and water supply installations up to the point where the supply authority becomes responsible i.e., the gas or electric meter and the water valve in the street.
- All sanitary appliances including bath, shower, WC and wash hand basin, unless damaged by the tenant.
- Fixtures and fittings such as kitchen cupboards, fitted wardrobes and other fixtures, which are SVR property.
- Walls, gates, fences, paths, etc. which are provided.
- Repairing damage to the building caused by the following:
  - (i) storm damage
  - (ii) burst water pipes, etc.
  - (iii) fire
  - (iv) break-in or attempted break-in, provided this has been reported to the police within 24 hours
  - (v) broken windows or glazed doors caused maliciously. Since reporting to the police is a condition which must be met by SVR in order to receive the cost of repair from its insurers, the tenant is expected to inform SVR and the police immediately damage is noticed.

## **Tenants Responsibilities**

The tenant is responsible for the following:

- All repairs resulting from misuse or accidental damage caused by the tenant to the building, fixtures, fittings, furniture, walls, gates, fences, etc.
- Repairs to any appliance, fixture or fitting, etc., installed by the tenant.
- All personal belongings.

## **Fair Wear and Tear**

SVR expects the tenant to look after their flat. 'Fair wear and tear' is deterioration due to normal use of the room. Any damage clearly caused by misuse by the tenant, which SVR repairs, will be charged to the tenant.

## **Insurance**

SVR does not insure the tenants' personal belongings. The tenant should therefore take out an insurance policy to include cover for all personal belongings.

SVR insures against all damage to the structure of the building.

## **Life Cycle Costing/Long Term Maintenance**

With both properties being of some considerable age and Listed Buildings, the organization currently has a 10 year cyclical maintenance programme for major components and materials. This programme is overseen by our Architectural Consultants who are directly involved with all aspects of the work.

SVR has in place a sinking fund to cover the costs of long-term maintenance and the eventuality of unexpected emergency repairs arising.

Yearly maintenance budgets are worked out and a sum is allocated to each residence to cover maintenance work and repairs.