



SCOTTISH VETERANS RESIDENCES

REPAIRS AND MAINTENANCE POLICY

REVIEWED BY PROPERTY SERVICES MANAGER

PUBLISHED SEPTEMBER 2024

NEXT REVIEW SEPTEMBER 2027

1. INTRODUCTION

The mission of Scottish Veterans Residences is to:

‘Provide quality support and accommodation to as many ex-Service/Merchant Marine personnel as possible, for as long as they need it, in order to assist those that are able, to return to independent living.’

This policy sets out how the organization will provide an effective and efficient repairs and maintenance service.

2. POLICY OBJECTIVES

The specific objectives of the policy are to:

- Ensure maintenance obligations are satisfied.
- Provide homes that are warm, comfortable and healthy.
- Ensure that the association provides an efficient repairs service
- Achieve value for money
- Ensure adequate provision for planned maintenance and improvement work.

3. LEGAL AND REGULATORY REQUIREMENTS

Scottish Veterans Residences will aim to comply with:

- Housing (Scotland) Act 1987; 2001; 2006 and 2010
- The Scottish Social Housing Charter 2012
- The Scottish Housing Quality Standard (SHQS)
- Gas Safety (Installation & Use) Regulations 1998

Alongside any other relevant legislation and where possible in line with best practice.

4. SCOTTISH SOCIAL HOUSING CHARTER

The association will report annually to the Scottish Housing Regulator on all outcomes included in the Scottish Social Housing Charter via the Annual Return on the Charter covering all aspects of its operations, including maintenance. The return includes feedback received from residents/tenants on the quality of their home and repairs.

5. COMPLAINTS

Any individual who is dissatisfied with the service they have received should be encouraged to provide feedback. Complaints will be dealt with in accordance with the association’s Complaints Handling Policy.

6. DEFINITION OF RESPONSIVE REPAIRS

Responsive repairs are unplanned and cannot be deferred to be included in planned maintenance programmes. Residents/tenants can report repairs in person at the reception on the 3 main sites or by calling 24/7 via 01382 477078 (Dundee), 0131 5566827 (Edinburgh) or 0141 7662580 (Glasgow) as appropriate.

SVR use the following categories and target timescales for completion of the repair.

Category of Repair	Definition of Repair	Target Timescale
Emergency repairs	Repairs where there is a hazard to life, a serious danger to health and safety or the potential for more extensive damage to property. This category of repair includes total loss of heating or burst pipes affecting heating system.	Attend and made safe within four hours. Where necessary follow-on repairs will be issued with appropriate timescales to reflect the priority of the remaining work
Non-Emergency Repairs: Urgent Repairs	Urgent repairs are those where inconvenience to the tenant is involved but where the situation falls short of the “emergency” category described above and which should not result in rapid deterioration if not attended to.	Attend and complete within three working days.
Routine Repairs	All repairs not included in the emergency and urgent categories and which cannot be deferred until a future cyclical or planned maintenance programme.	Attend and complete within twenty working days.
Gas Urgent	Repairs to gas central heating systems which fall short of an emergency. This category of repair includes partial loss of heating or failure of a focal fire point.	Attend and complete within twenty-four hours.

7. REPAIR CATEGORY EXAMPLES

The table below provides examples for each of the repair categories but is not comprehensive or exhaustive.

Emergency Repairs	Urgent Repairs	Routine Repairs
<ul style="list-style-type: none">- Burst pipes- Faulty cooker control unit- No heating- No water supply- Blocked flue to open fire or boiler- Loss or partial loss of gas supply- Unsafe power or lighting socket or electrical fitting- Choked toilet (1 in the house)- No lighting or power- Unsecured external door- Broken windows- Blocked or leaking foul drains or soil stacks- Toilet not flushing (1 toilet in house)- Any health and safety issue- Failure of common area lighting.	<ul style="list-style-type: none">- Partial loss of water supply- Repairs to mechanical extractor fan (internal kitchens or bathrooms)- Blocked sink, bath or basin- Toilet not flushing (2 toilets in house)- No hot water- Loose or detached bannister or handrail- Partial loss of electrical supply- Choked toilet (2 toilets in house)- Leaks from water or heating pipes, tanks or cisterns- Partial loss of water supply- Unsafe timber flooring or stair treads.	Repairs which do not seriously interfere with the comfort of the tenant or cause them inconvenience including minor joinery, plumbing or electrical items, plasterwork and the like.

8. RIGHT FIRST TIME

Some repairs may need more than one visit to complete and if this is agreed with the tenant then this can still be considered right first time. RFT applies to all non-emergency repairs completed during the reporting year except:

- Responsive repairs done as part of a planned maintenance programme.
- Complex repairs, where investigation is required.
- Repairs to voids.
- Repair where the tenant has failed to provide access.

In order to meet the definition of 'Completed Right First Time' a reactive repair must be completed within the appropriate target timescale **and** without the need to undertake return visits because the repair was inaccurately diagnosed and/or the operative did not resolve the reported problem.

9. RIGHT TO REPAIR

This section applies to SVR tenants in Scottish Secure Tenancies. Specific entitlements to repairs and a Right to Repair (RTR) scheme are set out in Section 27 of the Housing (Scotland) Act 2001. Further details are set out in Scottish Statutory Instrument 2002-03 Number 316 – “Right to Repair”. If the association or its contractor do not meet their obligations in terms of repair timescales then tenants may be entitled to compensation under the scheme.

A full list of RTR repairs and timescales is attached at Appendix 1. The Housing (Scotland) Act 2001 states that repairs above a certain value (currently £350) are not covered by this legislation. Any repairs expected to cost more than this amount shall be categorised under one of the other repair categories (or the categorisation amended once the value of the work becomes apparent).

10. COMPLEX REPAIRS

A complex repair is one where the target timescale may not be achieved because:

- Materials have a long manufacture/delivery or
- specialist work required which requires further investigation or
- the repair is of a value that is subject to the association’s quotation/tender rules,

Complex repairs are not included in the calculations for ‘right first time’ performance monitoring.

11. VOID WORKS

The association aims to re-let empty properties as quickly as possible. Every void property is subject to inspection and necessary repairs will be undertaken to restore or improve the property to the minimum lettable standard.

12. MUTUAL EXCHANGES

A mutual exchange takes place when two tenants agree to exchange houses with each other. The association will instruct gas and electrical safety checks prior to a mutual exchange being completed. No repairs other than those carried out under the terms of the normal landlord responsibilities will be carried out as a consequence of an exchange.

Tenants who wish to carry out a mutual exchange will be expected to satisfy themselves that the property they are moving to is in a good state of repair and that no unauthorised alterations have been carried out by the previous tenant. Where unapproved tenant alterations have been made these should be made good prior to the exchange. Where unapproved alterations have been made and have not been rectified by the tenant prior to the move, the incoming tenant will assume full responsibility for the alterations and will be required to make good or reinstate if they thereafter move out. All costs associated with such works will be the responsibility of the incoming tenant.

13. MEDICAL ADAPTATIONS

With the exception of low cost items, adaptations will only be considered following a referral and recommendation from an Occupational Therapist.

14. GAS SERVICING

The association uses Gas Safe registered contractors to undertake annual gas servicing and maintenance of gas appliances in accordance with the Gas (Installation and Use) Regulations 1998. The legal requirement is for appliances to be serviced within 12 months of the previous service. SVR carries servicing of gas appliances within tenancies every 11 months to ensure that it meets the 100% target for the annual gas servicing.

15. UNFORESEEN WORK

There are occasions where repairs are necessary due to fire, flood, weather and these works are usually covered by building insurance.

16. RECHARGEABLE REPAIRS

Tenants will be charged for repairs that are a result of neglect or willful damage including lost or stolen keys. Under the terms of Scottish Secure Tenancy Agreement the association will not be responsible for repairing damage caused by the Police or other agency lawfully forcing entry to a property.

17. LANDSCAPE MAINTENANCE

SVR engage a Landscape Consultant and Clerks of Works to oversee the ground maintenance contractors to ensure that they meet their contractual obligations.

18. TENANT ALTERATIONS

Tenants may wish to carry out alterations to their property. Any requests must be in writing detailing what work is proposed. Permission will not be unreasonably withheld. Advice will also be given on aspects of the work including materials, locations and whether building warrants or planning permission may be required.

19. RIGHT TO COMPENSATION FOR IMPROVEMENTS

The Scottish Secure Tenants (Compensation for Improvements) Regulations 2002 gives tenants the right to receive compensation for certain works (or qualifying improvements) carried out by them during the course of the tenancy. Tenants must have obtained written permission for the work and compensation can only be claimed after the tenancy has ended.

20. PROCUREMENT

The association will ensure that the procurement of all service and works contracts of a significant nature are consistent with the association's Procurement Strategy.

21. LANDLORD AND TENANT RESPONSIBILITIES

As a registered social landlord SVR will:

- Meet legal requirements defined in Housing (Scotland) Act and relevant statutes.
- Achieve standards and outcomes set out in the Scottish Social Housing Charter.
- Maintain adequate insurance cover for all properties*.
- Comply with all aspects of the Gas Safety (Installation and Use) Regulations 1998.
- Ensure that the housing stock meets criteria laid down in the SHQS.
- Comply with all aspects of the current I.E.E. Regulations.
- Complies with the Control of Asbestos Regulations.

* SVR is not responsible for ensuring residents/tenants home contents.

22. TENANT RESPONSIBILITIES

SVR will ensure residents/tenants are aware of their responsibility to:

- Report repairs promptly.
- Respect their property and make minor repairs.
- The detail of their agreements relating to the provision of access. Access must be provided within twenty-four hours following a formal request made by the association.

23. THE ENERGY EFFICIENCY STANDARD FOR SOCIAL HOUSING (EESH)

The association will maintain its stock to the current energy efficiency standard in accordance with the reporting requirements of the Scottish Housing Regulator.

24. ASBESTOS REGULATIONS

The association will ensure that systems are in place to identify any potential hazards regarding the presence of asbestos in a property. This will be highlighted when repairs or improvement works are being instructed to ensure that the contractor is made aware of any relevant risks. The Association has a separate Asbestos Policy.

25. WATER SYSTEMS AND LEGIONELLA

The association will comply with all current legislation and HSE Codes of Practice (2013) relating to water safety and Legionella and establish clear guidelines to be adopted in premises owned by the association to reduce Legionella-related risks to as low a level as is reasonable practicable. The association has a separate Legionella Management Plan and has Legionella Risk Assessments.

Appendix 1 – RIGHT TO REPAIR (RTR)

The Scottish Secure Tenants (Right to Repair) Regulations 2002 The table below lists all defects and repairs which are “qualifying repairs” and the maximum timescale for completion (in working days following the day of reporting, or after the day of inspection, if needed) under the above legislation.

Qualifying Repair	Maximum Period for Completion in Working Days
Blocked flue to open fire or boiler	1
Blocked or leaking foul drains, soil stacks or toilet pans where there is no other toilet in the house	1
Blocked sink, bath or drain	1
Total loss of electricity (where HA responsibility)	1
Partial loss of electricity	3
Insecure external window, door or lock	1
Unsafe access path or step	1
Significant leaks or flooding from water or heating pipes, tanks, cisterns	1
Loss or partial loss of gas supply	1
Loss or partial loss of space or water heating where no alternative heating is available	1
Toilet not flushing where there is no other toilet in the house	1
Unsafe power or lighting socket, or electrical fitting	1
Loss of water supply	1
Partial loss of water supply	3
Loose or detached banister or handrail	3
Unsafe timber flooring or stair treads	3
Mechanical extractor fan in internal kitchen or bathroom not working	7

The Right to Repair legislation only applies to repairs costing less than £350 (April 2010) where the tenant provides access, and where there are no exceptional circumstances applying (e.g. severe weather).