



SCOTTISH SOCIAL HOUSING CHARTER LOCALLY AGREED STANDARDS

Agreed by Focus Group	At meeting on – 13/09/2013
Ratified by Board of Management	At meeting on -
Board Chairperson's Signature	



CASSILTOUN HOUSING ASSOCIATION LIMITED
Castlemilk Stables, 59 Machrie Road, Castlemilk, Glasgow G45 0AZ

Registered Scottish Charity no 035544

CASSILTOUN HOUSING ASSOCIATION LIMITED

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CASSILTOUN HOUSING ASSOCIATION is a customer-focused organisation who understands the importance of the quality of the homes that we provide and the physical environment that we maintain. We aim to provide a high standard of service, property and environment to meet the needs and expectations of our tenants, residents and customers both internal and external.

The Cassiltoun Standard aims to set out the standard and quality of service, property and environment that can be expected by tenants, residents and customers of the Association.

CUSTOMER SERVICE STANDARDS

This Standard refers to the level of customer service that you can expect to receive when attending the Association's Office or on the telephone.

- There will always be a member of staff at the reception desk during office opening hours to deal with customer enquiries in person and on the telephone. The office hours are 8.30am to 5.00pm, Monday, Tuesday, Thursday, Friday 8.30 am to 4.00pm and 8.30am to 12.30 on a Wednesday as the office is closed on a Wednesday afternoon for Staff Training Purposes. In addition to this there will always a senior member of staff available during these hours.
- Your telephone call will be answered within 6 rings and the person answering the telephone will provide you with their name.
- Your call will be directed to the most appropriate person, however if they are not available the receptionist will take your number and you will be called back.
- Name badges will be worn at all times and staff will introduce themselves in order that the customer knows with whom they are dealing.
- Customers will be made to feel welcome and will be addressed by their name as soon as it is known.
- On arrival customers will be asked to register their arrival.
- Should customers be kept waiting for any length of time an apology should be given by the receptionist and an approximate time given of when the customer will be seen. Alternatively an appointment maybe offered.
- Customers can be assured of confidentiality at all times as private interview rooms are available to discuss your issues which are sound insulated.
- The reception area will be welcoming, clean and free of debris and unnecessary clutter.
- Articles of interest and publicity material will be available for reading.
- Our office is a no-smoking building.

MINIMUM LETTABLE STANDARD

When you accept a Cassiltoun Housing Association property as your home we want you to be happy with it from day one and to understand the condition in which you will receive your property.

General Cleanliness

The house will be cleared of furniture, carpets and belongings/ rubbish from the previous tenant. Floors will be swept out, kitchen and bathroom surfaces will be clean and washed down and any attics, basements and out buildings will also be Cleared.

Decoration

All decoration is the responsibility of the new tenant, therefore the condition of the decoration on accepting a home cannot be guaranteed.

Front Door (and back door if applicable)

As a minimum you will be provided with a mortice and/or a yale lock on a timber door or in the case of a UPVC double glazed door a security lock. The letterbox will be operational and the door free from draughts and water ingress.

Windows

All windows will be fully operational and have had full safety checks carried out where window locks have been fitted keys will be supplied.

Kitchen

All kitchen units will have been thoroughly checked. Any damaged worktops, drawers or doors will be replaced and door hinges replaced or adjusted if necessary. The Association has a kitchen replacement program therefore if the kitchen units in your new home are not up to modern standards you will be advised in which year these will be replaced.

Either gas or electric fitments will be provided for a cooker to be installed. Installation is the responsibility of the tenant, therefore please check prior to purchasing a cooker which has been provided.

Bathroom

The bathroom suite will have been checked for chips/cracks and if necessary that part of the suite replaced, in addition to this toilet seats will be replaced. Over bath showers will be in working order and will have had an electrical check carried out on them. A shower rail and screen/curtain will be provided.

Internal Pass Doors

All pass doors will be intact and will operate properly. Bathroom doors will be supplied with a locking device.

Floors

All loose and missing floorboards will either be re-secured or if necessary replaced in order that the floor surface is even to allow carpets to be laid. Laminate flooring is not recommended in tenement properties due to the noise disturbance that this can cause to neighbours and the fact that access under floorboards may be required for any leaks to heating or water pipes.

Skirtings and facings

Any missing or badly damaged skirtings or facings will be repaired or if necessary replaced. The decoration of these is the new tenant's responsibility.

Cupboards

All bedroom cupboards will space permitting have a level shelf with a clothes rail below it.

Hall cupboards will space permitting have three shelves.

Electrics

All electrics within your home will have been checked and a certificate of inspection will be retained by the Association.

Gas

The majority of the Association's homes have full gas central heating which will have had a full gas safety check carried out and a Gas Safety Certificate will be issued to you and a copy will be retained by the Association. Where your new home does not have a gas central heating system fitted, this will be ordered and fitted once you have moved into your home (with the exception of Barlia Way which are all electric properties).

Smoke Alarm

All properties will have the minimum of one smoke alarm fitted this will be checked to ensure that it is in full working order prior to you moving into your home.

Energy Efficiency

All the Association's properties are checked for energy efficiency and you will be issued with an Energy Performance Certificate when you move into your home.

Garden Areas

If you have a garden attached to your home this will be cleared of rubbish and the grass will be cut once after you move into your home. Thereafter, grass cutting and the maintenance of the garden is your responsibility.

ENVIRONMENTAL STANDARD

Cassiltoun Housing Association appreciates that our residents' quality of life is not only dependent upon the home that we provide but also the area surrounding that home which includes common back courts and common areas.

Estate Management

The Association will regularly inspect all common areas owned by the Association including back courts to ensure that they are to an agreed standard. We will also provide advice and assistance to tenants on tenancy related issues and statutory requirements relating to Estate Management.

An Estate Action Group has been set up and meets regularly to discuss issues regarding the maintenance of the estate. The meeting is attended by all service providers, including the Association, the Police, Land and Environmental Services from Glasgow City Council, the Association's land maintenance contractor and tenant's and residents of the Association.

Common Closes

The Association employs a company (currently CAS) to clean all the communal stairs and landings within our properties. It is the residents' responsibility to maintain the standard once the cleaning has been carried out.

The work carried out in the common closes is:-

- | | |
|-----------------------|---|
| Weekly:- | Brush and mop all floors, stairs and landings.
Clean all stair treads and risers.
Dust and clean all light switches, skirtings, dado rails and window ledges.
Dust and clean all balustrades and handrails
Damp and wipe down all internal and external wall tiles.
Dust and clean front and rear close doors.
Clean and polish all ironmongery on entrance doors.
Remove all cobwebs.
De-litter close, close entrance and access footpath. |
| Twice Weekly:- | Deck scrub all floors, stairs and landings in <u>one</u> close. |
| Monthly:- | Clean and polish both sides of all communal landing windows/glazing and glazed panels on and adjacent to front and rear entrance doors. |

The Association monitor and inspect the work carried out by its contractor on a regular basis.

Estate Maintenance

The Association puts the Landscaping maintenance contract out to tender and contractor currently employed to maintain the estate is JMK Groundcare Ltd.

The work carried out by JMK Groundcare will include:-

- Removing the bulk rubbish from back court areas for collection by cleansing on the agreed days (50 weeks of the year)
- Removal of litter and sharps from back court and common areas. (twenty times annually)
- Weed control of common and back court areas. (four times annually)
- Pruning of shrubs and trees (eight times annually)
- Hedge cutting (four times annually)
- Grass cutting (fifteen times annually)
- Power washing of communal back court areas (twice annually)

The Association also maintain a garden care list for those tenant's who are physically unable to maintain their gardens. This work is also carried out by JMK Groundcare Ltd.

The Association monitor and inspect the work carried out by its contractor on a regular basis.

Refuse disposal and litter

Glasgow City Council Land and Environmental Services (LES) are responsible for refuse disposal. The Association will, in conjunction with LES, ensure that the appropriate facilities for the disposal of refuse are provided. The Association will maintain the communal bin areas and will ensure that refuse on our common areas are disposed of.

Tenants will be advised of arrangements and appropriate days for the uplift of rubbish at the start of their tenancy and periodically through Tenant's Newsletters. Tenants are responsible for ensuring that their rubbish is disposed of safely, tidily and securely wrapped, and for making arrangements for the uplift of large items and garden refuse. The Association will liaise with LES to take immediate action on the illegal and unsightly dumping of rubbish and litter.

Pets

The Association aims to minimise any nuisance or health risk associated with the keeping of pets. The tenancy agreement determines the tenant's responsibility in relation to pets and limits the number of pets allowed to one only.

It is the tenant's responsibility to ensure that their pet is kept under control and does not cause a nuisance to neighbours or cause damage or destruction to the surrounding area. This includes dog fouling which has become a major problem in our areas. It is the owner's responsibility to pick up after their pet. The Association will in order to maintain the cleanliness of our area work closely with GCSS who have a dog warden service and will assist in the provision of information in order that owners who do not clean up after their pets are fined. The Association will also take immediate action to investigate complaints about pets and may withdraw permission to keep them. The Association will also liaise with the GCSS, the GCC Environmental Health Dept., and SSPCA on issues including stray dogs and where dogs are not being kept in appropriate conditions.

REPAIRS SERVICE STANDARD

Cassiltoun Housing Association provides a reactive and cyclical maintenance service in order to ensure that: -

- Buildings are kept in good repair;
- Installations are maintained in proper working order;
- Provide properties that are fit for human habitation; and
- No defect places any person in potential danger.

REACTIVE REPAIRS

A reactive repair is a repair which cannot be planned for but must be carried out as the need arises. A tenant can report a reactive repair by telephone or in person at the office or if the repair happens out with office hours by telephone to our contractor who have a 24 hour responsive service.

Some examples of reactive maintenance include: -

- Leaks at cistern;
- Door latch not catching;
- Faulty light switches;
- Central heating faults;
- Vandalism.

The Association has categorised its reactive repairs service in order of priority. When reporting a repair you will be advised of the repair category and the timescale within which you can expect your repair to be carried out. Where possible, access days and times will be agreed between the Association and the tenant. The repair categories are as follows and are shown together with the Association's required response times: -

Category	Response Time
• Emergency	2 hrs to attend and 6 hours to "make safe", follow-up work to be completed within 3 working days.
• Urgent	3 Working Days
• Routine	10 Working Days

Each category is defined as follows: -

- **Emergency** - A repair which if not carried out could threaten the health or safety of the tenant, or could cause serious damage to the building e.g. gas leaks, flooding, and electrical faults.
- **Urgent** - A repair which causes substantial inconvenience to tenants and has a degree of urgency e.g. hot water and heating defects, running overflows and television aerial repairs
- **Routine** - A repair that is minor in nature and does not pose any threat to the health or safety of the tenant or building. E.g. slight leaks, dripping taps.

In the case of emergency repairs, the Association will ensure that there is 24 hour cover, 365 days a year for these works. Contact numbers for works and procedures for reporting these repairs will be clearly displayed at the office and will also be contained within the tenant's handbook. Any change to these procedures will be notified immediately to tenants. The contractor will attend within 2 hours and complete or make safe within 6 hours.

The contractor will take care when in a tenant's home not to cause any undue mess or disturbance and will clean up after they have completed the job.

Customer satisfaction is important to the Association therefore to ensure that our tenant's are happy with the service that is being provided, the contractor will ask the tenant to complete a short customer satisfaction survey. This will assist the Association with service improvements and the results will be reported to the Operations Sub Committee.

QUALIFYING REPAIR

Certain reactive repairs are classified as Qualifying Repairs under the Right to Repair Regulations 2002. These timescales are set by law and not by the Association. These repairs and timescales are:-

QUALIFYING REPAIRS AND MAXIMUM TIME FOR COMPLETION

<i>Qualifying Repair</i>	Maximum Period (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
Loss of electric power;	1
Partial loss of electric power.	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

CYCLICAL MAINTENANCE

Cyclical Maintenance is basically a planned repair and is carried out in order to prevent any deterioration in a property.

The Association has compiled a programme of cyclical maintenance based on life cycle costing and stock condition surveys. These are incorporated into the Association's 40-Year programme of cyclical maintenance, which is reviewed annually taking account of the age and condition of buildings and components and tender prices for cyclical maintenance projects already carried out. Examples of typical repairs include: -

- External & internal common painting
- Gas Servicing
- Electrical Servicing
- Estate Maintenance
- Gutter cleaning

It is important that your gas appliances are serviced annually. You will be contacted by our contractor when this is due and suitable access arrangements made. Please ensure that you allow the contractors access as this safeguards yourself and your neighbours from any issues that may arise. The contractor will carry out the work quickly, efficiently and cleanly there will be no mess left once they have completed the job.

MAJOR REPAIRS

Cassiltoun Housing Association has planned for our Major Repairs Maintenance programme for the next 40 year using stock condition surveys and life cycle costing. This means that we know in each of our properties when an element is required to be replaced. We have procured the first five years of this investment to 2018.

Some examples of Major Repairs include: -

- Boiler replacement;
- Bathroom replacement;
- Central heating replacement;
- Kitchen unit replacement;
- Roof replacement.

When a tenant's home is involved in a major repairs programme they will be consulted and kept informed at all times. In the case of kitchen replacement a choice of kitchen unit will be provided for the tenant to choose from. Prior to work beginning a 'March In' will be carried out by the Association and the contractor with the tenant present to ensure that the tenant understands the work that is to be undertaken and the disruption this may cause. Once on site the Association will ensure that there is liaison between all parties and when the work is completed a

'March Out' will be carried out to ensure that the work has been completed to a high standard and that the tenant is satisfied with it. A short tenant satisfaction survey will be carried out on completion of the work.

All Cassiltoun Housing Association properties currently meet the Scottish Housing Quality Standard.

APPENDIX 1

Focus Group Members List

Ann Cameron	6 Croftfoot Crescent
Matt Miller	3 Barlia Gardens
Annemarie O'Kane	Flat 0/1, 14 Cavin Drive
Julie McNeil	Flat 0/2, 72 Castlemilk Drive
Mary McDonagh	8 Tormusk Drive
Fay Leishman	4 Tormusk Drive
Margaret Watt	Flat 0/2, 6 Croftfoot Crescent
John Muloney	Flat 1/2, 20 Barlia Way
John & Margaret Millmaker	5 Croftfoot Quadrant
Margaret Cosh	Flat 0/3, 75 Dougrie Road