



# Cassiltoun

## Housing Association

### REPAIRS & MAINTENANCE POLICY

<b>Date Approved</b>	<b>Proposed Review Date</b>
<b>September 2019</b>	<b>September 2022</b>
<b>Chair Person/Office Bearers Signature:</b>	

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

**RECOGNISED SCOTTISH CHARITY SC 035544**

## 1. INTRODUCTION

- 1.1 Cassiltoun Housing Association Limited (hereinafter referred to as “the Association”) is committed to providing high quality, affordable housing. We aim to ensure our housing stock is well maintained by providing a comprehensive, consistently high quality repairs and maintenance service to all our tenants in accordance with the Scottish Secure Tenancy Agreement, relevant legislation and safety requirements.
- 1.2 This policy covers the areas of reactive maintenance, cyclical maintenance and major repairs and outlines the Association’s broad aims in relation to our repairs and maintenance service. It sets out a range of general principles that will guide the activities and standards of service that we aim to implement.

## 2 POLICY AIMS AND OBJECTIVES

2.1 This policy aims to achieve the following of the Association’s Strategic Objectives.

- **Ensure that our rents remain affordable, maintain a stock base sufficient to achieve economies of scale and deliver effective services in a cost efficient way.**
- **Maintain the high quality of our housing and service provision, ensuring the comfort of tenants and the protection of investment.**

2.2 The specific aims and objectives of our Repairs and Maintenance Policy are to achieve the following:-

- To provide safe, warm homes of good quality which remain in demand.
- To provide an efficient and effective reactive repairs service that is responsive to the needs of tenants and gets repairs done right, on time, first time.
- To enable adaptation work to be carried out in order to meet the individual needs of tenants.
- To achieve Value for Money in procurement.
- To minimise void repair periods and rent loss due to voids.
- Ensure effective systems are in place for monitoring, and recording information about stock condition. This information shall underpin the planning of maintenance and improvement works and the financial planning process.
- To ensure effective systems are in place to monitor performance in relation to maintenance and repair activities and services. These shall underpin the framework for achieving desired levels of work quality and customer service and satisfaction.
- To provide customers with regular performance information and a range of opportunities to be involved in the development of the full range of repairs and maintenance activities and services. In this respect due consideration will be given to the Association’s Tenant Participation Policy and Strategy.
- To enable the Operations Sub Committee to exercise due control over repairs and maintenance activities; through quarterly performance reporting.

## 3. DELEGATION OF RESPONSIBILITY

**3.1** Overall control of the policy rests with the Board of Management. The Operations Sub-Committee has delegated authority to make operational decisions within the scope of the current policy.

The Director of Operations is responsible for the day to day implementation of the policy. The Director of Operations and other members of the Association staff have delegated authority for the instruction of works and payment of invoices in accordance with the levels set within the Association's Procurement Policy.

The Housing Manager (Property) will oversee the management of the repairs service in line with this policy and is responsible for the regular monitoring of the service to ensure that it is carried out in line with this policy and that all KPI's are being met.

#### **4. LEGAL AND REGULATORY COMPLIANCE**

**3.1 Legislation / Scottish Government:** Legislative & regulatory requirements include the need to comply with a range of health and safety duties imposed on landlords; various landlord responsibilities set out in the 2001 and 2010 Housing (Scotland) Acts; the Scottish Housing Quality Standard; the Energy Efficiency Standard for Social Housing and various contractual terms in relevant tenancy, occupancy and management agreements. We will ensure that all our practices comply with these terms and requirements.

**3.2 The Scottish Social Housing Charter (SSHC):** The SSHC sets out the standards and outcomes that all social landlords should aim to achieve when performing / delivering their housing activities. It states the following in terms of maintenance:

**Outcome 2: Communication** - Social landlords should manage their business so that tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.

**Outcome 4: Quality of Housing** – Social landlords should manage their business so that tenants' homes, as a minimum, meet the Scottish Housing Quality Standard by April 2015 and continue to meet it thereafter, and when allocated, are always clean, tidy and in a good state of repair.

**Outcome 5: Repairs, maintenance and improvements** – Social landlords should manage their business so that tenants' homes are well maintained with repairs and improvements carried out when required and tenants are given reasonable choices about when work is done.

**Outcome 13: Value for money** - Social landlords should manage all aspects of their business so that tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.

**3.3 The Scottish Federation of Housing Associations (SFHA):** The SFHA has also developed good practice guidance relating to the provision and management of repairs and maintenance services. This policy takes account of this guidance. The Association will have regard for all legislative, contractual, regulatory and good practice requirements in the implementation of this policy and also in the delivery of our repairs and maintenance service.

## **5.0 REACTIVE REPAIRS SERVICE AND CUSTOMER SERVICE STANDARDS**

**5.1** The reactive repairs service is delivered by the Association's Operations Team under the supervision of the Housing Manager (Property). Team members are tasked with a range of duties and are supported by the Technical Officer.

**5.2** We shall publicise information about our repairs and maintenance service in a number of ways. Our tenant handbook and website in particular shall contain such information as the division of landlord and tenant responsibility, how to report a repair, the different response timescales etc. Our newsletters shall also be used to provide more general and practical information, including contact details and service performance statistics.

In common with our other services we aim to make our reactive repairs service fully accessible to all who require to use it and as far as possible responsive to the individual needs of service users. As a minimum the Association shall aim to arrange for appointments on a specific days and or dates, and at a time in either morning or afternoon. Tenants may inform us that repair work is required by the following methods:

- Telephone (24 hour service, including emergencies)
- In Person at the Office (08.30am - 5.00pm Monday, Tuesday and Thursday, 8.30am – 12.30pm Wednesday and 8.30am-4.00pm on a Friday)
- By Letter or e-mail or via the Associations web site.
- By speaking to a member of the Association's staff whilst they are out in the estate.

**5.3** With all the repair works the Association shall aim to ensure that good quality materials are used by repairs contractors and also ensure that high standards of work are achieved. A robust inspection and monitoring system shall be in place for this purpose. Similarly we shall maintain effective systems for monitoring contractor performance and requesting feedback from tenants on repair work carried out.

## **6.0 REPAIR CATEGORIES AND COMPLETION TIMES**

We will categorise reported repairs according to the level and nature of the repair / response required. We will aim to apply a consistent approach to categorisation and ensure that staff are appropriately trained to achieve this. We will operate the following categories, each with a different target completion timescale as follows:

### **6.1 Statutory Right to Repair (See Right to Repair Policy)**

**6.1.1** Cassiltoun Housing Association will adhere to the requirements of the Right to Repair scheme as defined in the Housing (Scotland) Act 2001. However, while these are minimum statutory timescales we may carry out this work sooner.

**6.1.2** We shall have in place and publicise systems and methods of working that ensure full compliance with these requirements. Staff shall be fully trained in implementing these. They will also be advised of the relevant statutory regulations governing the provisions of the scheme.

**6.1.3** We acknowledge the particular requirement to advise tenants in writing annually of the provisions of the scheme and will use our newsletter as the principal means of achieving this. We will also 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. We will maintain records which enable us to monitor and demonstrate compliance with the Right to Repair scheme.

***Full details including timescales are contained within the Association's Right to Repair Policy. Timescales are included as Appendix 1 in this policy.***

**6.2 Emergency Repairs:** To be responded to within 2 hours of when repair was notified and completed or made safe within 6 hours. If not completed it will be re-attended to under the urgent category) and a separate line raised. In line with the Scottish Housing Regulator's guidance the interpretation of "completion of the work necessary to remove the emergency nature of the repair" is when the contractor stops the immediate problem e.g. turns off the water, gas or power supply or makes the home safe.

N.B. – Emergency heating repairs will be responded to within the 2 hour notification, and if works cannot be completed will be made safe and temporary heating provision will be offered to all tenants until the repair can be completed.

Emergency repairs shall include any incidents which may be a risk to health and safety, which make a property uninhabitable or are required to avoid serious damage to a property. This includes, but is not restricted, to the following:

- Gas leaks
- Burst pipes and tanks
- Loss of electrical power or electrical faults endangering life and property
- Loss of water supply
- Broken or choked W.C.
- Fires or break-ins
- Lightning, flood or storm damage
- Structural problems causing a danger to tenants and the general public

Contractors will be instructed to attend within 2 hours of repair being reported and shall carry out repairs to make safe within 6 hours of the repair being reported. Any follow up work will be allocated a completion category timescale that reflects the extent and nature of the work required.

**6.3 Urgent Repairs:** To be completed within 3 working days of when repair was notified. (the first date is the day the repair was reported by the service user and the end date should be the date it is signed off as completed.) Pre-inspection visits are to be included in the time taken and time taken due to receipt of faulty parts or delays due to inclement weather must also be included.

Faults and incidents that require prompt attention but which do not arise as a result of emergency circumstances shall be categorised as urgent. This includes, but is not restricted, to the following:

- Electrical fault not falling into emergency category
- Loss of heating not falling into emergency category
- Overflow running constantly.
- Leak at W.C. bowl/cistern
- Cistern not flushing
- Rain penetration
- Fault at controlled entry

- Choked waste at W.H.B., sinks and baths

Contractors will be instructed to complete the required repair work within 3 full working days (**Commencing the day the repair was reported**).

#### **6.4 Routine Repairs: To be completed within 10 working days of when the repair was reported.**

This includes the following:

- Minor plasterwork repairs
- Dripping taps
- Internal door repairs
- Creaking floorboards.

All other items of non-urgent work shall be categorised as Routine. Contractors shall be instructed to complete the required repair within 10 working days (**commencing the day the repair was reported**). The 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.

#### **6.5 Completed Right First Time**

The Association endeavours to ensure that the majority of the repairs completed are completed right first time, which is a requirement of the Scottish Housing Regulator and reported in the Annual Return on the Charter. In order to meet the definition of “completed right first time” a reactive repair must be completed:

- Within the appropriate timescale agreed locally with tenants
- Without the need for an operative to be recalled.

Due to the nature of some repairs, one or more visits may be planned by the contractor to carry out the works. However, if this means that the repair timescale is not met then the repair cannot be classed as right first time.

- **In the above repairs categories it is acceptable to extend the timescale for a repair in consultation with the tenant and the tenant must be kept informed at all times. However, this should be in exceptional circumstances and not the norm when a contractor is required to order parts.**

***Examples of repairs and their timescales are attached at appendix 2.***

## **7. PRE-INSPECTIONS**

7.1 As an organisation we understand the need for the repairs service to have technical expertise within our staff to undertake assessments on our properties that determine appropriate repair action to be taken. The Technical Officer is fully qualified and provides guidance to the staff team on the various types of scenarios that may require a pre

inspection and inspects more complex repair works in order to diagnose the issue and find a resolution. The target for pre-inspections is 10% and is contained within the Operations Service Plan which is approved annually by the Board of Management. If a pre inspection is required this will not alter the overall priority timescales set to complete a repair. In general we will pre inspect the following types of scenario:-

- Any reported structural defect that has the potential to cause harm or deteriorate rapidly.
- Reports of condensation, damp or mouldy conditions.
- Jobs that have the potential to cost more than £350 in value e.g. a request for a new door or window.
- Requests for major plastering repairs.
- Request for new fencing or garden drainage problems.
- Reports of defective or broken appliance such as a bath or sink unit.
- A repair which cannot be diagnosed from the information provided by the tenant.
- A repair which is recurring regularly
- A repair that may have been caused as a result of damage by the tenant for which the tenant may be charged.

## **8. POST INSPECTIONS**

8.1 Cassiltoun Housing Association has clear values to provide high levels of customer service through all the services we deliver for our tenants and we appreciate that the repairs service is viewed as one of the most important in terms of tenants' expectations and financial cost. As a result our staff will carry out a minimum of 10% of post repair inspections to ensure that the quality of repairs completed on our properties are of a high standard and that our preferred contractors are providing us with a value for money service. This target is contained within the Operations Service Plan which is reviewed and approved annually by the Operations Sub Committee.

8.2 The post inspections will be carried out by the generic Operations Team upon completion of a repair to ensure that the quality continues to be of a high standard and that the tenant is totally satisfied. In complex repair cases the post-inspection will be carried out by the Technical Officer to ensure that the completed work is correct and to a high standard.

8.3 To ensure tenant satisfaction a number of tenants will also be contacted by telephone and asked a range of questions in relation to the repairs service that they have received.

8.4 The target number of post inspections is contained within the Operations Service Plan which is approved annually by the Board of Management.

8.5 The outcomes of the inspections/telephone calls will be recorded on our IT system. This information will allow us to monitor trends and to feedback performance to our contractors.

8.6 As a standard 100% of repairs that meet one of the following criteria will be post inspected:-

- Void property (jointly with the contractor)
- Medical adaptation
- A completed repair with a cost greater than £350
- Planned and cyclical maintenance works

- When a complaint has been made under our Complaints Policy.

## 9. RECHARGEABLE REPAIRS

9.1 In the main we will carry out repair work for which we are responsible in accordance with the terms of the Scottish Secure Tenancy Agreement. However, charges will be levied where a repair becomes necessary as a result of wilful and /or negligent actions of the tenant's household i.e. rather than through fair wear and tear. Further information on the process for charging etc. is provided in our Rechargeable Repair Policy.

## 10. VOID PROPERTIES

10.1 We aim to let void properties as quickly as possible in order to minimise rent loss due to voids. In order to achieve this we will adopt a systematic approach working with the outgoing tenant to ensure that the property is left in a clean and tidy manner and undertaking pre, void and post inspections; instructing necessary repair work; monitoring progress towards completion and then passing properties as fit for let. We will have a minimum lettable standard in place and this will define as far as practically possible the nature and extent of repair work that will be carried out prior to a property being let. This standard will be periodically reviewed in consultation with tenants and our Customer Focus Group to ensure that it meets general expectations and good practice.

10.2 All repair work in void properties shall be categorised with completion timescales on the following basis:-

- Minor void works  
(clear-out, gas and electric checks, basic void works and minor repair works) **3 days.**
- Major void works **10 days**

Or

**As agreed with Housing Manager (Property) where work is of an extensive nature (i.e. fire/rot)**

NB. Major void works would include the above but repairs would be more extensive including replacement of items and potentially decoration.

10.3 Notwithstanding the nature and extent of any repair work it is our policy to instruct gas and electrical safety checks as well as request an Energy Performance Certificate for each void property ( if required) before the new tenant moves in. Further information on our void process is provided in our Void Management Policy.

## 11. GAS SERVICING AND MAINTENANCE

11.1 We recognise the critical importance of ensuring gas pipework and appliances provided by us in our properties are in good, safe, working order. We will meet all statutory duties in relation to gas safety management and associated health and safety legislation. In doing so we will maintain effective administration systems to ensure all gas systems in tenanted properties are subject to an annual service; the keeping of



appropriate records as well as the accurate monitoring of and reporting on progress of the servicing programme.

11.2 In fulfilling our legal responsibilities, we will pursue a clearly defined process in order to secure access to properties for the purpose of enabling servicing work to be carried out. Where necessary this will include taking appropriate action to gain entry.

11.3 We will appoint independent Gas Safe Register approved contractors to carry out annually, on a sample basis, a quality assurance check of the principle gas safety contractor's work. The outcomes and any actions taken to progress any issues raised by the independent contractor will be reported to the Association's Operations Sub-Committee.

11.4 Full details are contained within the Association's Gas Safety Policy.

## **12. TENANT SATISFACTION AND INVOLVEMENT**

12.1 In common with a range of our services, we are committed to monitoring the experiences of tenants using the reactive repairs and other maintenance services. We shall use a range of methods to obtain feedback from tenants on their level of satisfaction with key aspects of these services. We will investigate individual complaints or causes for dissatisfaction and use information obtained to identify potential service improvements.

12.2 More generally we will aim to consult with our tenants on key aspects of the repairs and maintenance service including service specification, policy direction and operational.

12.3 Satisfaction Surveys are completed by the contractor after every repair has been carried out and this is a KPI which is contained within their contract. Satisfaction levels are also gathered and analysed during post inspection visits and phone calls.

## **13. PLANNED MAINTENANCE**

### **General Principles**

13.1 The 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.

13.2 The 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; and feed this back into new housing design through its design guide.

13.3 The Association shall tender contracts for planned maintenance work in accordance with the provisions of its Procurement Policy.

### **Scottish Housing Quality Standard**

13.4 Although the 2015 target date has expired, the Association will continue to review our stock to ensure that this continues to meet all SHQS criteria.

### **Energy Efficiency Standard for Social Housing**

13.5 The Association will develop on the Scottish Housing Quality Standard and adopt a systematic approach to achieve the new Energy Efficiency Standard for Social Housing (ESSH) by 2020. The ESSH aims to improve the energy efficiency of all social housing in Scotland by helping to reduce energy consumption, fuel poverty and the emission of greenhouse gases.

### **14 CYCLICAL MAINTENANCE**

Cyclical maintenance is work required to be carried out on a regular basis to ensure the safety of our tenants and to prevent the gradual deterioration of a property, its components and finishes and also to ensure that property / area standards are maintained. Our cyclical programme shall include the following:

<b>Works</b>	<b>Cycle</b>
Gas Servicing and safety checks	Annual
Estate Maintenance	Annual Contract
Gutter Cleaning and Repairs	Annual
External Painterwork	5-7 Years
Periodic Electrical Inspections	5 Years
Legionella Inspections	Annual

Other works may be included in the cyclical programme from time to time subject to approval from the Operations Sub Committee.

### **15. ADAPTATIONS**

15.1 The Association shall support and assist the carrying out of works which will enable independent living and enhance the quality of life of tenants with particular mobility or other impairments. In doing so it shall 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.

15.2 The Association will only refuse to carry out adaptive 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.

Please refer to the Association's Medical Adaptations Policy for further information.

## **16. ASBESTOS MANAGEMENT**

16.1 The Association recognises the dangers presented by asbestos and has a detailed Asbestos Management Policy and Procedure 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.

## **17 LEGIONELLA MANAGEMENT**

17.1 The Association will carry out its legal duties to consider, assess and control the risks of exposure to Legionella to our tenants. This requirement stems from the Control of Substances Hazardous to Health Regulations 1989; Section 3(2) of the Health and Safety at Work Act 1974 making provision for the legislation to apply to landlords of both business and domestic premises.

## **18 PERFORMANCE MONITORING AND REPORTING**

18.1 The 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.

18.2 The Association will monitor repairs and maintenance performance using both regulatory and local performance indicators as follows:

### *Regulatory Performance Indicators*

- Number and average time taken to complete Emergency repairs
- Number and average time taken to complete Non-Emergency repairs
- Percentage of Non-Emergency repairs completed right first time
- Tenant satisfaction with repairs and maintenance services
- Number of appointments made and adhered to.
- How many times in the reporting year the Association did not meet its statutory obligations to complete a gas safety check within 12 months of a gas appliance being fitted or its last check.
- Total stock failing the Scottish Housing Quality Standard (as at 31 March)
- Number of households currently waiting for adaptations to their home
- Total cost of adaptations completed by source
- Average time taken to complete adaptations.
- Percentage of properties meeting EESSH
- Total number of EPCs

### *Local Indicators*

- The number of pre and post inspections carried out
- All repairs expenditure against specific budgets
- Average time taken to complete Void repairs

18.3 Quarterly performance reports shall be presented to the Operations Sub Committee for noting and to ensure that the Committee are able to make informed budget and strategic decisions.

## **19 EQUALITY AND DIVERSITY**

19.1 This policy complies with the Equality Act 2010 and the Association's [Equality and Diversity Policy](#).

19.2 An initial Equality Impact Assessment has been carried out and the result of this initial appraisal is that a full Equalities Impact Assessment is not required as, provided the proposed measures are in place as set out in the policy, there is unlikely to be a negative impact those with protected characteristics.

19.3. The Association will expect all contractors and subcontractors to comply with its Equality and Diversity Policy. A copy of each contractor's policy must be made available for the Association's approval. This will be made available by contractors as part of procurement process.

## **20 SUSTAINABILITY IMPLICATIONS**

20.1 The approach outlined in this policy, working in tandem with our other housing management and maintenance policies, ensures that the Association makes a positive contribution toward the sustainability of our communities.

20.2 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.

20.3 Our Repairs and Maintenance Policy and the associated procedures emphasise high quality responsive and planned maintenance services and a customer centred approach. The overall aim being to maintain the long term sustainability of our properties and successful occupancy of our homes.

## **21 RISK MANAGEMENT**

21.1 Risk arises from the Association's Repairs and Maintenance 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

21.2 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.

21.3 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.

21.4 Budget monitoring and progress with repairs and maintenance works will be the subject of regular reporting to the Management Board.

21.5 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.

## **22 COMPLAINTS PROCEDURE**

22.1 Our aim is to get it right first time, however, if you are unhappy with the way in which the Association has handled any issue to do with the implementation of this policy, or you feel that the decision taken is contrary to this policy, you are encouraged to use the [Complaints Policy](#). This is available as a separate document from the Association offices or on the Association's web site and, as with all of our policies, can readily be made available on tape, in Braille, in large print or in translation.

## **23 CONFIDENTIALITY**

23.1 All information given by customers in relation to this policy will be treated as strictly confidential and will not be discussed with third parties without their permission. The Association will comply with the requirements of the Access to Personal Files Act 1987 and the General Data Protection Regulations 2018 in this regard

## **24 POLICY REVIEW**

24.1 The Association will review this policy every 3 years in consultation with tenants. More regular reviews will be considered where, for example, there is a need to respond to new legislation/policy guidance. Reviews will consider changes to legislation, regulations, performance standards and good practice.

## **APPENDIX 1.**

### **RIGHT TO REPAIR**

#### **QUALIFYING REPAIRS AND MAXIMUM TIME FOR COMPLETION**

<b>Qualifying Repair</b>	<b>Maximum Period (Working Days)</b>
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

## Appendix 2

### Cassiltoun Housing Association

#### Repair Timescales

Repair Description	Emergency (2 hours)	Urgent (3 days)	Routine (10 days)	Exceptions
Plumbing				

Burst pipe	▲			
Dripping Tap			▲	
Leaking tap when used		▲		
Blocked sink or wash hand basin		▲		
Loose taps		▲		
Replacement Taps		▲		
Blocked WC	▲			
Leaking WC		▲		
Replace flush handles		▲		
Toilet difficult to flush			▲	
Ball valve to tank		▲		
Broken Toilet Seat		▲		If tenant damage will be a charge
Leaking overflow		▲		
No cold water supply	▲			
No cold water 1 tap		▲		
Faulty stop cock	▲			
<b>Joinery</b>				
Change Lock – lock faulty	▲			
Change lock tenant lost keys	▲			Lock will be changed and tenant will be charged for the repair.
Insecure front door	▲			
Renew Internal pass door			▲	
Replace internal door handles			▲	
Re-secure floorboards		▲		
<b>Electrical</b>				
Faulty light fitting		▲		
Faulty sockets			▲	

Immersion Heaters		▲		
Thermostats		▲		
Arial sockets		▲		
No lights 1 room			▲	
No power	▲			
Partial loss of power	▲			
Dangerous wiring	▲			
Security lights		▲		
Faulty shower – with bath		▲		
Faulty shower – no bath	▲			
Smoke alarms		▲		
Broken extractor fan			▲	
<b>Heating</b>				
No heating or hot water	▲			
Intermitant fault		▲		
Radiator leaking		▲		
Faulty thermostat		▲		
<b>Windows</b>				
Broken glass	▲			
Cracked pane		▲		
Loose window		▲		
Window won't close	▲			
Faulty handle		▲		
Leaking window		▲		
Loose window cill			▲	
Broken Vent			▲	
<b>Roofs</b>				
Roof felt replacement			▲	
Loose tiles		▲		Emergency if immediate danger
Make safe after storm	▲			
Rain penetration		▲		
Major roof repair			▲	Emergency to make safe
Replace broken tiles			▲	



Repair/replace ridge tiles			▲	
Flashings			▲	
<b>Communal Areas</b>				
Communal Lights – all	▲			City Lighting
Communal lights - 1			▲	City Lighting
Door entry system –total failure	▲			Make safe
Door Entry system – repair		▲		
Lift not working	▲			
No TV reception (communal ariel)		▲		
<b>Environmental</b>				
Uneven Path – Dangerous		▲		
Uneven Path – not dangerous			▲	
Damaged Fencing			▲	Make safe if dangerous
Renew Fencing			▲	
Blocked Drain		▲		
Gutter repairs			▲	