



Maintenance policy and procedure

Date approved by board:	May 2010
Revised and updated:	Audit and Review Committee October 2013
Date of board approval:	November 2013
Due for review:	November 2016
1.0	<p>Our intentions</p> <p>GCHA is committed to maintaining all its properties to a high standard, ensuring the accommodation reflects positively on both the tenants and the association. GCHA aims to:</p> <ul style="list-style-type: none"> • meet all its statutory and contractual obligations; • provide a responsive and effective service to tenants, obtaining regular feedback from tenants on both the association and contractors performance; • promote with contractors a 'get it right first time' approach; • provide appointments for all work; • ensure that repairs and maintenance are of a high standard and represent good value for money; • ensure that no person receives less favourable service on the grounds of race, ethnic or national origin, religion, gender, sexual orientation, physical ability, marital status or age; and • monitor performance to achieve continuous improvement. <p>All maintenance is provided under partnering contracts and performance is regularly reported to the audit and review committee, and the board at least annually, on contractor performance, tenant satisfaction and budget spend.</p> <p>The re-charge policy applies to this policy.</p>
2.0	<p>Responsibility for repairs</p> <p>The association's tenancy agreements and tenants' handbook detail who is responsible for which repairs. We regularly produce articles detailing our maintenance service in the tenants' newsletter.</p> <p>Broadly speaking GCHA is responsible for the structure and exterior of the building, the installations provided by the association for space heating, water heating and sanitation</p>



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and for the supply of water, gas and electricity.

Under the tenancy agreement tenants are responsible for all internal decorations, anything that belongs to them, repairs due to the misuse, neglect or damage and other items that are not due to fair wear and tear.

In particular the following items are the tenants' responsibility:

- repairing damage caused by the tenant, members of their household or visitors, including broken glass;
- replacing lost keys;
- replacing doorknobs, letter boxes and so on;
- replacing broken toilet seats;
- replacing broken glass in windows/doors;
- unblocking sinks, baths and toilets and showers;
- replacing sink and bath plugs and chains;
- replacing electrical plugs and fuses;
- replacing light bulbs and fluorescent strips(except in shared areas like stairwells in blocks of flats);
- filling minor cracks in plaster;
- repairing paths in private gardens;
- testing battery smoke alarms in line with manufacturers instruction and replacing their batteries;
- replacing clothes lines (unless they are shared);
- repairing items installed by the tenant themselves;
- repairing personal electrical appliances;
- repairing TV aerials unless they are shared;
- internal doors, handles, hinges and cupboard catches;
- fixtures and fittings provided by the tenant including additional security measures, alterations;
- maintaining your home in good decorative order and not allow it to fall into disrepair by deliberate damage or neglect; taking reasonable care of all specialist adaptation equipment.

This list is not exhaustive and our repair responsibilities will depend upon the type of tenancy agreement held. However, unless there are exceptional circumstances GCHA will not undertake any repair that is the responsibility of a tenant. We can provide tenants with a list of our approved contractors who they can contact direct. If we do



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	undertake a repair which is found to be the tenant's responsibility we will charge the tenant and recover the money due for the repair.
3.0	Requesting a repair
3.1	Tenants have an obligation set out in their agreements to notify the association of any repairs needed and to provide necessary access. In the event of an emergency repair being reported, the association reserves the right to force entry if access cannot be gained.
3.2	Maintenance requests can be telephoned to the association's office during office hours – i.e. 9.00am to 17.00pm weekdays or non emergency repairs may be left on an answer phone out of normal hours. Tenants may also report repairs by fax, e-mail, and letter or in person. Repairs are also identified by association staff during routine calls to properties. Where tenants find the above reporting methods difficult, we will arrange a visit to assess the repair request.
3.3	Repair requests are analysed by GCHA staff who will inform the tenant what will happen next. This could be a number of options:- <ul style="list-style-type: none"> • an inspection by the maintenance office; • an order number as the request has been agreed; or • to advise the tenant that the repair request is their responsibility.
3.4	Tenants are informed of the procedure for emergency repairs needed at weekends, holidays or out of normal working hours. A list of call out or emergency numbers is maintained and held by Lifeline Invicta (out of hours service provider), the Customer Services Manager and at the association's office. We will ensure our out of hours service provider is made fully aware of the association's policies with regards to repairs.
3.5	All void properties are thoroughly checked before re-letting and any works put into action in line with our void standard. Decorating vouchers may be used to enable tenants to decorate to their own taste.
3.6	Insurance claims Where criminal damage has taken place tenants must report the matter to the police within 24 hours of its discovery. The crime number will be used to make an insurance claim where appropriate to recoup the cost of the work. Tenants are responsible for



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3.7	<p>insuring the contents of their homes and the association will not be held liable for any repairs due to accidental damage.</p> <p>Missed appointments The association may also recharge tenants for missed appointments where the contractor has made an agreed appointment with the tenant but the tenant is not there. In this instance we will pass on the cost of any abortive call as a rechargeable repair. Where a tenant advises us that a contractor has failed to meet the appointment, this will be treated as a formal complaint and dealt with according to the contract provisions.</p>
4.0 4.1	<p>Response times Depending upon the nature of the maintenance problem the contractor may visit to assess the nature or the extent of the works before a works order raised with the contractor may be necessary. Such visits will normally take place within five working days.</p> <p>Priority is given depending on the nature of the repair and/or the vulnerability of tenant.</p> <p>All contractors are expected to arrange, and keep, appointments for all repairs. Appointments will be made at a mutually agreeable time and date either morning or afternoon and for non emergency work the contractor has up to 42 days to complete the work from the date of the work order.</p> <p>Emergency works should be completed within 24 hours.</p>
4.2	<p>Emergency repairs only include work that is required to prevent danger to life and limb or may cause a serious health & safety hazard or extensive damage to property.</p> <p>Examples are:</p> <ul style="list-style-type: none"> • total loss of electrical power where fault is the responsibility of GCHA; • blocked or leaking foul drain or soil stack; • cracked, broken/leaking toilet where there is no other working toilet in the dwelling house; • gas leak; • significant leak from water or heating pipe, tank or cistern. <p>GCHA will take into consideration the nature of the repair and the vulnerability of tenants</p>



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	when deciding whether or not a repair should be carried out within 24 hours.
5.0	Cyclical painting and services
5.1	<p>Cyclical painting</p> <p>The external painting of all properties including any common parts, corridors, and access ways or similar is due to be carried out every 7 years. However, after inspection this may be re-assessed if the condition of decoration dictates. During the year prior to external painting being due, all properties are inspected by maintenance staff and repairs to timberwork, window frames, doors etc, are undertaken to enable subsequent painting to be carried out with minimum repair work. If we have to paint external doors we will give tenants a choice of colour.</p>
5.2	<p>Gas safety inspections</p> <p>In order to meet our statutory obligations and ensure tenants safety, all gas appliances are serviced within a 12 month period. We will take legal action against any tenant that refuses access. An additional gas safety test is carried out on each property as it becomes empty.</p>
5.3	<p>Electrical inspections</p> <p>These are carried out on a 10 year cycle with some properties more frequently if deemed necessary.</p>
5.4	<p>Service contracts</p> <p>There are annual service contracts and regular inspections for lifts and fire safety equipment.</p>
6.0	<p>Planned works</p> <p>Planned works are large scale elements of work to a property.</p> <p>Examples of planned works are:</p> <ul style="list-style-type: none"> • replacing a kitchen; • replacing a bathroom; • replacing a boiler; • installing central heating; • wiring; • windows and external doors.
6.1	<p>The following standards apply to planned maintenance:</p> <ul style="list-style-type: none"> • kitchens – if a kitchen is more than 20 years old and in poor condition it will be replaced as a matter of course. If a kitche is less than 20 years old and in poor



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6.2	<p>condition it will be repaired, or if beyond economic repair, replaced.</p> <ul style="list-style-type: none"> • bathrooms – if a property has a bathroom that is more than 30 years old and in poor condition it will be replaced with a new one. If a bathroom is less than 30 years old and in poor condition it will be repaired, or if beyond economic repair, replaced. • boilers – if a boiler is more than 15 years old and found to be in poor condition and beyond economic repair it will be replaced. We will replace the boiler with an energy efficient A-rated boiler. If the boiler is less than 15 years old and in poor condition it will be repaired, or if beyond economic repair, replaced. • periodic electrical safety tests and upgraded wiring – where wiring is more than 10 years old we will test and upgrade the system to ensure tenant safety. • windows – if windows are more than 40 years old and found to be in poor condition and beyond economic repair they will be replaced. If the items are less than 40 years old and in poor condition they will be repaired, or if beyond economic repair. Replaced. • external doors – if external doors are more than 20 years old and found to be in poor condition and beyond economic repair they will be replaced. If the items are less than 20 years old and in poor condition they will be repaired, or if beyond economic repair, replaced. Tenants will be given a choice of colour for external doors. <p>This list is not exhaustive and any queries should be referred to GCHA.</p>
7.0	<p>Use of contractors</p> <p>The association maintains a list of approved contractors all of which must sign GCHA's Code of Conduct. The Code provides a framework for good working relationship and sets out the minimum standard of performance and professional competence required from its employed operatives. Contractors must provide evidence of insurance and professional or trade body membership. Contractors must be CSCS registered.</p> <p>Staff are not allowed to use GCHA approved contractors for private work.</p>