



POLICY STATEMENT

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Policy:	Selection and Performance of Maintenance Contractors
Legal Requirements:	Housing (Scotland) Act 2001; Housing (Scotland) Act 2025; Procurement Reform (Scotland) Act 2014; Public Contracts (Scotland) Regulations 2015; Data Protection Act 2018, UK General Data Protection Regulation; and Data (Use and Access) Act 2025.
Regulatory Standards:	<p>The Scottish Housing Regulator has set out Regulatory Standards for all Registered Social Landlords (RSLs) to ensure that RSLs deliver good outcomes and services for its tenants and service users through good governance and financial management.</p> <p>This policy evidences that the following Regulatory Standards are being met:</p> <p>Standard 1. The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.</p> <p>Standard 2. The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities.</p> <p>Standard 4. The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation’s purpose.</p> <p>Standard 5. The RSL conducts its affairs with honesty and integrity.</p>
Notifiable Events Guidance:	In compiling this policy, consideration has been given to the Notifiable Events Guidance issued by the Scottish Housing Regulator and the impact of that guidance on the policy.
Equality and Diversity:	<p>The Association is committed to Equal Opportunities and will endeavour to ensure that all services are carried out in an undiscriminating manner in line with the Association’s Equality and Diversity Policy.</p> <p>In particular, the Association will not discriminate on the grounds of age, disability, marriage and civil partnership, pregnancy and maternity, race, religion or belief, gender, gender reassignment or sexual orientation.</p>
Human Rights:	<p>In compiling this policy, consideration has been given to “The Right to Adequate Housing” (Fact Sheet No. 21/Rev.1) published by the Office of the United Nations High Commissioner for Human Rights and the impact of that guidance on the policy.</p> <p>In particular, the Association is satisfied that this policy promotes the key aspects of the right to adequate housing – that it contains freedoms; entitlements; provides more than four walls and a roof; and protects against forced evictions.</p>
Complaints:	Although the Association is committed to providing high levels of service, we accept that there may be occasions where customers may not be satisfied with the service they have received. The Association values all complaints and uses this information to improve the services that it provides. The Association’s Complaints Policy describes our complaints handling procedure and how to make a complaint.
General Data Protection Regulation (GDPR):	The Association will treat all customers’ personal data in line with its obligations under the current data protection regulations and our Privacy Policy. Information regarding how data will be used and the basis for processing data is provided in the Association’s Fair Processing Notice.
Policy Author:	Kevin Freeman
Policy Review:	In order to ensure that any change in circumstances is accommodated this policy will be subject to review every year in the month of May.
Policy Approval:	This policy was last reviewed / approved by the Management Committee of Yoker Housing Association Limited at its meeting held on Thursday the 28th of May 2026.



Statement of Policy Aims and Principles

The aim of this policy is to outline the application process for contractors wishing to apply for inclusion to the Association's list of Approved Maintenance Contractors. The policy also highlights the information requirements for contractors wishing to apply for inclusion on the list.

This policy also outlines the Association's processes for monitoring contractor performance.

Policy Details

Contractor Selection

Management Committee will approve the list of maintenance contractors on an annual basis. The list details which contractors are permitted to undertake day to day repair works to the Association properties.

Only in exceptional circumstances (such as following severe weather guidance when approved contractors cannot meet demand for their service) will work be carried out by contractors not on the approved list.

All contractors who are selected for inclusion on the list of approved maintenance contractors must complete an application form and provide the following information:

- Insurance Liability Certificate.
- Health & Safety Policy.
- Gas Safe Register Certificate (if applicable).
- NICEIC (National Inspection Council for Electrical Installation Contracting) or SELECT (Scotland's Electrical Trade Association for electrical contracting industry) Certificate (if applicable).
- Sub Contractors Tax Certificate or Registration Card (if applicable).
- Details of other RSLs that they have completed work for.
- Signed Data Protection Addendum.

All approved maintenance contractors must, on an annual basis, provide current liability insurance certificates and where applicable the relevant Gas Safe Register, NICEIC or SELECT Certificates.

All approved maintenance contractors must comply with the Association's Equality & Diversity Policy.

Contractor Performance

The performance of all existing contractors is monitored on a monthly basis by Maintenance staff. Overall performance is also reviewed on an annual basis.

The information on contractor performance shall be reported to the Management Committee on a quarterly basis through the key performance indicators. Performance will be measured against the following indicators:

- Average length of time to complete emergency repairs.
- Emergency repairs completed within target response times.
- Average length of time to complete non-emergency repairs.
- Non-emergency repairs completed within target response times.
- Reactive repairs completed right first time.
- Tenant satisfaction with the reactive repairs service.

To ensure satisfactory performance, Maintenance staff will also undertake and / or instruct periodic inspections of the contractor's work.

To obtain feedback from tenants, the Association issues tenant satisfaction surveys to those who have had a repair carried out during the previous month. Surveys are issued to every third tenant who received a repair during the previous month. Surveys are also issued to tenants where the cost of the repair exceeds £250.00.



Policy Details (continued)

Contractor Performance (continued)

5 The performance of all contractors will be monitored through the Association's Complaints Handling Procedure (CHP). Where complaints are received against a contractor, these will be investigated and addressed in accordance with the CHP. Details of complaints lodged against a contractor, and any remedial action taken, will be reported to Management Committee on a quarterly basis.

10 Continued selection for the list of approved maintenance contractors will be dependent upon satisfactory performance in the above-mentioned review process.

15 An annual report on the performance of each contractor will be presented to the Management Committee. For each contractor the report will detail their annual performance in relation to the following:

- Performance against completion target timescales.
- Percentage of repairs reported that were completed right first time.
- The number of complaints received.
- The number of complaints that were upheld.
- 20 • Details of any action taken to resolve complaints that were upheld