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Policy:	Planned Maintenance Policy
Legal Requirements:	<p>The Housing (Scotland) Act 2001 and any subsequent amendments.</p> <p>Scottish Housing Quality Standard (SHQS).</p> <p>When procuring contracts for goods, services or works, the Association must comply with the Public Contracts (Scotland) Regulations 2015 and the Procurement Reform (Scotland) Act 2014 (“the Act”) which provides a national legislative framework for sustainable public procurement.</p>
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.



POLICY STATEMENT

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 three years in the month of August.
Policy Approval:	This policy was last reviewed / approved by the Management Committee of Yoker Housing Association Limited at its meeting held on Thursday the 26th of September 2024.



Statement of Policy Aims and Principles

5 Planning for future repairs and maintenance is an essential element of Yoker Housing Association’s (“the Association”) maintenance strategy. This policy is designed to ensure that our property assets are maintained and enhanced by a structured, cost effective and timely planned maintenance and improvement programme.

In delivering its obligations under this policy, the Association will take account of relevant statutory, regulatory and good practice requirements which are current at the time of delivery.

10 **Aims and Objectives**

- To protect previous investment in our housing stock;
- To achieve a balance in favour of planned and cyclical maintenance with a smaller proportion of resources being applied to reactive maintenance;
- 15 • To ensure that investment in our housing stock complies with the requirements of the Scottish Housing Quality Standard (SHQS) and the current Energy Efficiency Standard for Social Housing (EESH);
- To maintain, safeguard and prolong the useful life of the various components and structures of our housing stock

20 **Policy Details**

To deliver the aforementioned aims and objectives, the Association will adopt an annual programme of planned repairs which will preserve the life span of each building component. Through a programme of investment in planned and cyclical repairs, the Association aims to achieve a position where a greater proportion of repairs and maintenance expenditure is applied to planned and cyclical works and a lesser proportion to reactive, day to day repairs. The following lists are not exhaustive but provide examples of the type of work which will be programmed for planned and cyclical maintenance:

Planned Maintenance Works

- Replacement boilers/central heating systems
- Replacement kitchens
- 30 • Replacement bathrooms
- Replacement Windows
- Electrical rewiring
- Replacement of doors - external and internal
- Re-roofing
- 35 • Replacement gutters and downpipes
- Stone works/re-rendering
- Replacement of door entry systems
- Replacement of ventilation fans

40 Cyclical Maintenance Works

- Gas safety inspections
- Gutter cleaning and roof maintenance
- Close painting
- External paintwork
- 45 • Ground/garden maintenance
- Electrical testing
- Servicing of ventilation systems
- Stock condition surveys

50 Funding for such programmes will come from rental income, factored owners share of common repair costs and the Association’s reserves. Owner occupiers will be encouraged to participate in planned maintenance programmes in order to ensure the long-term maintenance of properties. Owner occupiers are advised to make provision to cover the costs of large scale contract works. Where possible, the Association will pursue grant assistance through Glasgow City Council on behalf of owners.

55 Tenants with rent arrears and / or unpaid rechargeable repairs may have restricted access to non-essential repair and maintenance works. This could include routine repairs and planned maintenance works-



POLICY STATEMENT

Improvement Works

Works may also be programmed which would be classed as Improvement – for example, external or internal wall insulation, refurbishment or modernisation of stock.

5 Additional funding for such works may be sought from outside sources such as Glasgow City Council and the Scottish Government schemes.

The planned and cyclical maintenance programmes will be reviewed annually by the Property Services Department and presented for budget approval to the Management Committee at its March meeting.

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Internal Stock Condition Surveys

Internal stock condition surveys will be carried out on a continuing basis as properties become void. These provide a good indication of the condition of our properties over a wide range of elements. Roofs and associated external components such as gutters and chimneys will be subject to a full report on an annual basis.

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External Stock Condition Surveys

External surveys to the common parts of each building will be carried out every five years by an architect or suitably qualified building consultant. For example, roof, chimneys, rainwater goods, front and rear elevation stonework, common stairwell, close windows and skylights, doorways. The Association will provide a pro-forma to be completed for every building to reflect the external building elements detailed in the Scottish Housing Quality Standard (SHQS). The surveyor will note the urgency and extent of any necessary repair work, advising of timescales for the repair be carried out, whether emergency, planned or routine maintenance and providing a description of the nature of the work required.

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Scottish Housing Quality Standard

25 The Scottish Housing Quality Standard (SHQS) was introduced by the Scottish Government in 2004 and is the principal measure of housing quality in Scotland. The SHQS is a set of five housing criteria which must all be met if the property is to pass the SHQS:

- Must be compliant with the current Tolerable Standard (14 elements)
- Must be free from serious disrepair (18 elements)
- Must be energy efficient (1 element)
- Must have modern facilities and services (10 elements)
- Must be healthy, safe and secure (14 elements)

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Planned maintenance and stock condition surveys implemented timeously and effectively will help to ensure that the Association continues to meet the SHQS over the whole range of our stock.

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Energy Efficiency Standard for Social Housing (EESH)

The EESH was introduced in March 2014 and set a first milestone for social landlords to meet for social rented homes by 31 December 2020. A second milestone - EESH 2 – was confirmed in June 2019, for social rented houses to meet by December 2032.

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The Scottish Government has recognised that EESH2 does not align with its net zero targets for heating. To meet the net zero target, all homes in Scotland, by 2045, must have significantly reduced energy use and almost all must be using a zero direct emissions heating system. The Scottish Government therefore convened a review of EESH2 in September 2022 with the aim of bringing it in line with net zero targets. Following this review the Scottish Government has set out proposals to introduce a new Social Housing Net Zero Standard (SHNZS) to replace EESH2.

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The Association has a programme for renewing energy performance certificates (EPCs). As part of this programme, the Association individually assesses properties to determine if any cost effective measures, such as low energy lighting for all fixed outlets, routine cyclical maintenance of elements such as heating controls and the installation of internal wall insulation, can be implemented to improve the energy efficiency rating.

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Once the requirements of the new Social Housing Net Zero Standard (SHNZS) are finalised, the Association will investigate and implement measures to ensure future compliance with the standard.