



# RCH Policy: Repairs, Maintenance and Recharge Policy

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Approval Body	Social Landlord Operations Committee
Approval Date	August 2021
Review Date	August 2024

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This policy is available, on request, in different languages and in other formats such as large print, audio format and braille as required.

## 1. Scope

This is a River Clyde Homes policy and covers Responsive Repairs & Maintenance and Rechargeable Repairs to all River Clyde Homes properties, communal areas owned by them and blocks / homes of owners which they factor.

## 2. Introduction

River Clyde Homes are committed to delivering a customer focused, high quality and effective repairs service, providing homes that are in good repair, safe, wind and watertight and are comfortable to live in.

River Clyde Homes will ensure that all staff and their customers are aware, understand and are equipped to deliver an effective repairs service, and comply with all statutory, regulatory, legislative, and contractual obligations placed upon them.

River Clyde Homes will:

Meet the requirements of the Scottish Housing Regulator's Regulatory Framework and ensure compliance with Regulatory Guidance regarding Notifiable Events in respect of this policy.

Maintain its housing stock in accordance with current legal and statutory requirements and continually update stock condition information and use this to develop the Planned Maintenance Programme to ensure that all their housing stock complies with the Scottish Housing Quality Standard.

Ensure that all homes meet a minimum Energy Efficiency Standard for Social Housing (EESH) to provide good quality, comfortable and warm homes.

Ensure that the standards and outcomes set by the Scottish Social Housing Charter are achieved, to improve the quality and value of the services provided by them.

Provide a 24/7 Emergency Repairs Service.

Consult with their customers and involve them in decisions about the Repairs Service, including standards and monitoring of the service.

Benchmark the performance of its contractors against other similar providers and ensure that all contractors used by the Association comply with the code set out within the Code of Conduct for Contractors.

### 3. Responsive Repairs

#### 3.1 Role Responsibility

The Head of Service / Asset Manager will have overall responsibility for the implementation, associated procedures, and delivery of the repairs service.

#### 3.2 Repair Responsibility

The responsibility for repairing and maintaining homes is shared between River Clyde Homes and their customers. A list of these responsibilities can be found in Appendix 1.

All customers must report repairs that are the responsibility of River Clyde Homes in a timely manner to ensure the property does not fall into disrepair.

#### 3.3 Hours of Working

Normal business hours are:

- Office Hours - Monday to Friday, 09:00 to 17:00.
- Repairs - Monday to Friday, 08:00 to 16:30.
- An Emergency Repair service is available out of hours.

#### 3.4 Reporting Repairs

River Clyde Homes is committed to providing multiple ways of contacting them to report a repair. Repair requests can be made:

- by telephone to the Customer Experience Team on 0800 013 2196
- through our Customer Portal at [www.riverclydehomes.org.uk](http://www.riverclydehomes.org.uk) for non-emergency repairs.
- by email to [customerexperience@riverclydehomes.org.uk](mailto:customerexperience@riverclydehomes.org.uk) for non-emergency repairs.
- in person at our Reception at Clydeview, 22 Pottery Street, Greenock.
- by written correspondence for non-emergency repairs.

#### 3.5 Responsive Repair Categories and Timescales

River Clyde Homes offer 4 Responsive Repair categories with the following timescales.

**Emergency** - Up to 4 Hours.

**Urgent** - Up to 3 Working Days.

**Routine** - Up to 20 Working Days.

**Right to Repair** – Dependant on repair type under this scheme.

We will also ensure that we deliver an appropriate service to vulnerable customers, considering their needs and additional support, therefore may escalate the above timescales at our discretion. See Appendix 2 for examples.

Examples of Repair Types can be found in Appendix 3.

### 3.6 Repairs by Appointment

For all non-emergency works, River Clyde Homes offer an appointment system where possible and appropriate, to suits your needs. They are:

- An **AM** slot between 08:00 to 12:00
- A **PM** slot between 12:30 to 16:30
- An **ALL-DAY** slot from 08:00 – 16:30

### 3.7 Repair Confirmation

If you have a mobile telephone and have opted in to receive text messages as a communication, you will receive a text message to advise you of your repair appointment.

For non-emergency repairs, you will also receive a second text message the evening before the repair is due, as a reminder.

### 3.8 Cancellations and Access

If you wish to cancel an appointment, you should notify River Clyde Homes with a minimum of 24 hours' notice. Failure to do so may incur a cancellation fee.

If we require access to your home, we can do this by offering an appointment that suits you, either by telephone, email, or letter.

We would expect you as the resident or a delegated representative to be always at the property while repairs are being carried out at your home.

We will not enter the property if the person left in charge is under 16 years of age.

If we are unable to gain access to your home on the day of your appointment, we will attempt to call you by telephone before carding you and cancelling the works. As above, you may be charged a cancellation fee.

Should you still require the repair to be carried out, it will be your responsibility to start the process again by contacting River Clyde Homes.

### 3.9 Customer Responsibility

We ask all customers:

- to exercise good behaviour and conduct while work is being carried out at your home.
- to keep both outside and inside of the home clean and in good condition.
- to provide a non-smoking environment when our trades carry out works within your home.
- while carrying out any repairs at your home, we would expect the work area to be clean and clear of any furniture, and that there is no children or pets nearby.

### **3.10 Inspections**

An initial inspection may be required to:

- Establish that a repair is required.
- Identify the scope of works and costs.
- Identify the cause of the repair.

River Clyde Homes will send a relevant tradesperson or Technical Officer to assess these works.

We will also carry out post inspections. This will be a percentage of works carried out within the specified period, to check quality of works and value for money.

### **3.11 Permission for Alterations and Improvements**

Permission for alterations or improvements to your home must be requested using one of the contact methods above prior to any work undertaken.

You will be sent the relevant documents to complete which details responsibility and expectations. Once returned, a decision will be made in writing to you.

For any alterations or improvements completed without permission, you may be asked to return it to the original state at your cost and time.

For alterations or improvements that have been granted, you will be responsible for carrying out repairs and ongoing maintenance.

### **3.12 Compliance Works**

River Clyde Homes have a statutory obligation to undertake an annual gas safety check and will write to you prior to this work commencing to make suitable access arrangements.

River Clyde Homes will also carry out every 5 years, an electrical safety test to all properties.

Other works include:

- Asbestos Management.

- Legionella Testing.
- Lift Servicing.

### **3.13 Cyclical Maintenance**

River Clyde Homes will undertake certain works in pre-set cycles. These are not classed as responsive repairs, for example:

- External and common area decoration.
- Gutter cleaning.

### **3.14 Investment Works**

River Clyde Homes will undertake larger works under contract, such as:

- Heating renewals.
- Roof renewals.
- Replacement kitchens.
- Replacement bathrooms.

### **3.15 Void Works**

Properties which become void (empty) will be inspected, with works undertaken to ensure that they meet River Clyde Homes minimum lettable standard.

Any works required to make good or to bring back to an original state will be recharged back to the outgoing customer. This is covered under your tenancy agreement.

River Clyde Homes, at their discretion may upgrade components within the property if they are at the end of their life cycle, subject to condition and budget.

### **3.16 Aids and Adaptations**

Minor medical adaptations (such as grab or handrails) can be requested by the customer, by completing a self-referral form.

For major medical adaptations (such as stairlifts, wet floor), an assessment must be carried out by the Centre of Independent Living who will refer the adaptation to River Clyde Homes for consideration.

For an accepted new tenancy, any adaptation in situ would not normally be considered for removal unless the tenant has been living in the property for at least 1 year.

Please refer to the Aids and Adaptations Policy for further information.

### **3.17 Complaints**

As a customer, if you are dissatisfied with the Repairs Service provision, please contact River Clyde Homes in the first instance so they can put it right.

If River Clyde Homes are unable to provide a resolution at first point of contact, please follow their formal complaints process which is covered in our Complaints Policy.

### **3.18 Quality Control**

The Repair Service that River Clyde Homes provides will always be under continuous improvement, and will use the following to drive this:

- customer feedback.
- customer satisfaction surveys.
- post quality checks.
- sector best practice.
- internal analytic tools.

### **3.19 Performance Reporting**

Key performance indicators are:

- agreed annually.
- monitored at our Social Landlord Operations Committee.
- given as guidance to all staff, to drive the service quality.

### **3.20 Related documents and policies**

- Code of Conduct
- Equality and Diversity Policy
- Complaints Policy
- Customer Service Standards
- Fence and Boundary Policy
- Aids and Adaptations Policy
- Void Management Policy
- Right to Repair Legislation

## 4. Rechargeable Repairs

### 4.1 Role Responsibility

- The Housing Manager will have overall responsibility for the implementation and associated procedures of rechargeable repairs for tenants as part of their tenancy agreement.
- The Finance Manager will have overall responsibility for the implementation and associated procedures of rechargeable repairs in relation to owners factored by River Clyde Homes.

### 4.2 Aims and Objectives

- To ensure River Clyde Homes has a process to identify, record and follow the relevant procedures to recover costs.
- To describe the activities and responsibilities involved in carrying out repairs in circumstances where the repair is the responsibility of the tenant or an owner.
- To give clear guidance on the circumstances where repair costs will be recharged.
- To confirm current rechargeable fees. See Appendix 5 for current charges.

### 4.3 Definition of a rechargeable repair

Defined as works or services that are required to be carried out by River Clyde Homes but not limited to the following:

- caused by neglect, misuse, wilful or accidental damage by the resident, a household member (including pets), or any visitors to the property.
- forced access to the property if you fail to respond when we require access to carry out compliance works e.g., Gas Servicing. Providing access on the day of a forced access will still incur a charge.
- A request to change locks due to missing or mislaid keys, or where there is a compromise to the security of the property due to potential unauthorised access.
- missed or carded appointments, where trades have been unable to access the property for a pre-arranged visit. A cancellation fee will apply.
- emergency / out of hours repair attendance where it is later confirmed these works are routine in nature. A callout fee will apply.
- blocked drains and stacks if found that the cause is due to hard foods, fats, toilet fresheners, wet wipes or kitchen roll or similar items.
- removal of goods or belongings from a void property, including the loft, cellar and garden.
- repairs to make good or restore items to River Clyde Homes standard, which include voids, alterations, or improvements.
- removal of items from communal area which can be connected to a tenant or owner.

- damaged caused by the Police following a lawful raid at a property which results in an arrest.

#### **4.4 Recharge exemptions**

There will be no recharge to a tenant in the following circumstances.

- Attendance of emergency services in relation to a tenant welfare check.
- A crime reference number is provided due to an incident in relation to damages to the property.

#### **4.5 Appeals and Complaints**

Tenants will have the right to appeal against the reason and / or amount of any recharge. This should be done in accordance with our existing Complaints Policy.

### **5. Equality Impact Assessment**

An Equality Impact Assessment has been completed and all relevant requirements have been met.

### **6. Review**

This policy will be reviewed every 3 years, unless an earlier review is required due to changes in legal, regulatory, or best practice requirements, or because monitoring and reporting reveals that a change in policy is required sooner.

## Appendix 1 – Repair Responsibilities

River Clyde Homes is responsible for:

- Bath
- Shower unit fitted by River Clyde Homes
- WC
- Wash hand basin
- Internal doors
- Entrance doors (Front and Back)
- Windows
- Switches and sockets
- Ceiling light fittings
- Kitchen units
- Kitchen sink
- Water supply (Hot and Cold)
- Storage heaters / radiators
- Drains and soil stack
- Rainwater goods (gutters and downpipes)
- Roofline (facias / soffits)
- Roofs and chimneys

Tenant is responsible for:

- Decoration, including repairing minor cracks and holes in plasterwork.
- Fixtures and fittings installed by the customer, such as curtain rails and decorative light fittings.
- Shower unit fitted by customer.
- Internal doors and / or ironmongery fitted by the customer.
- Adapting doors to accommodate floor coverings.
- All floor coverings.
- Plugs and chains to sink, basin and bath.
- Toilet seats.
- Shower curtain.
- Shower head and hose.
- Light bulbs.
- Plugs and fuses connected to appliances.
- White goods and their installation.
- Dividing fences and garden sheds.

## Appendix 2 – Vulnerable Groups

- Those who are older and frail and may have adapted homes.
- Those with learning disabilities or mental health problems who may have difficulties with everyday tasks.
- Those with physical or sensory disabilities and may struggle with everyday tasks.
- Families with children under school age.
- Those who have a long-term illness.
- A victim of domestic violence and / or abuse.

## Appendix 3 – Repair Type Examples

**Emergency (Immediate risk to health, safety, or security; to prevent serious damage to the property or to reinstate the loss of an essential service).**

### **Electrical**

Total loss of power.  
Dangerous / exposed wires (make safe only)  
No communal stair lighting.  
Smoke Alarms or Carbon Monoxide Detectors.

### **Plumbing**

Uncontainable leak from pipes (make safe only)  
Water running constantly on full pressure.  
Blocked toilet (if no other toilet)  
Blocked or leaking foul drains / soil stacks.

### **Joinery**

Insecure doors.  
Insecure windows on ground floor.  
Broken window safety catches.  
Locked out / Gain entry (may be charged for this service)  
Broken glass (make safe only)

### **Other**

Dangerous structure (make safe only)  
Blocked rubbish chute.  
Lift breakdown.  
Fire Alarm activation.  
Severe water penetration.  
Complete loss of heating and / or hot water (electric / gas / biomass).

**Urgent (Major inconvenience or discomfort to the customer and may cause substantial damage to the property).**

### **Electrical**

Faulty sockets and switches if no others in same room.  
Faulty shower (if no bath)  
Partial loss of communal lighting.

### **Plumbing**

Leaking sanitary fittings.  
Leaking waste pipe.  
Continual water hammer (noisy pipes)

### **Joinery**

Insecure window above ground floor.  
Faulty locks

**Other**

TV Aerials

Commercial laundry equipment.

Minor roof leaks.

**Routine (Minor inconvenience or discomfort to the customer, with minimal risk of damage to the property).**

**Electrical**

Faulty sockets and switches if others in same room.

Faulty over bath shower.

**Plumbing**

Renew tank or hot water cylinder.

Leaking or dripping taps

Running overflow

**Joinery**

Difficulty to open / close doors.

Difficulty to open / close windows.

**Other**

Dampness

**Right to Repair**

Under the Housing (Scotland) Act 2001, tenants have the right to have small urgent repairs (up to the value of £350) carried out within a given timescale. This scheme is called “Right to Repair” and are classed as “qualifying” repairs.

Please visit <https://www.gov.scot/publications/right-repair/> for more information.

## Appendix 4 – Service Standards

Your health and safety are our highest priority.

If we are unable to keep your appointment, we will let you know.

All tradespersons and contractors will show identification.

They will dress appropriately and use relevant PPE.

They will be polite and respectful.

They will keep disruption to a minimum.

They will clean up the work area when completed.

They may take before and after pictures.

They may ask for a tenant's signature to confirm works have been completed.

## Appendix 5 – Rechargeable fees

- Emergency Callout Charge - £50.00
- Missed / Carded Appointment - £40.00
- Late Cancellation Fee - £40.00
- Access for Gas Compliance Works - £68.00