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Help us keep it!

Lochfield Park
Housing Association

Lochfield Park Housing Association Ltd

Maintenance Services Policy and Procedures

| UNCTION | DOCUMENT | DATE |
|---|---|--|
| Management Committee Control & Accountability | Maintenance & Repairs Policy & Procedures | Review: September 2016 Approved: September 2016 Implemented: September 2016 Next review: September 2019 |

CONTENTS

| | | |
|-------------------|-----------------------------------|----------------|
| SECTION 1: | Maintenance Policy | Page 1 |
| SECTION 2: | Recoverable Repairs | Page 23 |
| SECTION 3: | Alterations / Improvements | Page 30 |
| SECTION 4: | Defects | Page 37 |
| SECTION 5: | Void Management | Page 41 |
| SECTION 6: | Approved Contractors | Page 54 |
| SECTION 7: | Decant | Page 65 |

Section 1

Maintenance Policy

Contents

1. Introduction
2. Objectives of the Maintenance Policy
3. The Associations Responsibilities
4. The Tenant's Responsibilities
5. Access
6. Classification of Repairs & Response Times
7. Rechargeable Repairs
8. Letting Standards
9. Maintenance of Gas Appliances
10. Defects
11. Cyclical & Planned Maintenance
12. Procurement & Review of Contractors
13. Tendering Procedures
14. Procurement & Review of Consultants
15. Cost Control
16. Insurance
17. Reporting to Committee
18. Information to tenants

19. Complaints

20. Void Properties

21. Scottish Housing Quality Standard & ESSH

1. Introduction

The purpose of this policy is to set out clearly Lochfield Park Housing Association's Policy & Procedures for the delivery of Maintenance Services.

2. Objectives of the Maintenance Policy

- 2.1 To ensure that the Association complies with the following:
 - (a) Statute
 - (b) The Scottish Housing Regulator
 - (c) Performance Standards
 - (d) Raising Standards
 - (e) Any other relevant Policy Guidance
- 2.2 To meet the Association's responsibilities as identified in its Tenancy Agreement.
- 2.3 To reinforce the obligations of tenants outlined in the Tenancy Agreement.
- 2.4 To allow tenants the opportunity to alter or improve their properties with the permission of the Association.
- 2.5 To provide the best possible service to tenants, the public, and contractors in relation to the administering of repairs.
- 2.6 To meet the identified timescales within the policy.
- 2.7 To have systems in place for planned, cyclical and reactive repairs.
- 2.8 To have a fair and open system for procuring contractors and consultants.
- 2.9 To ensure that the Management Committee of the Association receive regular and accurate information.

3. The Association's Responsibilities

The Association shall be responsible for repairs and maintenance as set out in Section 5 of the Scottish Secure Tenancy agreement. (as detailed below)

- 3.1 In this Agreement, the word "repair" and "repairs" includes any work necessary to put the house into a state which is wind and watertight, habitable and, in all respects, reasonably fit for human habitation.

- 3.2 Before the start of the tenancy, we will inspect your house to ensure that it is wind and watertight and, in all other respects, reasonably fit for human habitation. If a repair or other work needs to be done to bring the house up to that standard, we will do so before the tenancy begins. We will notify you about any such work. Any other repairs may be carried out after the tenancy begins.
- 3.3 During the course of your tenancy, we will carry out repairs or other work necessary to keep the house in a condition which is habitable, wind and watertight and, in all respects, reasonably fit for human habitation. We will carry out all repairs within a reasonable period of becoming aware that the repairs need to be done. Once begun, the repairs will be finished as soon as reasonably possible. All repairs will be done to the standard of a reasonably competent contactor, using good quality material.
- 3.4 We will carry out a reasonably diligent inspection of the common parts before the tenancy begins. We will take reasonable steps to remove any danger we find before you move into your house. We will repair any other defect we find which will significantly affect your use of the common parts, or the house, within a reasonable period. We will repair any damage to boundary walls and fences within a reasonable period if the damage significantly affects your use of the common parts of your house or if it poses a danger to any user. During the course of the tenancy, we will carry out inspections, at reasonable intervals, of the common parts.
- 3.5 If we need the co-operation or permission of another person to carry out repairs or other work to the house or common parts, or to inspect, we will do our best to get it. We may be unable to do non-emergency repairs until we get such permission.
- 3.6 Our general repair obligations contained in paragraphs 3.2 and 3.3 include a duty to carry out repairs relating to water penetration, rising dampness and condensation dampness.
- 3.7 Our duty to repair includes a duty to take into account the extent to which the house falls short of the current building regulations by reason of disrepair or sanitary defects.
- 3.8 We will:
- Keep in repair the structure and exterior of the house, including:
 - Drains, gutters and external pipes (this does not include the clearance of blockages caused by tenant's negligence);
 - The roof;
 - Outside walls, outside doors, windowsills, window catches, sash cords and window frames, including external painting and decoration;

- Internal walls, floors and ceilings, doors, door frames and internal staircases and landings (but not including painting and decoration);
 - Chimneys, chimney stacks and flues (but not including chimney sweeping);
 - Pathways, steps, or other means of access;
 - Plasterwork;
 - Integral garages and stores;
 - Boundary walls and fences;
- Keep in repair and in proper order, any installations in the house we have provided for space heating, water heating and sanitations and for the supply of water, gas and electricity, including:
 - Basins, sinks, baths, toilets, flushing systems and waste pipes, showers, water tanks;
 - Electrical wiring, fireplaces, fitted fires and central heating installations, door entry systems, communal TV aerials and extractor fans.
- Installations include those which we own or lease which directly or indirectly serve the house. We will not, however, be responsible for repair of any fixtures and fittings not belonging to us which make use of gas, electricity or water. Neither will we be responsible for the repair or maintenance of anything installed by you or belonging to you which you would be entitled to remove from the house at the end of the tenancy unless we have specifically agreed.
- We will inspect annually any gas installations in the house provided by us. We will provide you with a copy of the inspection report within 28 days of the inspection. If the inspection reveals the need for repair or replacement of any such installation, we will do so within a reasonable period. We will give you a copy of the current inspection record before the beginning of the tenancy.
- If your house is served by a communal television or communications aerial provided by us, we will take reasonable steps to repair any defect within a reasonable period. Where repairs or maintenance have to be done, we will make reasonable efforts to minimise disruption to you.

3.9 Nothing contained in this Agreement make us responsible for repairing damage caused wilfully negligently or accidentally by you, anyone living with you or a visitor to your house. If we decide to carry out the work, you must pay us for the cost of the repair and you hereby agree to pay for the cost of such damage. This paragraph does not apply to damage caused by:

- Fair wear and tear
- Vandals (provided that you have reported the damage to the Police and us as soon as the damage is discovered).

- 3.10 We will carry out necessary repairs due to fire, flood or Act of God, within a reasonable time or offer equivalent permanent rehousing as soon as such a house becomes available. Until that time, we will try to help you to get temporary accommodation if the house is uninhabitable.
- 3.11 We have the right to come into your house to inspect it and its fixtures and fittings to carry out repairs to it, or adjoining property, during reasonable times of the day. We will try to give you at least 24 hours' notice in writing. We have the right of access to your house in order to lay wires, cables and pipes for the purposes of telecommunications, water, gas and electricity, providing we give you reasonable time. If you refuse us entry, we will have the right to make forcible entry provided we have given you every reasonable opportunity to let us in voluntarily. If we have to make forcible entry, in this situation, you are liable for the costs of any damage reasonably caused and you hereby agree to pay for the cost of such damage. In an emergency, we have the right to make forcible entry to your house without notice.
- 3.12 If we know that any house or flat adjoining your house, which we own, is likely to remain unoccupied for longer than four weeks, we will take all reasonable steps to avoid damage or danger to you or your property arising from that house or flat being unoccupied. These steps may include, but are not limited to the following:
- Seeing that its doors and windows are properly secured;
 - Seeing that the water, gas and electricity supplies to the house or flat are turned off where possible.
- 3.13 If we cause damage to the house or your property in connection with inspections, repairs or improvements or entry, we will reinstate the damage or compensate you for your losses. We have a right to require you to move temporarily to suitable alternative accommodation if this is necessary for the repairs to be done. If you are moved temporarily, we will reimburse you for any extra expenses you have as a result. You will be charged rent during this period but no more than you normally pay.
- 3.14 Our duties to repair contained in this part of the Agreement continue until this Agreement comes to an end.

4. The Tenant's Responsibilities

- 4.1 You must report to us, as soon as reasonably possible, any damage to the house, the common parts or loss or damage to our property. You can do this in person or by telephone, E-Mail or through the Association's web-site. You can arrange for someone else to do this on your behalf. We operate an emergency telephone service outside office hours.

4.2 You are responsible for taking reasonable care of the house. This responsibility includes carrying out minor repairs and internal decoration. It also includes keeping the house in a reasonable state of cleanliness.

- **Miscellaneous Repairs:** you will be responsible for damage to glass, damage to sinks or sanitary ware, fitting / renewing tap washers, plugs or chains, internal door handles, replacing lost or broken keys and any other cost incurred through forcing entry through lost keys, and replacing batteries for smoke detectors;
- **Emergencies:** you will take all reasonable steps to ensure that we are notified immediately of emergencies, including those involving the supply of water, and to ensure that, where necessary, access can be gained by our representatives;
- **Cold Weather:** you will take reasonable care to ensure that water pipes do not freeze. In the event of being absent from the property you should inform us and you should ensure that the internal water supply is turned off and pipes and tanks etc are drained.

However, you are not responsible for carrying out repairs which are due to fair wear and tear. You are not permitted to carry out repairs or decoration which would prejudice the health and safety of anyone living at or in the vicinity of the house or anyone visiting the house or in the vicinity. If you are in doubt as to what work could constitute such a risk, you should contact us for further advice.

Where we have delayed or failed to carry out certain types of repair, the Scottish Government have made regulations which give tenants the right to have certain repairs carried out. You may also be entitled to compensation. Information about these regulations is available within your Tenants Handbook.

4.3 We will maintain comprehensive building insurance. We are not responsible for the arrangement of contents insurance cover. You are strongly recommended to insure your personal possessions against loss or damage caused by fire, flood, theft, accident etc. We can provide advice about the availability of a contents insurance scheme. Ask us for details.

4.4 **Alterations & Improvements:** If you want to:

- Alter, improve or enlarge the house fittings or fixtures;
- Add new fixtures or fittings (for example kitchen or bathroom installations, central heating or other fixed heaters, laminate flooring, double glazing, or any kind of external aerial or satellite dish);
- Put up a garage, shed or other structure;
- Decorate the outside of the house;

You must first get our written permission. We will not refuse permission unreasonably. We may grant permission with conditions including conditions regarding the standard of work.

- 4.5 You agree not to apply stippled or patterned finishes “artex” or similar to internal walls. This finish is allowed on ceilings only if properly applied and with our prior written permission. We will not refuse permission unreasonably.
- 4.6 If you have made alterations or improvements with our permission, you may be entitled to compensation at the end of your tenancy under regulations governing such arrangements. We also have the power, even if you do not qualify under these regulations, to make a discretionary payment. Such works will not be taken into account in determining rent levels.
- 4.7 If you make a request to us for permission to carry out alterations or improvements etc. To the house, we will reply to your written request within one month of receipt of the written application. In that reply we will tell you if we agree to the proposed alterations etc and if so, whether we attach any conditions. If we do not reply within one month, we are taken to have agreed to your request. If we refuse this kind of permission, we will let you know in writing our reasons for refusal within one month of receipt of your written application.

If you are unhappy about our refusal you have the right to make application to the Director. You can appeal against a refusal or the conditions we have attached.

If you carry out any alterations or improvements without our permission we are entitled to restore the house to its previous condition during, or at the end of, your tenancy. If we do so, we are entitled to charge you for this work. You hereby agree to pay the cost for this work.

5. Access

- 5.1 Where the Association requires access to inspect the condition of the house, to service gas and electrical installations or to carry out repairs or other works to adjoining property, the Association will give 24 hours written notice to the tenant.
- 5.2 In the event of an emergency, the Association may take action including forced entry to the house. In these circumstances, an emergency would be:
- To remove or prevent danger to life, personal injury or health
 - To prevent substantial damage or further damage to property
 - To make the house secure
 - To restore essential services
 - To comply legal requirements for gas safety (installation & use Regulations 1998)

- 5.3 In the event of a forced entry, 2 members of staff will be present and take an inventory of any furniture and effects in the house.

6. Classification of Repairs & Response Times

- 6.1 The Association shall have the following classification and response times for its repairs:

- **Emergency:** To be attended within 3 hours and completed within 24 hours
- **Urgent:** To be completed within 3 working days
- **Routine:** To be completed within 10 working days
- **Planned:** To be carried out under cyclical maintenance or future major repairs as appropriate
- **Ad-hoc** The Association may batch certain repairs in order to achieve economy of scale. These repairs are likely to be fencing work, gutter cleaning, tree and shrub trimming.
- **Right to Repair:** Criteria set out in 6.8 (Right to Repair)

- 6.2 Emergency Repairs shall include any which may be a risk to health or safety or as required to avoid serious damage to property.

Examples include:

- Gas leaks
- Burst pipes and tanks
- Loss of electrical power within the property or electrical faults endangering life and property
- Loss of water supply
- Broken or choked w.c.
- Jammed entrance doors or difficulties with locks causing security problems
- Fires or break-ins
- Loss of heating where there is infirm, elderly or young children (temporary heating will be supplied)
- Lightening, flood or storm damage (attended when safe to do so)
- Structural problems which are causing a danger to tenants and the general public
- Broken windows on ground floors, if house is insecure

- 6.3 Urgent repairs are those, which are considered to be affecting the comfort of the tenant but not considered dangerous.

Examples include:

- Overflow running constantly
- Leak at w.c. bowl / cistern
- Cistern not flushing
- Baton holder to bathroom or kitchen broken

- Rain penetration

6.4 Routine repairs are those which do not interfere with the tenant's daily occupation of the property but may cause inconvenience.

Examples include:

- Draughts at windows and doors
- Ceilings – large areas to be replaced due to water damage
- Loose window or door handles
- Dripping taps (where the cause is not the washer)
- Cracked glass (where there is no risk to injury or danger to the public)
- Broken window reported to Police. Not falling into the emergency category.

6.5 There may be occasions where repairs cannot be completed within the set targets, for reasons such as materials not being readily available, the tenant will be informed by letter, phone or at the time when the fault is reported, if a delay is likely.

6.6 All repairs, other than emergencies, will be attended within the maximum period in working days from the day after date of notification of the repair or inspection.

6.7 Routine repairs that require inspection will be inspected within 2 working days of the repair being reported. The tenant will be told at the time of reporting the repair if an inspection will be necessary.

6.8 Right to Repair:

Qualifying repairs (certain repairs up to a value of £ 350) may be inspected by a member of staff and the tenant will be advised at this stage of the Right to Repair Regulations:

- When the repair will be completed
- The last day of the maximum period
- The name, address and telephone number of the contractor who will carry out the repair
- The name, address and telephone number of the secondary contractor who will carry out the work if the primary contractor fails to complete the work within the designated period
- The requirements for the tenant to contact the Association prior to contacting the secondary contractor

The following table describes which repairs are the responsibility of the Association and which repairs are the responsibility of the tenant:

Repairs Responsibility

| Item | Who is responsible for repairing? | |
|--|---|------------------------------------|
| | Us | You |
| Door bell | | √ (except door entry systems) |
| Door chain | | √ |
| Door name plate | | √ |
| Glass of inside door screen | | √ |
| Inside doors | | √ (includes handles, locks etc) |
| Keys | | √ |
| Mortice locks | √ | |
| Night latch (yale type) locks | √ (unless this is the only lock on door) | |
| Outside doors | √ (including doors to flats in closes) | |
| Individual tv aerial | | √ |
| Light fittings | √ | |
| Plugs | | √ (including fuses) |
| Smoke detectors | √ | |
| Sockets | √ | |
| Stairlighting | √ | |
| Switches | √ | |
| Wiring & circuits | √ (including fuse box) | |
| Bath | √ | |
| Shower unit | √ | |
| Shower heads, hoses & curtains | | √ |
| Toilet seat | | √ |
| Toilet pan | √ | |
| Wash basin | √ | |
| Flue | √ | |
| Electric storage system | √ | |
| Gas fired system with radiators | √ | |
| Cooker | | √ |
| Cooker socket | √ | |
| Kitchen units | | √ |
| Sink, bowl & drainer | √ | |
| Blocked sink, wash basin, bath, toilet | √ | |
| Domestic cold water supply | √ | |

| | | |
|----------------------------------|--|---|
| Downpipes (rain & soil) | √ | |
| Drains | √ | |
| Item | Who is responsible for repairing? | |
| Gutters | √ | |
| Hot water supply | √ | |
| Sink plugs & chains | | √ |
| Washing machine fittings | | √ |
| Ceilings | √ | |
| Damp-proof course | √ | |
| Floors | √ | |
| Outside woodwork | √ | |
| Roughcast plastering | √ | |
| Skirting boards | | √ |
| Stairs (inside) | √ | |
| Steps to entrances | √ | |
| Walls | √ | |
| Glass in windows | | √ (unless you can show glass was broken by vandals or similar cause) |
| Sills | √ | |
| Window frames, catches, handles | √ | |
| Window locks | √ (unless you have fitted them) | |
| Clothes line posts / whirly gigs | us | √ |
| Fences at the end of the garden | √ | |
| Fences between gardens | | √ (unless we put them in) |
| Footpaths & gates | √ | |
| Inside decoration | | √ (including wall tiles) |
| Outside decoration | √ | |
| Shed | | √ |
| Timber garage | | √ |

Statutory Qualifying Repairs Right to Repair

Defects, Repairs of which are qualifying repairs and maximum time for completion

| Repair | Completion Time |
|--|-----------------|
| 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 |
| Insecure external window, door or lock | 1 |
| Unsafe access path or step | 1 |
| Electric Power | |
| Loss of electric power | 1 |
| Partial loss of electric power | 3 |
| 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 |
| Water supply | |
| Loss of water supply | 1 |
| Partial loss of water supply | 3 |
| Loose or detached banister or hand rail | 3 |
| Unsafe timber flooring or stair treads | 3 |
| Mechanical extractor fan in internal kitchen or bathroom not working | 7 |

7. The Association reserves the right to re-charge the tenant for the cost of repairs that are in result of wilful neglect or vandalism caused by the tenant, the tenant's

family or visitors to the property in accordance with Section 5.9 of the Scottish Secure Tenancy Agreement.

Procedure for Reactive Repairs:

1. Background

Lochfield Park has a responsibility to maintain its housing stock to a reasonable standard. Tenants of the Association have rights to certain repairs, laid down in the Housing (Scotland) Act 2001 – Right to Repair.

The following procedures lay the foundation for:

- Reporting repairs
- Pre inspection of repairs
- Issuing of repairs
- Response times of repairs
- Post inspection of repairs
- Job completion

2. Reporting of Repairs

Lochfield Park will accept the reporting of repairs via the following options:

- Received at reception
- Via e-mail
- Via post
- Via telephone call
- Verbal request during visits or during fieldwork

3. Logging of repairs on SDM

- Once a repair has been identified as being the responsibility of the Association, the repair works order should be raised via the SDM system.
- The tenant should be advised of the category of the repair i.e. emergency, urgent, routine etc.
- The repair line can be raised by any member of staff and passed to the contractor by telephone, e-mail or verbally.

- Confirmation of the repair (works order) should be posted or handed to the contractor.

4. Monitoring of Work Orders

It is important that work orders are completed on time, therefore the following procedure should be adhered to:

- Staff shall check work order completion dates on a daily basis via the SDM system
- The SDM system will print out work orders that are nearing their completion date, staff shall contact the tenant and contractor to confirm the work is complete
- All contractors shall confirm to the Association when a work order has been completed

5. Work Order Completion

When a works order has been completed, the completion date should be entered into the SDM system.

6. Post Inspection

It is vital that the Association achieves value for money and that our tenants are satisfied with the repairs procedure and that repairs are carried out to an acceptable standard. This process is confirmed by post inspection.

Lochfield Park Housing Association will carry out a minimum of 20% post inspection to all work orders raised.

Post inspection can be carried out by any member of staff.

The following list details the important questions that should be asked at any post inspection:

- Is the tenant satisfied with the work
- Was the work order completed on time
- Does the work carried out reflect the invoice cost
- Was an appointment made & kept

7. Invoicing Process

Invoices received for works carried out on behalf of the Association must be checked for the following details:

- The contractor should provide a completion date of the work carried out;
- The invoice should detail vat at the current rate;

- The invoice should detail the contractors reference number, invoice date, address or addresses where the work was carried out, a description of the work, the works order number;

All of the above should be on the contractor (headed) invoice papers.

Invoice Process

- Stage (1) All invoices received will be passed to the Director
- Stage (2) Director will view the invoice and pass to Finance
- Stage (3) Finance will log the invoice costs against the appropriate budget heading and pass to Maintenance
- Stage (4) The Maintenance section Manager shall log costs and completion dates against the SDM works order check the invoice for accuracy and completion time
- Stage (5) The Maintenance Manager will approve the invoice for payment, initialling the stamped grid, pass the invoices back to the Director for counter-signing
- Stage (6) The Director will pass the approved invoices to Finance for payment.
NB: invoices will normally be settled with the contractor within 31 days of receipt.

8. Letting Standard

Lochfield Park Housing Association has a letting standard for all properties which ensures that all houses available for re-let will be cleaned and repaired as necessary. (See Appendix 2)

9. Maintenance of Gas Appliances

Lochfield Park Housing Association will maintain and inspect all gas appliances in accordance with all relevant legislation.

9.1 Contract for Annual Servicing and Repairs

A contract will be entered into with a reputable contractor to carry out annual servicing, safety checks to void properties and repairs.

The contractor will be GAS SAFE registered and will have a proven track record in carrying out this type of work.

The names and qualifications of the operatives who will work on the contract will be registered with the Association. Any operative whose qualifications have not been copied to the Association will not be permitted to work on the Association's gas appliances.

9.2 Servicing Details

The contractor will provide records of servicing details each month. The Maintenance Manager and Housing Manager shall check these to ensure that service visits are carried out within 12 months periods.

9.3 Records

The following information will be supplied by the contractor to Lochfield Park Housing Association Ltd on an official landlord's gas survey certificate.

Address, Date of Check, Description & location of each gas appliance, Details of defects and remedial works, name & signature of fitter, gas safe registration number. And acops registration number.

The certificate must also confirm: - Effectiveness of each flue, supply of combustion air, operating pressure and heat input, operation so as to ensure safe functioning.

A copy of the certificate must be left with the tenant. Any new tenant must be issued a copy of the most recent safety certificate.

Landlord Gas Safety Certificate will be retained by the Association for a minimum of five years.

Void House Gas Safety Check

Each Void House will have a Gas Safety Inspection carried out and a copy of the certificate will be passed to incoming tenant.

9.4 Meetings

The Association and the contractor shall communicate regularly during the gas service contract, to discuss the following:

- (i) Progress on service visits
- (ii) Notifiable incidents (will be notified immediately)
- (iii) Documentation
- (iv) Quality control
- (v) Access difficulties

9.5 No Access

The Association has a procedure in place for dealing with no access issues.

9.6 Quality Control

The contractor will carry out quality control inspections to a 10% sample of service works.

Quality control shall be carried out by a suitably qualified and competent person.

Copies of quality control checks to be issued to the Association.

The Association's Maintenance Section will review a 10% sample of properties and check with the tenant that the work has been carried out.

New Build Defect Liability Period

- 10.1 Following practical completion of a development, the Contractor is responsible for carrying out defects for a period of one year.
- 10.2 Defects will be categorised in as emergency, urgent and routine and will be the responsibility of the Contractor.
- 10.3 For emergency defects outwith office hours, the Association will endeavour to obtain emergency numbers from the Contractors or will reach agreement with the Association's out of hours emergency contractor to use their number.
- 10.4 Tenants will be given these numbers to use in the event of an emergency. Where the tenant uses these numbers for non-emergency, the cost may become a rechargeable repair to the tenant.

11. Cyclical & Planned Maintenance

- 11.1 The Association shall carry out a system of planned maintenance to facilitate:
 - Cyclical Repairs
 - Planned Maintenance
- 11.2 Cyclical repairs shall be carried out on all properties.
- 11.3 Cyclical maintenance will include gutter cleaning, ground maintenance, and gas servicing.
- 11.4 The Association will adopt a major repair / improvement programme based on the whole life cycle costing method of replacement. This information will be contained within the Association's 30year Planned Maintenance Programme. This programme will be updated on a regular basis.

11.5 The funds required for planned maintenance will be included in financial projections for each year of the Association on its annual budget and for long term planning as part of the business planning process.

12. Procurement & Review of Contractors

12.1 The Association shall obtain information on available contractors by reference from other Association's, local employment initiatives and through public advertising in local newspapers.

12.2 The Association shall ensure that contractors accept and adhere to the Association's approved contractors requirements.

12.3 The Association shall obtain references on all contractors they intend using.

12.4 The Association shall ensure that contractors complete a contractor's application form and comply with the Association's requirements on equal opportunities, health & safety, tax, insurance responsibilities and the government's Living Wage.

12.5 The Association shall ensure that best value is achieved from contractors by monthly random sampling of repairs.

12.6 The Association shall maintain a list of competent contractors to be reviewed annually.

12.7 The Association shall monitor contractors throughout the year for cost, response times and the provision of emergency cover.

13. Tendering Procedure

13.1 Competitive quotations from a minimum of three contractors must be sought where repair costs are expected to be in excess of £1000. Where costs are expected to be in excess of £2000, the Association's procedures for single stage selective tendering shall be followed.

13.2 Contractors invited to tender for repairs works must be selected from the Association's competent contractors list.

13.3 A tender brief must be issued to contractors being invited to tender and must contain clear detail regarding work required, property address, tender expiry date/ time together with other relevant or material information. Contractors must be advised to submit their tender documents in a sealed envelope clearly marked "Tender Documents".

13.4 On receipt of the aforementioned sealed tender documents a receipt may be given to the tendering company's representative, if requested. The recipient should note the date and time of receipt on the sealed envelope.

- 13.5 Under no circumstances should any tender documents be opened prior to the agreed date/time by which tenders had to be received.
- 13.6 All tenders must be opened in the presence of a minimum of two Staff members and two Committee members.
- 13.7 Details of the tendering company, tender costs and witness's signatures must be entered in a tender register which will contain the nature of the works, companies invited to tender and the closing date/time for tender submissions. The register will also highlight where a company makes no tender submission.
- 13.8 Where the lowest tender is not accepted details of the reasons for this decision must be clearly minuted at the appropriate Committee or Sub-Committee meeting.
- 13.9 Ad-hoc / Specialist Work

In some cases it will not always be possible or practicable to gather multiple quotes. This could be because the work is of a specialist nature or the work is required immediately.

On such occasions the Director will be advised prior to the work being authorised to the contractor.

14 Procurement And Review Of Consultants

- 14.1 The Association shall obtain information on suitable consultants by reference from other Association's, media advertising and unsolicited enquiries.
- 14.2 The Association shall take references on all consultants they intend using.
- 14.3 The Association shall ensure that all consultants comply with the Association's requirements on equal opportunities, health and safety, tax, insurance and relevant statutory requirements.
- 14.4 The Association shall maintain a list of approved consultants to be reviewed annually.

15 Cost Control

- 15.1 Finance/Office Manager, Housing Manager, Maintenance Manager and the Director will liaise prior to the commencement of the financial year for the purposes of agreeing an annual repairs/cyclical maintenance budget to be submitted to Committee for approval.

- 15.2 Finance/Maintenance staff will liaise on a monthly basis for the purposes of monitoring actual/planned expenditure.
- 15.3 A report to the Housing Management Sub-Committee will compare the estimated with actual expenditure on repairs/cyclical maintenance. It must be recognised that circumstances may result in the annual budget allocated being amended during the course of the financial year.
- 15.4 Where it is expected that repair works will exceed £1000 the appropriate procedures must be observed, unless it is necessary to carry out the work immediately in order to prevent danger of life, limb or property. In such cases the approval of the director will be sought.
- 15.5 Projections of cyclical maintenance/major repair works must be compiled by the Maintenance Manager and revised on an annual basis in order to allow incorporation of the financial effects into the revised Business Plan.

16 Insurance

The Association shall ensure that all its properties, improved and unimproved, are insured at replacement value for any perils, which may arise in the course of the properties' lifetime.

17 Reporting To Committee

- 17.1 The Maintenance Manager will provide an annual report to the Housing Management Sub Committee for approval. This report will be a summary of the previous 12 months, covering all aspects of service delivery and performance.
- 17.2 The Maintenance Manager will also provide the Housing Management Sub Committee with a monthly report allowing them to monitor the level of repairs and performance of contractors
- 17.3 The committee will receive regular advice / reports from the Maintenance Manger regarding legislative changes and good practice issues to allow the committee revise the policy if required.
- 17.4 The Committee will approve the annual budget prepared to cover day to day repairs and cyclical maintenance and monitor spend against same.
- 17.5 The Committee will approve and monitor the annual programme for cyclical maintenance, including approval of contractors being invited to tender for same.

17.6 The Committee will approve the Association's Planned Maintenance Programme.

18 Information to Tenants

18.1 The Association shall adopt the widest possible system of reporting of repairs for tenants and this will include the following systems:

- (a) Telephone (24-hour service, including emergencies)
- (b) In person at the Office Mon, Tues & Thursday (9.00am - 12.30pm and 1.30pm - 5.00pm), Wed & Friday (9:00am – 12:30 and 1:00pm – 4:00pm)
- (c) By Letter
- (d) Email.
- (e) Via the Association`s web-site

18.2 Tenants will receive written information on how to report repairs, classification and the response times etc through regular newsletters. This information is also available on the Association`s web-site.

During Bank and Public Holidays the Association will display contact details for emergencies should they occur during these periods. The same information will be recorded on the Association`s answerphone.

19 Complaints

19.1 Tenants, Sharing Owners and Owners may at any time make a complaint regarding the service they have received.

Complaints will be investigated and actioned in accordance with the Association's Complaints Policy and Procedures.

Copies of the Association's Complaints Policy and Procedures are contained within the Tenant's handbook and are available on request.

20 Void Properties

20.1 Procedures for the inspection and maintenance of void properties will be carried out in accordance with the Association's Void management policy.

21. Scottish Housing Quality Standards

21.1 What are, the Scottish Housing Quality Standard?

This is a set of criteria laid down by the Scottish Government to which RSL's must comply.

These standards dictate that a RSL's properties must be:

- Compliant with the tolerable standard
- Free from serious disrepair
- Energy efficient
- Provided with modern facilities & services
- Healthy, safe and secure

Lochfield Park Housing Association properties already achieve the above standard.

The above standards shall be maintained via periodic stock condition surveys and remedial works that are required, as a consequence of these surveys.

21:2 Energy Efficiency Standards for Social Housing (2020 Target)

The Government has laid down legislation that requires RSLs to "as far as is reasonably practicable" ensure that their dwelling properties meet the requirements of the EESSH 2020 target.

The targets are a measure of a properties energy efficiency and carbon footprint.

This work is on-going and the vast majority of the Association's stock meet this standard. Information and advice is currently being sought on two properties which will require some form of upgrading.

Section 2

Recoverable Repairs

Contents

- 1. Policy Statement**
- 2. Introduction**
- 3. Policy Aims**
- 4. Recoverable Repairs & Procedures**
- 5. Forms & sample Letters**

Recoverable Repairs - Policy & Procedures

Policy Statement

Lochfield Park Association believes that every Tenant is entitled to the benefit of the doubt on at least one occasion. On the first occasion where damage has been caused accidentally then the cost of repair will not be passed on to the Tenant. Recurring accidental damage however will be the responsibility of the Tenant and will be rechargeable.

Where damage has been caused willfully or due to negligence, then the cost **will be** sought from the Tenant.

Introduction

Lochfield Park Association as landlord is responsible for ensuring its properties are kept in a well-maintained condition. Where repairs are necessary the Association will carry these out in line with its stated Maintenance Policy and Procedures. In cases, however, where the repair is a result of neglect or mis-use by the Tenant or a member of the Tenant's household then the responsibility for these repairs must lie with the Tenant.

This Policy seeks to identify and clarify the conditions under which the Association will pursue recovery of these costs.

Policy Aims

- To identify recoverable repairs.

Recoverable repairs can be identified by:

- Pre-termination inspection
- Void inspection
- Stock condition surveys
- Routine day to day repair procedures

To ensure that re-chargeable repair costs are collected from tenants wherever possible, thus ensuring best use of the Association's repair budget.

To ensure that Tenants are aware that the Association has the right to order a repair in circumstances which could cause injury or lead to a depreciation in the overall condition of the property and that it may be appropriate to re-charge the tenant for such repairs.

Recoverable Repairs

The Association will carry out repairs, identified as Tenant's responsibility under the Tenancy Agreement, and charge the Tenants retrospectively. Examples of repairs, which would be Tenant's responsibility, will include:

- Lost keys
- Where the Tenant fails to carry out work identified by the Association as causing nuisance or which may endanger other residents.
- Where Tenant fails to give access for repairs, where a firm arrangement has been made, and the Association incurs a cost (No access charge).
- Where out of hours calls are made for non-emergency repairs. (Call out charge only will be charged in this instance).
- Where Tenant calls out the wrong Contractor for emergency repairs the cost will be charged to the Tenant.
- Where Tenant calls out emergency contractor and fails to give access.

- Where the Association has to force entry to carry out statutory repairs e.g. Gas servicing, central heating servicing. This would only occur where the Tenant had been offered reasonable opportunities and failed to allow access.
- Where a vacating tenant leaves items of furniture etc in the property and removal has to be arranged by the Association or where damage has occurred to the property resulting in unreasonable costs to the Association.

This list is not exhaustive and there will be other examples of recoverable repairs. Each case will be judged on the circumstances surrounding the repairs by the Association's Maintenance Manager in consultation with the Housing Manager.

In cases where a Tenant requests a recoverable repair then an estimate of the costs of the repair will be provided and the Association will require at least 50% of this cost to have been paid prior to repairs being instructed. The Tenant must also be willing to sign the **“Recoverable Repair – Statement of Liability”**.

Procedures

- 1 Where a repair is requested by a tenant and the tenant is unable/refuses to sign Recoverable Repair Statement of Liability the Association may carry out the works and notify in writing their intention to recover costs.
- 2 Where a repair has already been carried out the tenants will be notified in writing of the Association's intention to recover the costs and asked to sign Recoverable Repair Statement of Liability.
- 3 When the Association receives a request for payment from a Contractor (no access charge) an invoice will be raised and sent to the tenant with a copy of the contractors invoice for their information.
- 4 The tenant / former tenant will be given 28 days in which to pay in full or 7 days to contact the Association in order to make an arrangement for paying by instalments.
- 5 A reminder letter will be issued to the tenant / former tenant if there has been no response after 7 days.
- 6 Recoverable repair debt collection procedures will then be followed.
- 7 Paying arrangements should be for a minimum of £5.00 per fortnight.
- 8 If a former tenant leaves no forwarding address the Housing Officer will initiate former tenant debt recovery procedures.

- 9 The Housing Management and Maintenance Sub Committee will be kept informed of all recoverable repairs and former tenant recoverable repairs.
- 10 This policy and procedures will be reviewed regularly to ensure objectives are being met.

**Recoverable Repair
Statement of Liability**

Tenant Name: _____

Address: _____

Contact No.: _____

Repair reported: _____

Repair required: _____

Cost (£): _____

Repayment Plan: _____

I hereby accept liability, under the terms of my Scottish Secure Tenancy Agreement with Lochfield Park Housing Association, for the cost of the repair detailed above and will arrange prompt payment on receipt of an invoice detailing the exact cost of the repair.

Tenant signature: _____

Staff signature: _____

Date: _____

Sample Letters for Rechargeable Repairs

Dear

Rechargeable Repair – Confirmation of Liability

I refer to the repair, details attached, and write to confirm that you are liable, under the terms of the Scottish Secure Tenancy Agreement, for the cost of this repair.

When the actual cost of the repair is known, you will be invoiced for the amount outstanding and arrangements should then be made for a prompt payment.

Dear

Rechargeable Repair – Invoice no. –

Please find enclosed invoice no. _____ in relation to the work order no. _____ with details of your recent rechargeable repair.

We ask that you contact the office as soon as possible to make a payment arrangement.

If you have any queries please feel free to contact us.

**Recoverable Repair
Payment Arrangement**

Tenant Name: _____

Address: _____

Contact No.: _____

Work Order No.: _____

Invoice No.: _____

Arrangement: _____

I _____ agree to make the following payments towards the cost of the above rechargeable repair / repairs.

Tenant's signature: _____

Maintenance
Manager signature: _____

Date: _____

Section 3

Alterations / Improvements

Contents

1. Introduction
2. Alterations & Improvements Policy
3. Alterations & Improvements Procedures
4. Alterations & Improvements Application Form

Alterations / Improvements Policy & Procedures

1. Introduction & General Statement

The Tenant may make alterations or improvements to the house subject to the prior written consent of the Association.

2. Requests to carry out alterations or improvements must be made on the Association's standard application form. Such requests will be considered and the tenant given a written response within two weeks from the date of receipt of the request.
3. The Association will give one of the following responses to their request:
 - (a) Agreement to the request subject to work being carried out in accordance with a specification provided by the Association
 - (b) Agreement to the request with conditions
 - (c) Refusal of the request.
4. At all times the Association has to consider the long term structure of its properties and therefore the conditions applying to carrying out alterations or improvements will be strictly enforced.
5. The Tenant must obtain and comply with all other necessary approvals from statutory authorities as well as conditions attached by the Association to the written consent.
6. The attachment of any receiver, aerial installations, dishes, signs or attachments to the exterior of the house, building, garden ground, common ground or loft space may not be carried out without the prior written consent of the Association.
7. **Polystyrene tiles may not be fitted under any circumstances. If it is found that these tiles have been fitted the tenant will be required to remove them immediately or the Association will arrange their removal and recharge all costs to the tenant.**
8. Tenants **may** be granted permission to apply Artex to ceilings subject to the following:
 - (a) They seek permission from the Association in writing
 - (b) The work is carried out by qualified tradesmen to the specification issued by the Association
 - (c) The Association will inspect the work following its completion.

9. **Any unauthorised alterations will be deemed to be a Breach of Tenancy and the costs of remedial work will be sought from the tenant.**

Alterations Policy & Procedures

1.0 Introduction

Lochfield Park Housing Association wishes to allow tenants to carry out improvements as part of our policy of maintaining our houses to the highest standard.

2.0 Aims of the Policy

The main aim of this policy is to allow tenants to undertake alterations subject to prior approval by the Association to the structure, common parts, fixtures and fittings of their homes in line with the rights and conditions as laid out in the Scottish Secure Tenancy Agreement.

3.0 Policy Statement

Tenants shall not carry out work other than interior decoration of the dwelling house in or upon the subjects without the prior written consent of Lochfield Park Housing Association, which consent shall not be unreasonably withheld. Application for such consent must be made on the form "Alterations / Improvements" which shall be made available by the Association on request.

Tenants must obtain and comply with all other necessary approvals from Statutory Authorities as well as conditions attached by the Association to the written consent.

4.0 Policy in Practice

- 4.1 Applications to carry out any improvements (other than interior decoration) shall be made in writing to the Association on the standard form available from the Associations office. (Appendix I)
- 4.2 Permission will normally be granted subject to the following conditions:
- (i) The Association is satisfied any proposed improvement will meet relevant standards of safety and workmanship (although the Association accepts no responsibility for supervising the work).
 - (ii) Maintenance expenditure will not be involved.

- (iii) The work will not detract from the future letting of the property.
- 4.3 Upon receipt of an application the Association will normally advise the applicant of whether they can proceed or not within 14 days. However where major works are required permission may take up to 1 month to allow proper investigation to take place.
- 4.4 An inspection may be necessary before any work proceeds and will be required upon completion.
- 4.5 If an application to carry out an improvement is refused the reason for refusal shall be given in writing.
- 4.6 Tenants wishing to appeal against a decision to refuse permission should in the first instance contact the Maintenance Manager in writing stating their reasons for appeal.
- 4.7 The Maintenance Manager will respond in writing within 7 working days.
- 4.8 Should the tenant wish to take the matter further then the Association Director should be contacted in writing. The Director will respond within 7 working days.

Alterations Procedure

Procedure for Dealing with Tenants Improvements

1. Standard application form to be sent or handed to tenant following initial request within 5 working days.
2. On return the association will issue an acknowledgement letter to Tenant.
3. On return of the form the Maintenance Manager will consider the Application check that statutory consents are in place, if required, and if necessary arrange for an inspection of the property to be carried out.
4. Response to be sent to the tenant within 7 days advising whether further inspection required before approval to proceed can be given.
5. Response to be sent to tenant within one month of receipt of application indicating whether work can proceed, and any conditions being attached.
6. Within 2 months of permission being given the Maintenance Manager will check with the tenant whether work has been carried out or is at least in progress.
7. When work is complete a post inspection may be carried out and the application form completed and retained on file.
8. If alteration / improvement is impractical or cannot proceed on technical grounds the tenant will be advised in writing by the Maintenance Manager stating the reasons why permission cannot be given.

Lochfield Park Housing Association Ltd

Application for Alteration(s) / Improvement(s)

Please give full name of tenant:

Address of Property to be altered / improved:

Contact Telephone number:

Details of proposed alteration / improvement:
(please provide full details including plans, specifications, estimates etc)

Is Planning permission or a building warrant required for the work: YES / NO

When do you want to start the work?

Signature of Tenant:

Date

**PLEASE NOTE THAT YOU SHOULD ALLOW 28 DAYS FOR OUR FULL RESPONSE
AND THAT NO WORK SHOULD BE CARRIED OUT UNTIL PERMISSION IS
GRANTED**

FOR OFFICE USE ONLY

Pre-installation

Is prior inspection necessary? YES / NO

I agree that works should proceed? YES / NO

Is the proposed alteration reimbursable? YES / NO

Staff Comments

Signature of Maintenance Manager / Housing Officer

Date

Date permission granted and letter issued to tenant:

Post Completion

Work completion date:

Is work carried out to a satisfactory standard? YES / NO

Is alteration reimbursable? YES / NO

If yes, have receipts been examined and amounts entered in file? YES / NO

Notes / comments:

Signature of Maintenance Manager / Housing Officer

Date

Date confirmation letter issued to tenant:

Section 4

Defects

Contents

1. Introduction
2. Target Timescales
3. Defect Procedure
 - 3.1 Stage 1 – Reporting a defect
 - 3.2 Stage 2 – Requesting the work
 - 3.3 Stage 3 – Gaining access to do the work
 - 3.4 Stage 4 – On completion of the work
 - 3.5 Decoration
 - 3.6 Wall fixings
 - 3.7 Carpets & floor coverings
 - 3.8 Alterations & Improvements

Defects Policy & Procedures

1. Introduction

During the Defects Liability period defects will be attended to by the original builder (not willful damage & breakage's, or wear & tear items).

Any defects coming to light must be reported to the Association's office. The out of hour's procedures are only to be used in the event of any emergency. Tenants who call out Contractors for non-emergency repairs may be charged the full cost of that call out.

2. Target Timescales

This depends on the urgency of the item and the degree of complexity. Generally repairs such as central heating failure, burst pipes, loss of electrical power, or sparks from fittings, would be treated as an emergency and repaired within 24 hours.

Other defects should be undertaken by the Contractor within 7-10 working days, although some minor defects may be left until they can be done in a batch by the builder.

At the end of the first year the Architect will re-inspect the property to see if there are any outstanding defects for which the Contractor is responsible.

Defect Procedures

The Association recognises that the procedures surrounding the initiation of a defects request are crucial to it being carried out properly.

1. Stage One - Reporting A Defect

All defects must be reported to the office either by telephone or in person. Reception staff will ask the tenant to provide information on the nature of the defect to aid identification of fault. If the defect cannot be identified the reception staff will arrange access to enable pre-inspection take place.

If the defect does not require inspection the reception staff will advise tenant of the category of defect, obtain realistic access details from the tenant.

A file copy exists and will remain in the defects file for reference.

The information contained within the defect report file will form the basis of the defect instruction to the Contractor or the Maintenance Manager to obtain further details.

Where there is ambiguity, the Maintenance Manager will take the decision as to whether a technical inspection of the defect is required.

2. Stage Two - Requesting the Work

If the defect does not require inspection and the work is to be instructed a job line will be issued, to the contractor. This can be done by fax or e-mail.

3. Stage Three - Gaining Access to do the Work

Abortive calls are a considerable drain on resources. It is therefore important that tenants provide access to allow work to be carried out.

The Contractor must inform the Association if he has problems gaining access to a property.

Two attempts will be made to gain access. On each visit an access card will be left requesting the tenant to contact the Association. If access is not gained following the second visit, a letter will be sent to the tenant informing them that the work has not been carried out due to no access. The tenant will be informed of his \ her tenancy conditions relating to works access and requested to contact the office within 7 days. If the tenant fails to contact the office within the 7 days a warning letter re breach of tenancy will be issued.

If the tenant continues to deny access then an appointment will be made with the Housing Manager to resolve the situation.

4. Stage Four - On Completion of the Work

The contractor must confirm in writing to the association when he has completed any or all of the reported defects, stating the date completed, a copy of which will be placed in the house file for future reference.

5. Statement / Advice given to new occupants during Defect Liability Period

5.1 Decoration

The property for which you have been granted a tenancy has been decorated with emulsion paint on the walls and ceilings. This allows the moisture in the walls to dry out over the first few months. Please do not redecorate other than painting the existing surfaces during the first year, as some of the new plasterwork may not be completely dried out. Shrinkage cracks will be concealed by paper therefore do not redecorate until given written approval to do so at the end of the first year of occupation.

The pass doors are pre-varnished and should not be painted. Scratches can be repaired with coloured wax sticks for furniture restoration.

5.2 Wall Fixings

All walls are surfaced with plasterboard mounted onto a timberframe and fixings should be butterfly or toggle type.

5.3 Carpets & Floor Coverings

Due to the presence of central heating, water and gas pipes below the flooring, please ensure when laying carpets etc to use normal tacks, as long nails may puncture one of these pipes. We recommend the use of carpet grippers to hold carpets down. You should also be aware that access to flooring will be necessary during the 12 month guarantee period and in the event of subsequent maintenance. You should therefore take particular note where lifting boards are provided for access to pipes etc - these will be identifiable by having been screwed in position, rather than nailed. This will assist you in identifying the localised areas of floor covering which may require to be lifted in the event that access to such pipes or controls is required.

5.4 Alterations and Improvements

If you want to add a fire surround, install a shower or any other alterations you must obtain the Association's written approval before you commence the work, this includes the laying of timber or laminate flooring. Such permission will not be withheld unreasonably.

Section 5

Void Management

Content

- 1. Introduction**
- 2. Aims & Objectives**
- 3. Categories for action**
- 4. Available to Let**
- 5. Tenant Responsibilities**

6. **Key Monitoring**
7. **Date of Entry / Accompanied viewing**
8. **Post inspection**
9. **Service provision**
10. **Monitoring, performance & review**
11. **Property Acceptance form**
12. **Energy Performance Certificates**
13. **Void Property Form**
14. **Void Inspection Form**
15. **New Tenants Details Form**

Void Management Policy & Procedures

1.0 Introduction

1.1 Effective void management requires the co-ordination of various sections within the Association:

- Housing Management
- Maintenance
- Administration / Finance

Each section has an important role to play in ensuring that void properties are re-let with the minimum rent loss.

1.2 Areas of action for staff will include:

- Dealing with the termination Housing Management

- Empty house inspections Housing Management

- | | |
|--|-----------------------------------|
| | Maintenance |
| • Ensuring repairs are carried out timeously | Maintenance Housing Management |
| • Identifying a new tenant | Housing Management |
| • Re-letting the property | Housing Management Maintenance |

Setting targets and monitoring performance in these areas is vital to ensure the void period is kept to a minimum.

- 1.3 Good practice guidance suggests, developing a framework for void control, which would guide staff through the process of categorising voids appropriately.
- 1.4 It is important to distinguish between properties that are mainstream and should be let as soon as possible, and those, which are part of a demolition/modernisation programme and will not be re-let.

Note this policy should be read in conjunction with the Allocation Policy and Procedures.

2.0 Aims and Objectives

- 2.1 To maximise the rental income available to the Association by the efficient, allocation and repair of the housing stock.
- 2.2 To minimise void rent loss by the implementation of effective void management procedures
- 2.3 To ensure properties comply with the Associations minimum standards for re-let properties.
- 2.4 To ensure where possible tenants comply with conditions of the tenancy agreement i.e./ termination of tenancy/rechargeable repairs
- 2.5 To ensure pre termination visits are carried out to all properties where termination of tenancy has been indicated
- 2.6 To carry out a complete inspection and full specification of any work on the day that the Association gains access to that property
- 2.7 To ensure empty house repairs are carried out timeously
- 2.8 To ensure all repair work undertaken is carried out to the appropriate standard

- 2.9 To protect tenants in vulnerable areas by securing void properties at the earliest possible opportunity
- 2.10 To protect properties from vandalism by securing them at the earliest opportunity
- 2.11 To maintain an up to date waiting list ensuring the availability of suitable applicants as required.
- 2.12 To set realistic targets for void management and monitor performance against the targets set
- 2.13 To provide the Housing Management and Maintenance Sub Committee with void management reports on a monthly basis.

3.0 Categories for Action

- 3.1 Available to let - This category refers to properties which are mainstream and should be let as soon as possible
- 3.2 Substantial Repair - This category refers to properties which are in need of substantial repair and decoration e.g. new kitchen, bathroom, heating system etc.

4.0 Available To Let

- 4.1 Dealing with the Termination - Housing management staff should ensure where possible that any tenants ending their tenancy give the full 28 days notice.
 - 4.1.1 A Termination of Tenancy Form should be completed and a forwarding address obtained
- 4.2 Internal Transfers - Should only be permitted when the current property has been repaired to an acceptable standard and the tenant has accepted responsibility for any rechargeable repairs, including the signing of a Rechargeable Repairs Agreement.
- 4.3 Upon receipt of a Notice to Terminate the Housing Manager should arrange a pre termination inspection within 3 working days, to be carried out by the Maintenance Manager.
 - 4.3.1 A Pre-termination Inspection Report - Should be completed
- 4.4 Housing Management Staff should liaise with maintenance staff to identify
 - any rechargeable repairs
 - repairs which may be carried out with the existing tenant in situ

- repairs which may be carried out when the new tenant is in place
 - Repairs which can only be carried out when the property is empty. (These would be major repairs and should only be necessary in extreme cases).
- 4.5 Where a Notice to Terminate has not been received and pre inspection has not been possible, the Maintenance Manager should carry out the Empty House Inspection **on the day** that access to the property is obtained.
- 4.5.1 The Housing Manager should liaise with Maintenance Manager to identify any rechargeable repairs attributable to the outgoing tenant and initiate the appropriate former tenant debt recovery procedures.
- 4.6 Pre Allocation - Upon receipt of a Notice of Termination Housing Management Staff will identify a prospective tenant as soon as possible, according to the allocation policy and procedures of the Association. (Normally within one week).
- 4.7 If possible viewing may be arranged with the current tenant in situ.
- 4.7.1 If not possible then viewing should be arranged for the earliest date possible after the property has been vacated.
- 4.8 Housing Management Staff will aim to let properties within 10 working days of them becoming available to let.
- As a rule this should mean that an overall average void period of ten working days or less should be achieved. However in cases where there are problems with utility companies this may not be possible as a Gas Safety Check has not been done.
- 4.9 The Maintenance Manger / Housing Manager will take meter readings and insert those in the Void Management Sheet.

5.0 Tenant Responsibilities

All re-let properties will be repaired to the standard set out in the Association's Minimum Standard for Re-let Properties

6.0 Key Monitoring

- 6.1 Maintenance / Administration staff will be responsible for logging keys throughout the void process and for ensuring keys are retained securely.
- 6.2 All Notice of Terminations will be notified to maintenance / administration staff by Housing Management Staff to allow commencement of repair procedures.

- 6.3 Maintenance staff will arrange for new locks and keys to be provided where necessary after liaising with Housing Management Staff.
- 6.4 Housing Management Staff and Maintenance Staff will ensure new tenants receive two sets of house keys and at least one door entry system key as necessary.
- 6.5 Housing Management and Maintenance Staff will also ensure tenants sign for receipt of keys at the time of signing for their tenancy.

7.0 Date of Entry / Accompanied Viewing

- 7.1 **On the date of entry to the property both Maintenance and Housing Management Staff will accompany the tenant to the property.**
- 7.2 The Maintenance Staff will ensure all services are in working order and that all repairs have been carried out. Section 2 of the Void Management Report should be completed and the new tenant signs the relevant section.
- 7.3 **The Housing Management Staff member will ensure the new tenant receives appropriate advice and assistance on tenancy matters e.g. stair cleaning, maintaining gardens etc. and will provide the tenant with 2 sets of keys and 1 door entry key if appropriate. The tenant will then be asked to sign for the Keys. This will prevent possible problems in later years where tenants may claim to having only been given 1 set of keys**

The accompanied viewing is vital therefore in ensuring that new tenants receive proper help and advice when moving into their new home and is also an opportunity for the tenant and staff to identify any areas of concern. E.g. Repairs outstanding

All new tenants will be accompanied to their new home by 2 members of staff and the relevant documentation completed.

8.0 Post Inspection

- 8.1 The Maintenance Manager shall ensure that all works orders issued in respect of empty houses are completed where possible prior to the commencement of the new tenancy.
- 8.2 All works carried out on empty houses shall be post inspected by Maintenance staff prior to date of entry to ensure properties are re-let in suitable condition for new tenants.

9 Service Provision

- 9.1 It is essential Housing Management and Maintenance Staff carry out their responsibilities diligently to minimise void loss and ensure the efficient turnover of housing.

10 Monitoring, Performance and Review

- 10.1 To comply with the Scottish Housing Regulator monitoring requirements and with the aim of ensuring an effective void management service, continuous monitoring will take place.
- 10.2 The Housing Management Sub-Committee will receive the following reports:
- 10.2.1 Monthly – the number of void properties each month, the void period, and clarification on any cases which exceed targets.
- 10.2.2 Quarterly – a void report comprising performance and comparison with benchmarks
- 10.2.3 Annually – a void management report covering all aspects of void management for the preceding year i.e.:
- Targets
 - Performance
 - Rental Income lost
 - Void properties repair expenditure
 - Summary and recommendations
- 10.3 The Property Management Sub-Committee will review this policy every 3 years.

11. Energy Performance Certificates (EPC's)

11.1 Background

From the 4th January 2009 it became mandatory for Housing Associations to make an Energy Performance Certificate (EPC) available to:

- All new tenants
- All tenants making an application to purchase their home

11.2 What is an Energy Performance Certificate?

The EPC provided is similar to those provided with domestic appliances such as refrigerators and washing machines. It provides a rating for the energy performance of a home from A to G, where A is very efficient and G is very inefficient.

It shows two things about the house:

- The energy-efficiency rating (this is based on how much the home would cost to run); and
- The environmental impact rating (this is based on how much carbon dioxide is released into the environment because of the home)

The rating is based on factors such as age, property layout, construction, heating, lighting and insulation. The ratings are standard so you can compare the energy efficiency of one home easily with another.

A recommendation report forms part of the certificate. This details ways in which the energy efficiency of the home could be improved e.g.:

- Increasing loft insulation
- Cavity wall insulation
- Hot water cylinder insulation
- Low energy lighting

These simple cost-effective home improvement measures can help save energy, reduce bills and cut carbon dioxide emissions.

The Tenant must be provided with the certificate free of charge and a copy affixed to the property (usually in the meter or boiler cupboard).

We would recommend that the original report is kept in the house file of the property and that a photocopy of the certificate is given to the tenant and fixed in the property.

We would recommend that you laminate the certificate that will be fixed within the property.

Once issued an EPC is valid for 10 years and there is no requirement for you to update and EPC within this period should for example, a property become void again. You may decide however to update the EPC if upgrading works have been carried out which would show an improved energy rating.

11.3 What will it mean to the Association?

An EPC will need to be provided:

- To all new tenants
- When mutual exchanges take place
- For successions of tenancy
- To all tenants making a request to purchase their home

11.4 Right to Buy Applications

Under the regulations all tenants making a request to purchase their home would have to be provided with an EPC when they are sent their valuation.

11.5 Void Properties

The EPC will be produced and passed to the tenants, as part of the tenancy sign-up, with a copy of the EPC for their information. There is also a requirement to have a copy of the EPC affixed to the property (usually in the meter cupboard or on the side of the boiler). The Housing Officer could take a copy of the certificate with them to the settling in visit or void final inspection and affix this to the property. Tenants should be advised that the EPC must remain in the property.

11.6 Mutual Exchanges / Successions of Tenancies

EPC's for all mutual exchanges and successions of tenancies will have to be produced. As above the EPC will be affixed within the property.

11.7 Procedures at Void Notification

The Association will contact an approved Energy Efficiency Consultant to request that an EPC is carried out to a void property.

The Consultant should be given dates as to when the house will be empty.

The Assessment should take no longer than one hour, gas and electrical supply is not necessary for this assessment.

The EPC consultant will supply the Association with the appropriate certificate within three days of the assessment.

Upon receipt of the EPC, the certificate should be copied and distributed accordingly:

1. One copy to Maintenance Manager
2. One copy to House File
3. Top copy (only) should be attached to the property (best pinned to the meter cupboard door).

VOID PROPERTY FORM

HOUSING MANAGEMENT

Property Address: _____

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

BEDROOM PERSONS KITCHEN DINING SERVICES BATH/SHO TYPE ADAPT HEATING PHASE

Outgoing Tenant Details

Tenant Name: _____

Date of Termination: _____ Date Keys to Office: _____

Forwarding Address: _____

Contact No: _____

Housing Management Comments: _____

Keys To Maintenance: _____

MAINTENANCE

Date Pre Inspection: _____

Repair Lines Issued: _____ Targets: _____

(Keys) To Contractor: _____ From: _____

Date Post Inspection: _____

Available for Relet : _____

Maintenance Comments: _____

METER READINGS / DETAILS

Date of Reading: _____

Electric Reading: _____ Gas Reading: _____

Electric Meter Serial No: _____ **Gas Meter Serial No:** _____
Power Card: **CREDIT / DEBIT** **Quantum:** **YES / NO**

VOID INSPECTION

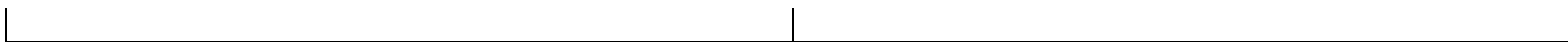
Property:

Date:

| | | | |
|---------------------------------|-------------------|--------------------|-----------------------|
| | HALLWAY | | KITCHEN (CONT) |
| Floorcovering | | Elec Cooker Point | |
| Entrance Door | | Gas Cooker Point | |
| Locks | | Extractor Fan | |
| Windows | | Decorations | |
| Telephone Point | | | BATHROOM |
| Door Entry Buzzer | | Floorcovering | |
| Decorations | | Doors | |
| Electrical Sockets | | Windows | |
| Cupboards | | Condition of W H B | |
| | LIVINGROOM | Condition of Taps | |
| Floorcovering | | Condition of WC | |
| Doors | | Condition of Bath | |
| Windows | | Condition of Taps | |
| Telephone Point | | Heater Installed | |
| Decorations | | Extractor Fan | |
| Electrical Sockets | | Decorations | |
| Fireplace / Gas | | | BEDROOM1 |
| | KITCHEN | Floorcovering | |
| Floorcovering | | Doors | |
| Doors | | Windows | |
| Windows | | Decorations | |
| Condition of Sink | | Electrical Sockets | |
| No of Base Units & Condition | | Fitted Wardrobes | |
| No of Wall Units | | | |

| | | | |
|--------------------|-----------------|----------------------|----------------|
| & Condition | | | |
| | BEDROOM2 | | GENERAL |
| Floorcovering | | Electrical Safety) | |
| Doors | | Certificate (NICEIC) | |
| Windows | | Gas Safety | |
| Decorations | | Certificate (CP12) | |
| Electrical Sockets | | Central Heating | |
| Fitted Wardrobes | | Boiler Type | |
| | | Adaptations | |
| | | Structural Cracks | |
| | | Dampness | |

| | |
|------------------------|--|
| Pre Let Repairs | Post Let Repairs (non urgent repairs) |
| | |



NEW TENANT DETAILS

Tenant Name: _____

Address: _____

Contract Number: _____

Date of Entry: _____

Meter Readings: **Gas:** _____

Electric: _____

Outstanding Repairs: **YES / NO**

Comments: _____

I can confirm receiving _____ sets of keys today and agree that the property was handed over with all fixtures and fittings intact:

Tenant Signature: _____

Date: _____

Staff Member _____

Name: _____

Signature: _____

Lochfield Park Housing Association Ltd

I confirm that the property at _____
was handed over in satisfactory condition with all fixtures and fittings intact and in
working order. I confirm also receiving two full sets of house keys and one door entry key
(If applicable).

Tenants Signature:

Date:

Witnessed by:

Section 6

Approved Contractors

Contents

1. Introduction
2. Approved Contractors
3. Approved Contractors

Approved Contractors

1. Introduction

Lochfield Park Housing Association will seek to use competent and reliable contractors whilst, always aiming to achieve value for money and best practice.

2. Approved Contractors

- 2.1 Contractors wishing to be added to the approved contractors list will be asked to complete the approved contractor application form.
- 2.2 This form contains all the relevant information that the Association requires to meet its own statutory obligation in relation to contractors.
- 2.3 The Association, upon receipt of an approved contractors application form, will seek suitable references for the contractor.
- 2.4 Once all relevant documentation has been collated, committee approval will be sought to use the contractor.
- 2.5 Work shall not be issued to any contractor who has not been approved by the Association Committee.
- 2.6 In exceptional circumstances only, the Maintenance Manager may authorise the use of a contractor who is not an approved contractor. In these circumstances, Committee will be made aware at the next scheduled committee meeting.

Approved Contractors Application Form

2016 – 2017 Period

Reactive & Cyclical & Planned Maintenance Work

Name of company: _____

Company Details

Company Name: _____

Address: _____

Tel No: _____

Fax No: _____

Mobile No: _____

Date of Registration to Companies House & A Copy Certificate: _____

Name of Owners: _____

Name of Directors: _____

Annual Turnover Based on Last 3 Years: _____

Banking Details: _____

Company Insurance Liability Details (Enclose Copy Certificate): _____

Number of Trades People / Labourers Employed: _____

All In Rate Per Trade: _____

Position of Company Re: Construction Industry Tax Scheme: _____

Enclose Valid Copy of Tax Registration Form: _____

Names of Other Housing Associations / Co-operatives To Whom You Have Undertaken Works: _____

Labour Charges (Must Be All In Rate)

| Trade | No. of Operatives | Hourly Rate |
|-------|-------------------|-------------|
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |

Is 24 hour emergency cover available: YES NO

Terms and call out rates (prices to be fixed for 12 months)

Percentage mark up on materials and parts %

Health & Safety

Does your Company have a written Health & Safety Policy YES NO

If yes, please enclose a copy with your application.

Equal Opportunities Policy

Please enclose a copy of your Equal Opportunities Policy and return the Equal Opportunities Statement signed by a Director.

Gas Safe Registration

Does your Company provide a service for the maintenance & installation of gas appliances YES NO

If yes, give details of Gas Safe Registration and ACOPS Details on Tradesmen.

Declaration of Interest

Entitlements, Payments & Benefits

Contractors must declare any relationship or conflict of interest in regard to any member past or present of Lochfield Park’s Management Committee or any Staff Member which could be construed to be in breach of the terms of the spirit of Entitlements, Payments & Benefits (formely Schedule 7 of the Housing (Scotland) Act 2001).

Signed:

Position:

Date:

Response Times

| | |
|-------------------|-----------------|
| Emergency Repairs | 3 Hours |
| Urgent Repairs | 3 Working Days |
| Routine | 10 Working Days |

Emergency Repairs Category

Any problem creating a risk to Health & Safety
Any works required to avoid serious risk to property
Gas leaks
Complete loss of power
Fire
Uncontrolled escape of water
Storm damage / flood damage
Insecure property

Right To Repair

| Repair | Days |
|---|------|
| Total loss of electric power | 1 |
| Partial loss of electric power | 3 |
| Unsafe power or lighting socket, or electrical fitting | 1 |
| Total loss of water supply | 1 |
| Partial loss of water supply | 3 |
| Total or partial loss of gas supply | 1 |
| Blocked flue to open fire or boiler | 1 |
| Total or partial loss of space or water heating between 31st Oct and 1st May | 1 |
| Total or partial loss of space or water heating between 30th April and 1st Nov | 3 |
| Blocked or leaking foul drain, soil stack, or (where there is no other working toilet in the dwelling-house) toilet pan | 1 |
| Toilet not flushing (where there is no other working toilet in the dwelling-house) | 1 |
| Blocked sink, bath or basin | 3 |
| Tap which cannot be turned | 3 |
| Leaking from water or heating pipe, tank or cistern | 1 |
| Leaking roof | 7 |
| Insecure external window, door or lock | 1 |
| Loose or detached banister or hand rail | 3 |
| Rotten timber flooring or stair tread | 3 |
| Door entry phone not working | 7 |
| Mechanical extractor fan in internal kitchen or bathroom not working | 7 |

Routine Repairs Category

This category covers any other repairs required under the Landlords area of responsibility that do not pose a risk to health or safety of individuals or property.

Lochfield Park Housing Association Limited

Equal Opportunities Statement

This statement should be copied onto your Company headed paper and signed by a Director of your Company.

“We confirm that we _____ are committed to the avoidance of discrimination on the grounds of sex, marital status, disability, race, colour, nationality, ethnic origin, age of sexual orientation. We confirm that we will bring to the attention of Lochfield Park any occasion that we are found by a court of industrial tribunal, to have been guilty of unlawful discrimination”.

Signed:

Date:

Routine Repairs Category

I confirm that my Company will operate within the response times detailed above.

I understand that Lochfield Park operates a Policy of "Right to Repair" and in the event of my Company failing to meet the response times above, the tenant will be liable to compensation of £15.00 and £3.00 for every working day, if any thereafter until repair is complete. This compensation is payable by my Company and will be deducted from invoices submitted.

Name:

Signed:

Date:

Reference Request

The undernoted Contractor has applied for inclusion on our list of approved Contractors for general maintenance works. They have listed your organisation as a reference.

I would be grateful if you could assist me by taking a moment to complete this short questionnaire and returning it in the enclosed envelope provided. The foregoing information will be totally confidential to the Association and will be used only for our Maintenance Records.

Contractor Name:

Address:

Is / Was This Contractor Employed By You? *YES / NO*

| | Please Circle The Appropriate Number | | | |
|---|---|----------|------------------|----------|
| | EXCELLENT < | | > POOR | |
| Respond within Association Target Time | 4 | 3 | 2 | 1 |
| Quality of Workmanship | 4 | 3 | 2 | 1 |
| Cost / Value for Money | 4 | 3 | 2 | 1 |
| Reliability | 4 | 3 | 2 | 1 |
| Feedback Information | 4 | 3 | 2 | 1 |
| Co-operation / Helpfulness | 4 | 3 | 2 | 1 |
| Availability for "Call Out" | 4 | 3 | 2 | 1 |
| Attitude to Tenants | 4 | 3 | 2 | 1 |

Additional Comment:

Signature: _____ Date: _____

Name of Company: _____

The National Living Wage

Lochfield Park Housing Association along with other Registered Social Landlords (RSLs) is committed to paying its staff the, National Living Wage. The Association expects its contractors to do likewise.

The current National Living Wage is, £7.20 per hour. The Government have advised that they will enforce the National Living Wage from 1st April 2016. Furthermore they also advise that the hourly rate will be reviewed each year.

Please sign the following declaration;

I wish to confirm that my company does pay all its staff the current National Living Wage.

Name of company; _____

Signature; _____

Print Name; _____

Date; ____/____/____

Section 7

Decants

(Please note that Lochfield Park Housing Association Ltd, no longer have any unimproved houses. Therefore, the above policy would only be used in cases of severe damage to building i.e. flooding, fire, dry / wet rot)

Content

- 1. Policy Statement**
- 2. Decant Procedures**

Decant Policy & Procedures

1.0 Policy Statement

It is the Policy of Lochfield Park Housing Association that the Association will accept responsibility for coordinating the temporary / permanent relocation of Tenant's who require to move as a direct result of the Association's development activities.

- 1.1 The Association will therefore be responsible for providing the undernoted services free of charge to Tenant's who require to be decanted:
 - a **Removals** - all the Tenant needs to do is pack and unpack their belongings. A reputable removal firm will be employed to carry out the removal.
 - b **Fixed Domestic Appliances** - such as cookers, automatic washing machines and dishwashers are disconnected and reconnected by qualified tradesmen.
 - c **Storage of Furniture** - where the Tenant is being moved temporarily to smaller accommodation, storage of furniture will be offered.
 - d **Telephones** - the Association will arrange to have these disconnected before the tenant moves out and reconnected on his / her return, and pay all appropriate charges. Telephones will not normally be installed in decant accommodation.
 - e **Use of Appliances** - in certain circumstances Tenant's in decant accommodation may have to be provided with temporary heating and cooking facilities e.g. should a tenant use a gas cooker and is decanted to a property with no gas facility, an electric cooker is provided on loan.

2.0 Decant Procedures

- 2.1 Well in advance of the anticipated date of site start, the Housing Manager will visit the Tenant's in the project to ascertain the size of accommodation required and to determine the individual requirements of tenant.
- 2.2 Based on sourced information Decant Accommodation to be inspected / Decant Repair scheme implemented (in liaison with Housing Manager and Director).
- 2.3 Prior to removal the Housing Manager to visit again to advise removal imminent and give provisional date for removal and confirm 7 days written notice will be given. Verbal advice on preparing for removal to be given at this stage. Tenant to be advised regarding mail re-direction / costs of same. (Tenant's responsibility)

- 2.4 Final inspection of decant property
- 2.5 Written notice of removal to be served on tenant 7 days prior to removal enclosing copy of general guidance on preparing for the removal.
- 2.6 Standard letter to be sent to British Telecom and removal company confirming verbal instruction.
- 2.7 On morning of decant, reading of gas / electric meters to be taken at the decant property and the property being vacated. Again before they return.
- 2.8 Standard letters to be sent to the appropriate utilities confirming meter readings. The Contractor is then billed directly for all units used by him in the tenant's absence.
- 2.9 Tenant to be revisited throughout the course of the day until such times Housing Manager satisfied everything is in order and tenant satisfied.
- 2.10 During the course of the decant, accounts will be rendered by Contractors for decant work undertaken. All invoices to be checked and initialed by the Maintenance Manager / Housing Manager and recorded before being returned to Director for payment.
- 2.11 A report on Decant costs for the scheme to be compiled by the Maintenance Manager / Housing Manager and presented to the Director at the end of the decant programme for each project. (To enable monitoring of the costs expected to be funded from decant allowances).
- 2.12 An inventory of appliances held for decant use should be maintained by the Maintenance Manager / Housing Manager. Electrical testing of such appliances will be arranged by the Health and Safety Administrator annually.

Preparing For Your Removal

You will have to pack your own belongings - unless you are elderly or infirm, in which case assistance may be arranged.

Clothes

Any clothes hanging in wardrobes should be removed and packed separately. All clothes hangers should be removed, bound together and packed separately.

Any clothes stored in drawers at present may be left there, if you so wish (see note on self-assembly furniture). All other items of clothing, bedding, curtains etc should be

packed in suitcases or cardboard boxes- - but if you do not have enough of these, the Housing Manager may be able to supply you with a few plastic bags.

Breakables

Each item should be wrapped individually in newspaper, and packed snugly together in a stout, preferably wooden box. Any spaces should be filled with screwed-up newspaper, so that nothing moves when the box is lifted.

It is essential that this is done properly, otherwise the removal contractor will accept no responsibility for any resultant breakages.

Should you wish to have such items packed professionally, our removal contractor can supply this service and bill you for it.

Foodstuffs

Pack foods together in a tin or box and label it. **No foodstuffs or other perishables should be sent for storage.**

Valuables

You are entirely responsible for the transit of cash, jewellery or other valuables. **You should not pack these items for removal or storage.**

Vital documents such as passports, birth certificates or insurance policies also fall into this category.

Insurance

Household Contents

- * household contents insurance is your responsibility
- * inform your insurance company that you are moving to alternative accommodation
- * make sure that your household contents are adequately covered at your new address
- * make sure that any outbuildings and their contents are adequately covered during your absence

Removal

- * It is your responsibility to make sure that your belongings are prepared properly for removal

- * Neither the removal firm, nor any other contractor employed by the Association will be responsible for damage to your property which was not caused by their negligence.
- * The removal firm may ask you to sign a document saying you are happy with the way they have conducted your removal. Before signing, you must make sure that all your belongings have, in fact, been delivered, and that they are not damaged.
- * Should any damage occur you must:-
 - a) inform the Housing Manager handling your removal immediately
 - b) inform the Contractor, in writing, within 48 hours of the removal
- * Goods taken in transit are covered by the removal contractor's insurance
- * Goods taken into storage are insured against fire and theft.

Self-Assembly Furniture

Furniture of this sort is generally made of composition board (rather than wood) and held together by screws (instead of mitred joints). As a result, it is not very robust, and can be easily damaged by removal - not by any negligence on the part of the removal contractor, but simply by moving it.

You should empty any items of self-assembly furniture and pack the contents separately. This will reduce the load on the screws, and help prevent unnecessary damage.

If possible, any bulky items should be dismantled before removal.

Domestic Appliances

These must be prepared for removal according to the manufacturer's instructions. Consult the instruction manual supplied with the appliance - if this isn't very helpful, contact the manufacturer.