

Building Maintenance Service

REPAIRS & MAINTENANCE SERVICE STANDARDS

We will deliver an effective repairs and maintenance service to ensure all our homes are of a good standard. We will meet the high standards expected by and agreed with our tenants, in line with the Council's Tenancy Agreement. We will meet the requirements of good asset management by ensuring that the properties are maintained to a good standard and the future of the property is safeguarded. We will ensure Value for Money and set a high standard of workmanship for our staff and contractors.

To achieve this we will:

1. Provide a service that:

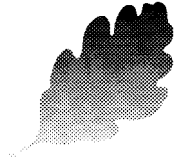
- a) listens to and addresses any problems that tenants have about repairs
- b) arranges appointments with the tenant on the phone, or preferred contact method, to carry out inspections and repairs
- c) arrange, where possible, an appointment time frame to suit the tenant, where the inspection or repair is inside the tenant's home and/or affects the normal day-to-day running of the home
- d) undertakes repairs quickly and in one visit, if possible
- e) engages with tenants
- f) ensures that all contractors undertaking work on behalf of Midlothian Council adopt practices which fully comply with our own policies and code of conduct

2. Commit to our responsibilities to:

- a) carry out all repairs within the requirements of current legislation, best practice and to a good standard
- b) keep the structure and outside of properties in good repair and maintain installations in the home which relate to drainage and supply of water, electricity and gas
- c) endeavour to carry out all repairs by appointment within the timescales as set and agreed with our tenants
- d) manage expenditure within the repairs budget
- e) have regard to the environmental impact of building products used
- f) ensure that we achieve a good balance between value for money and quality of service, when packaging and awarding any contracts

3. Provide our tenants with ways to request a repair, which are convenient to them, by:

- a) offering the following ways to request or report a repair:
 - i. by telephone (including out of hours emergency number)
 - ii. by e-mail
- b) enabling appointments to be agreed if possible at the time the repair is reported by telephone



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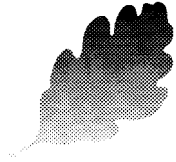
- c) offering an appointment time frame that is suitable, between Monday to Friday between 08:00 and 16:00.
- d) making appointments for all internal repairs service visits requiring:
 - i. pre inspections
 - ii. undertaking the repair
 - iii. post inspections and following up expressions of dissatisfaction
- e) leaving a non-access card, where a tenant has failed to keep an agreed appointment, informing the tenant that we attended and that the appointment will have to be rebooked. We will cancel the repair where two or more no access cards are left, with no response.

4. Provide a service to respond to repairs outside of normal working hours, by:

- a) offering a way of reporting emergency repairs out of hours, 24 hours a day, seven days a week
- b) aim to be there in 4 hours, but definitely within 24 hours, if an emergency repair is reported
- c) making emergencies safe and if possible carry out repairs within the 24 hours target
- d) following up works may be carried out over a longer timescale after the initial making safe, depending on the extent of works or materials required.
- e) offering an out of hours emergency service in relation to gas and heating breakdowns in the event of vulnerable tenants and there being no other form of heat in the property
- f) providing a temporary electric heater if a boiler or heating source cannot be repaired immediately.

5. Respect the tenant and property at all times, this includes contractors, by:

- a) carrying and displaying proof of our identity; where this is not provided when requested, the tenant is entitled to refuse access
- b) not smoking in the home
- c) being suitably dressed
- d) being tactful and polite
- e) respecting privacy and personal belongings
- f) using dust sheets, wearing shoe / boot covers and minimising disturbance to the tenant
- g) arranging with the tenant for the use of any services required
- h) aim to avoid leaving an unfinished job and advising when we will return
- i) not leaving equipment or materials in a dangerous or inconvenient position in the home
- j) arranging to remove any rubbish at the end of the works and/or day



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k) offering the right to make a formal complaint to the Council, if the above is not followed

6. Provide a service that aims to complete repairs with the least visits as possible, by:

- a) always attempting to effect a repair in one visit
- b) agreeing the time of both the pre-inspection and the work required at the time that the repair is reported, when a pre-inspection is necessary
- c) agreeing (where possible) an alternative appointment before the tradesperson leaves the property, when additional work is identified that means the appointment cannot be kept or the work cannot be completed

7. Provide a service that keeps the tenant informed of delays, by:

arranging an alternative appointment as soon as we are aware of the situation when a repair requires parts or materials that must be ordered or the tradesperson is unexpectedly absent, and the appointment needs to be rearranged

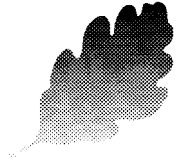
8. Provide a redecorating service, by:

- a) always attempting to ensure that any damage is kept to an absolute minimum
- b) where minor internal redecorating is required after carrying out repairs, as part of your responsibility to decorate the home:
 - providing a decoration voucher of sufficient value to match the re-decoration in line with Midlothian Council policy limits
 - providing advice on where the decoration voucher can be used
- c) Where there are external repairs we will make good as required areas of paint or coloured plaster; to ensure a suitable / acceptable decorative finish.

9. Provide a service responding to crime, by:

when following illegal entry into a dwelling owned or managed by us we will:

- i. carry out emergency repairs to make safe if reported
- ii. carry out all repairs as a result of the illegal entry that are our or the tenant's responsibility provided a crime number from the police is supplied
- iii. not carry out repairs where illegal entry into a property results in damage etc. where the illegal entry was a direct result of the tenant's criminal activities, except to maintain the integrity of the property and protect the Council's asset
- iv. discuss the matter with the police and take appropriate action where persistent unlawful access damage occurs
- v. remove seriously offensive graffiti on its property within 24 hours



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10. Respond to damage by the tenant to a property, by:

- a) charging the tenant for the cost of the remedial work for any abuse or damage caused to the property by the tenant, their family members, pets or visitors to the property
- b) considering the circumstances in deciding the level of charge appropriate, in the case of accidental damage

11. Ensure an efficient pre work inspections service, by:

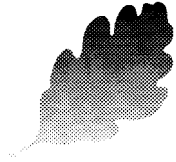
- a) only carrying pre work inspections where:
 - i. The tenant is unable to fully explain the problem;
 - ii. the repair might be the tenant's responsibility;
 - iii. surveying measurements, schedules, specifications etc. are required prior to ordering the work;
 - iv. the emergency repair requested is structural
 - v. investigations to identify the problem are required;
 - vi. a previous repair has not solved the problem; v
 - vii. the tenant has a history of wrongly reporting repairs (where nuisance calls are made or where there is a history of tenants abusing the property)
 - viii. there is considerable volume/value of work reported
- b) carrying out internal pre inspections by appointment which will be agreed at the time that the repair is reported, except for emergencies

12. Ensure an efficient post work inspections service, by:

- a) carrying out quality control checks of repairs at random. These quality control checks will be for different repair types, property types
- b) carrying out post inspections when the tenant is dissatisfied
- c) carrying out post inspections at an appointed time agreed with the tenant

13. Ensure tenants are satisfied and improving the service, by:

- a) continually monitoring tenant satisfaction with repairs by way of tenant satisfaction call backs to ensure the high standard expected by our tenants is delivered
- b) regularly contacting a sample of tenants to ascertain satisfaction of completed works
- c) arranging an appointment for a visit by an inspector to identify and rectify any residual problems and inform the tenant of any actions taken in response to their expressed dissatisfaction, when a response is returned showing any dissatisfaction
- d) offering the tenant to express dissatisfaction by any regular method of communication including, but not limited to, any of the methods via which repairs can be reported
- e) offering the tenant the right to complain as covered by Council's Corporate Complaints Policy



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- f) evaluating our policies, procedures and practices through a rolling review programme and in the light of any changes in the law and best practice, and proposals for changes recommended as necessary
- g) including equality impact assessments in the reviews to ensure that all of our policies encourage and support our determination to promote equality and eliminate unlawful discrimination
- h) ensuring that opportunities are provided for tenants to engage in the process of reviewing and monitoring this policy
- i) ensuring systems will be in place to monitor progress against agreed targets.