

PREMISES FITNESS & REPAIR POLICY (LSM) 2021

1.0 PURPOSE

- 1.1 The aim of this policy is to ensure that all properties controlled by the Association are fit for human habitation before the start of the tenancy and throughout (so far as is reasonably practicable).
- 1.2 The procedures detailed within this section have been written to ensure all reasonable steps have been taken to comply with the Housing (Scotland) Act 1987 and the Scottish Secure Tenants (Right to Repair) Regulations 2002.

2.0 REFERENCES

- Housing (Scotland) Act 1987
- Housing (Scotland) Act 2001
- Scottish Secure Tenants (Right to Repair) Regulations 2002

3.0 LANDLORD RESPONSIBILITIES

- 3.1 The Association has a duty to ensure that all properties meet the Scottish Housing Quality Standard.
- 3.2 The Association is responsible for carrying out certain repairs in properties.

4.0 'RIGHT TO REPAIR SCHEME'

- 4.1 Scottish secure tenants and short Scottish secure tenants have the right to have certain 'qualifying' repairs up to the cost of £350 carried out by the Association within a given timescale.
- 4.2 Tenants can arrange for another contractor from the Association's list to carry out the repair if the usual contractor does not start the qualifying repair within the time limit set.
- 4.3 The Association will provide compensation if the repair was not carried out within the given timescale. This will be paid at the appropriate rate and in accordance with the Associations Right to Repairs Policy.

5.0 OTHER REPAIRS

- 5.1 The Association will categorise other repairs and will provide timescales for the commencement and completion of the work.

Priority 1 – Emergency repairs will be actioned within 3 hours. Emergency repairs are those that pose a threat to the health/wellbeing of the occupants or will

potentially cause further damage to the property if they are not attended to very quickly (e.g. gas leaks, live or bare electric wiring, failure of all communal lighting etc.).

Priority 2 – Repairs which are a hazard but are not classed as an emergency will be actioned within 24 hours (e.g. defective central heating, absence of hot water supply etc.)

Priority 3 – Repairs which pose no risk to tenants will be carried out within 5 days (e.g. defect to internal door, defective guttering etc.).

6.0 UNFIT PROPERTIES

6.1 Tenants may be required to move out during major repairs. Before the commencement of work, the Association will agree in writing:

- how long the works will last;
- the tenants' right to return;
- details of any alternative accommodation

6.2 Tenants may be entitled to compensation or reduced rent if repair work is excessively disruptive.

7.0 COMMUNAL AREA REPAIRS

7.1 The Association is responsible for the repair and maintenance of internal and external communal areas and the external fabric of the building.

7.2 The Association will manage repairs to communal areas to the same timescale and standard as internal repairs.

7.3 Where the repair to communal installations affect the day to day usage of tenants' own homes (i.e. entry door systems, lifts etc.) the Association will aim to keep residents updated with the progress.

8.0 RECHARGEABLE REPAIRS

8.1 The Association will not pay for any damage caused through misuse by any tenant, their family or guests.

8.2 Other costs may be passed onto the tenant if the Association has to carry out work or meet the costs which are not the Association's responsibility.

9.0 CONTACTORS

9.1 The Association will only use competent contractors who are suitably qualified and vetted... to carry out repair work.

10.0 TENANT RESPONSIBILITIES

10.1 Tenants are responsible for:

- keeping their property in good condition;
- reporting defects;
- carrying out repairs on their own appliances.

10.2 Information packs and leaflets will be issued to tenants to inform them of the process for reporting defects and to outline the steps which should be carried out to ensure their homes are maintained in good condition.

11.0 POLICY REVIEW

This policy will be subject to review at least every 3 years and will be aligned with the review of the following policies:

- ✓ Reactive Maintenance Policy
- ✓ Hygiene in Tenancies Policy
- ✓ Lettable Standard
- ✓ Infestations Policy
- ✓ Rechargeable Repairs Policy

24th February 2021

Policy Review Process and Consultation

Reviewed by the Property Services Manager	24 th February 2021
Considered by the HSEHR Committee re LSM	3 rd March 2021
APPROVED BY MANAGEMENT COMMITTEE	25th MARCH 2021
Date of Next Review	February 2024