SBHA Standard for Repairs and Maintenance

SBHA provide a repairs and maintenance service across all its properties to ensure tenants live in a safe, well-maintained home as part of our commitment to 'Creating Great Places to Live. SBHA will maintain its homes in accordance with applicable Scottish housing quality and energy efficiency standards and as your landlord we are responsible for repairing and maintaining the structure of the property that you live in. Please refer to Appendix 1 for more information on SBHA's and tenants repairing responsibilities.

To report a repair call FREEPHONE : 0800 0193 222

If you smell gas, turn off the gas supply, open windows and call SCOTTISH GAS NETWORKS (SGN): 0800 111 999

Where timescales are given to undertake a repair, an emergency repair is measured from the point the emergency repair request is received. For all other non-emergency repair priorities, this is measured from the start of the day after the non-emergency repairs request is received. We will measure and publish on performance on meeting repairs times annually.

Please note SBHA may reduce the timescales in certain circumstances e.g. where there is a risk to Tenant and/or property or in cases of vulnerability. Reasonable adjustments will be made where required for tenants with disabilities, communication needs or other protected characteristics. Timescales may be extended if major or complex works are required or there are events affecting delivery e.g. severe weather

In certain circumstances we may need to arrange an inspection of the issue to ensure we have the right level of information to deal with the repair correctly. Where this is required a suitable appointment will be arranged with you.

Where mixed tenure ownership in a block exists, we will attend emergencies to make safe. Non-Emergency works can only be done upon agreement with owners and charges apportioned in accordance with the Tenement Scotland Act 2004 and the Factoring Scotland Act 2011 and any subsequent legislation which may be applicable. SBHA will take reasonable steps to engage with owners and facilitate timely completion of works and that any shared costs are apportioned fairly in line with the relevant legislation and ownership responsibilities.

Where necessary to protect life, property or neighbouring homes SBHA may arrange emergency access into your home in accordance with tenancy conditions and legal requirements.
This standard is available in alternative formats including large print, translation, interpretation and other accessible formats on request.

Area	SBHA Standard
Repairs Standards	• We will let you know if your repair falls under the Right to Repair Scheme. Please see Appendix 3 for more information.

Area	SBHA Standard
	• Where we need access to your home, we will arrange a suitable appointment with you. Please see Appendix 2 for more info on the types of appointments we offer. • If further work is needed to complete a permanent repair, we will let you know and arrange an appointment where required • We aim to contact you in advance if there are any delays.
Emergency Repairs	• We will provide an emergency service during and outside working hours. • We will let you know if tell you if your repair is treated as an emergency. Please see Appendix 2 for types of emergency repairs. • We aim to attend within 2 hours and make safe within 4 hours of the repair being reported. A follow-on repair maybe needed to complete a permanent fix.
Urgent Repairs	• We will let you know if your repair is categorised as urgent. Please see Appendix 2 for types of urgent repairs. • We aim to complete an urgent repair within 3 working days, starting the day after the repair is reported, excluding weekends and bank holidays.
10 Day Repairs	• We will tell you if your repair is categorised as a 10-day repair. Please see Appendix 2 for types of 10-day repairs. • We aim to complete a 10-day repair within 10 working days, starting the day after the repair is reported, excluding weekends and bank holidays.
20 Day Repairs	• We will tell you if your repair is categorised as a 20-day repair. Please see Appendix 2 for types of 20-day repairs. • We aim to complete a 20-day repair within 20 working days, starting the day after the repair is reported, excluding weekends and bank holidays
Major Repairs	• Major Repairs are usually more complex repairs or replacement linked to the condition, performance or integrity of a major building component. Because of the scale or complexity involved, these repairs may need to be planned outside the routine responsive repairs process and may take longer to arrange and complete. They may require specialist surveys, reports or advice, scaffolding or drying out periods for example specialist damp and mould works, large roof repairs or larger render repairs. • We aim to keep you informed of progress and expected timescales for completion
Damp & Mould	• We will respond to every report, observation or other notification of damp, mould or condensation in your home • We will carry out a triage assessment to understand the extent and location of the issue and any household vulnerabilities so that we can prioritise an inspection and visit appropriately • We will arrange for a competent person to investigate within 10 working days, beginning the day after the issue is reported, to assess whether your home is substantially free from damp and mould and whether relevant safety work is required • We will provide a written summary of the investigation findings within 3 working days of the investigation being completed • Where safety works are required, we will start these within 5 working days beginning the day after the investigation is completed

Area	SBHA Standard
	• If circumstances beyond SBHA's control mean we cannot meet these timescales, we will write to you to explain the reason and confirm the timescale • We aim to contact you within 3 months of all works being complete to check whether the required works have been effective and if needed consider what further works may be required
Gas Servicing	• We will contact you to arrange access to your home to carry out an annual safety check and service to help keep you safe and meet legal requirements. • We will provide a carbon monoxide detector and check it annually as part of the annual safety check and service. • If access has not been achieved after 2 appointments, we may need to arrange controlled access to your home to complete the safety check and service. Any costs may be recharged to the tenant.
Other Types of Heating Servicing & Renewables (Solid Fuel, Air Source Heat Pump, Electric Wet, Oil)	• We will contact you to arrange access to your home for an annual safety check and service to help keep you safe. • We will provide a carbon monoxide detector, where required, and check it annually as part of the annual safety check and service. • We will sweep the chimney once a year where required. • If access is not achieved after 2 appointments, we may need to arrange controlled access to your home to complete the safety check and service. Any costs may be recharged to the tenant. • We will maintain filters, and any batteries associated with heating infrastructure installed by SBHA. • We will maintain solar panels, battery storage, EV chargers and fire suppression systems installed by SBHA.
Other Safety Checks	• We will contact you to arrange an electrical safety check of your home every 5 years to help keep you safe and meet legal requirements. • We will undertake lift inspections 4 times per year with open people platform lift inspected every 6 months. • We will undertake monthly Legionella safety checks in communal areas within our amenity housing sites • We will undertake regular safety checks of asbestos in communal areas based on risk • We will undertake cyclical safety checks for SHBA owned play parks • We will carry out annual fire risk assessments in our Amenity Housing sites and undertake regular inspections of communal blocks and neighbourhoods
Other Cyclical Maintenance Programmes	• We will carry out a cyclical programme of gutter cleaning. • We carry out regular communal grounds maintenance. • We carry out external cyclical painting and communal stair painting. • We will carry out a programme of tree maintenance on SBHA owned trees within SBHA owned communal areas, not within Tenant's gardens
Pest Control	• We will remove wasps and bee nests inside your home including your loft. • We will normally only deal with other types of pests in exceptional circumstances such as an infestation and will consider this on a case by case basis

Area	SBHA Standard
Rechargeable Repairs	• We will not charge for any damage caused by fair wear and tear. • We may charge for damage caused wilfully, accidentally or through negligence by you, your family or visitors. • Where a recharge has been applied, we can arrange payment plans where needed to help spread the cost. • We will take special circumstances into account. • We will inspect the property during and at the end of your tenancy and if repairs are considered re-chargeable we will let you know and issue an invoice. Where we do not have a forwarding address we may begin debt recovery action.
Our Service Standards (Applies to SBHA Employees and Contractors Working on our Behalf)	• We will dress appropriately and wear a uniform where required • We will ensure that team members and contractors greet and identify themselves by giving their name and showing their identity card before entering your home • We will leave a visiting card when a team member or one of our contractors has visited and you are not at home • We will take care of your property and possessions and take reasonable steps to protect them from damage, dust and other substances • We will respect your home and traditions • We will be polite, approachable and helpful • We will treat you fairly, equally and with respect • We will not accept gifts • We will ensure that all activities are done in accordance with safe working practises and procedure to keep you and our team members safe • We will keep materials and tools safe and out of the way as far as possible • We will keep noise to a minimum where possible and let you and your neighbours know about any likely disturbance • We will keep you informed about the progress of the repair • We will remove work related rubbish from the property • We will only work in your home where a responsible adult aged over 16 is present • We will not smoke in your home • We will not play radios or use your facilities without your permission • We will uphold our core values -Always Improving, Delivering Excellence Together, Being Responsible and Everyone Matters - at all times

Appendix 1

Repairs and Maintenance Responsibilities

	Item	SBHA's Responsibility	Tenant's Responsibility
Bathroom	Bath / wash basin / toilet pan	•	
	Toilet seat		•
	Bath / wash basin plugs and chains		•
	Shower unit fitted by SBHA	•	
	Shower unit fitted by tenant		•
Kitchen	Cooker		•
	Cooker socket	•	
	Kitchen units	•	
	Sink top	•	
	Worktops	•	
	Washing machine fittings		•
	White goods installed by SBHA (mid-market rent)	•	
Heating	Chimney and flue	•	
	Chimney sweeping (once a year)	•	
	Coal bunker	•	
	All types of heating systems, radiators and fires fitted by SBHA	•	
	All types of heating systems, radiators and fires installed by the tenant (where permission has been granted and you have agreed to maintain)		•
Doors	Doorbell (except communal door entry systems)		•
	Door chains, numbers and name plates		•
	Door letter boxes	•	
	Internal doors including ironmongery	•	
	Keys		•
	Gaining access where tenant has lost keys		•
	Communal door locks and fobs	•	
	Communal doors	•	
Electrical	Communal TV aerial system	•	
	Individual property TV Aerial systems		•
	Immersion heater	•	
	Standard SBHA light fittings	•	
	Tenant fitted light fittings		•

	Item	SBHA's Responsibility	Tenant's Responsibility
	Light bulbs		•
	Fluorescent tubes & starters (would need to replace the system	•	
	Ventilation fans	•	
	Plugs and fuses		•
	Smoke, heat and carbon monoxide detectors, and environmental sensors (excluding battery replacement)	•	
	Sockets	•	
	Communal stair lighting	•	
	Standard SBHA switches	•	
	Wiring and circuits	•	
	Renewables installed by SBHA	•	
	Renewables installed by the tenant (where permission has been granted by SBHA for you to install)		•
Plumbing	Blocked sink, wash basin, bath or toilet which the tenant cannot unblock themselves (where blockage has occurred due to mis-use tenant will be recharged)	•	
	Hot and cold water supply	•	
	Downpipes, drains and gutters	•	
Other	Wasps and bee nests within the property	•	
	Other types of pests within the property		•
	Clothes poles	•	
	Clothes lines		•
	SBHA fitted rotary dryers	•	
	Internal decoration within the home including fixing minor cracks and holes		•
	Paths, stairs and walls	•	

Appendix 2

Repairs Categories

Trade	Emergency Repairs (4hrs)	Urgent Repairs (3 days)	10 Day Repairs	20 Day Repairs
Electrical	• Complete loss of electric power • Complete loss of lighting or power to sockets in whole house • No electric heating and hot water • Faulty alarms and detectors • Unsafe power or lighting or standard SBHA electrical fittings where power cannot be isolated • Complete loss of communal stair lighting • Lift breakdown • Issues with amenity/communal fire alarms	• Partial loss of electric power • No heating but has hot water • No hot water but has heating • Faulty thermostat • Faulty shower if bath not available • Partial loss of communal stair lighting • Faulty communal washing/drying machines • Broken fan if no window • Partial loss of lighting	• Faulty electric shower if bath available • Water too hot/cold • Faulty communal TV aerial	• Broken fan if window available
Plumbing	• Burst pipes • Uncontainable leaks from pipes/tanks/cisterns • Blocked toilet • Blocked waste to basin, sink or bath • Blocked external drain • Loss of mains water supply • Water running on full pressure constantly • Toilet not flushing	• Leaking sanitary fittings • Leaking waste pipe • Partial loss of water supply • Faulty shower – if no other bathing facilities	• Renew hot water cylinder • Overflow running • Leaking/dripping pipes/taps where it can be contained by the tenant	• Broken non leaking sanitary fittings • Noise from pipes • Loose sanitary fittings • Re-enamel baths
Gas	• No heating and hot water	• No heating but still have hot water • No hot water but still has heating		• Loose non leaking radiator • Loss of heat to single radiator

Trade	Emergency Repairs (4hrs)	Urgent Repairs (3 days)	10 Day Repairs	20 Day Repairs
		• Faulty gas fire		• Replace gas fire with electric fire suite where other form of heating is available
Joiner	• Faulty lock where entry/exit cannot be gained • External window, door or lock not secure • Board broken windows which pose a safety/security risk	• Faulty locks • Unsafe timber floorboards or stair treads • Loose or detached banister or hand rail	• Doors/windows which are difficult to open/close • Loose flooring	• Broken sash cord • Door and window ironmongery • Broken kitchen units/doors • Loose curtain plate • Internal door/ironmongery • Skirtings and facings • Minor garage repairs
Building	• Dangerous structures which are a safety risk • Unsafe access to path or step • Blocked flue due to open fire or boiler		• Fit new flue liner, flue box etc. • Renew fire baskets if other form of heating available	• General building repairs which are not a safety risk • Rotary dryer and clothes pole replacement • Skim plasterwork • Fire bricks/tiles • Slabs on footpaths • General communal repairs which do not pose a safety risk
Roofing	• Large scale water penetration through roof/ceilings (attend where conditions safe to do so)	• Minor roof leaks • Loose roof coverings/cowl		• New chimney pot/can/cowl • Blocked leaking gutters • Missing slates • Garage roof leaks

• **Appointment Types:** SBHA offers the following appointment types: All day – We will arrive anytime between 8am and 4.30pm Monday to Thursday and 8am and 4.00pm on a Friday
• Morning (am) appointments – we will arrive between 8am and 12.30pm
• Afternoon (pm) appointments – we will arrive between 12.30pm and 4.30pm Monday to Thursday and 12.30pm and 4.00pm on a Friday
• School run appointments – we will arrive between 10am and 3pm Monday to Thursday, 10am and 12:30pm on a Friday

Reporting Repairs: Emergency repairs can be reported 24 hours a day – please note not all types of emergency repairs will be undertaken out of hours and in certain circumstances we may attend the following morning. Call Freephone 0800 0193 222 out with working hours to report your emergency.

All other types of repairs can be reported: Monday to Thursday 8am to 6pm and Friday 8am to 3.45pm
By the following methods:

Email: enquiries@sbha.org.uk
Phone: Freephone 0800 0193 222
Website: https://www.sbha.org.uk/report-a-repair

Preparing for and during our visit – to help us carry out your repair safely and as quickly as possible, there are a few things you can do before and during our visit:

- Please keep your appointment or let us know as soon as possible if you need to rearrange.
- If you use a prepayment meter for gas or electricity, please make sure it has enough credit so we can test the repair during our visit.
- If anyone smokes in your home, please avoid smoking in the area where we will be working for at least one hour before we arrive.
- Please keep children and pets away from the area where we are working, to help keep everyone safe.
- Please allow our team members and contractors to work safely and treat them with respect. We will also treat you, your home and your household with respect.
- In some cases, we may ask you to leave part or all of your home while repairs are being carried out. In exceptional circumstances, we may offer suitable temporary accommodation until the repairs are complete.
- After the repair is complete, we may ask you to complete a satisfaction questionnaire so we can understand your experience and improve our service.

Right First Time Repair

The Scottish Housing Regulator defines ‘right first-time repair’ as a repair that was completed successfully and does not require a recall within the same financial year as the original repair. In order to achieve a successful repair it may require multiple visits to fix the issue due to the type or complexity of the repair and any materials that needs to be ordered to complete the job.

Appendix 3

The Right to Repair

The Housing (Scotland) Act 2001 introduced the Right to Repair scheme. This gives tenants the right to have certain repairs carried out within a fixed timescale and also gives you the right to be paid compensation if we don't meet the required timescales.

To qualify for the right to repair scheme, the repair must:

- Be a 'qualifying repair'. (Qualifying repairs are listed in the table below)
- And have an estimated value of £350 or less

Requesting a repair

When you report your repair, we will tell you:

- If it is a qualifying repair under the Right to Repair Scheme and arrange access to fix it.
- The maximum length of time we have to fix it and the date it must be fixed by before you are entitled to compensation.
- Your rights under the Right to Repair Scheme.
- The name and contact details of an SBHA approved alternative contractor, who you may contact if we have not started the repair in the time allowed.

Compensation

If we do not complete a qualifying repair within the time allowed, you are entitled to £15 compensation. You are also entitled to a further £3 each qualifying day until the repair is completed. The maximum compensation that you can be paid is £100.

Timescales for completion

We will always work hard to complete your repair much sooner than the legal timescales, many of which have a one working day completion time. (See list of qualifying repairs on the following page).

This means for example, if a repair is requested on a Tuesday we will have until 4.30pm on Wednesday to complete the repair. If a repair is reported on a Friday, we will normally have until 4.30pm on Monday to complete the work.

Exceptional circumstances

Sometimes there may be circumstances beyond our control which will make it impossible to do the repair within the maximum time allowed, for example severe weather or availability of parts from manufacturer.
If his happens we might need to make temporary arrangements and to extend the maximum time to complete the repair. We will let you know if we need to do this. If boiler parts are unavailable, temporary heating can be provided. You will then be told when the parts will be available and when the repair will be carried out. **Using the alternative SBHA approved contractor**.
If we have not started the repair within the time limit set, you can tell the SBHA approved alternative contractor to carry out the repair. You will be given the name and contact number of this contractor when you first report the repair. The contractor will tell us you have asked them to carry out the work. We will then authorise the contractor to go ahead.

The Right to repair does not apply if:

i) The cost of the repair exceeds £350. In this case the right to repair is at an end.

ii) We have been unable to gain access for inspection or for the repair to be carried out. In this case you will need to make a new repair request and the right to repair process will start again.

Fault	Timescale for completion in working days
Blocked flue due 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 / wash hand basin, bath, drain	1
Loss of electric power	1
Partial loss of electric power	3
External window, door or lock not secure	1
Unsafe access path or step	1
Significant leaks or flooding from water or heating pipes, tanks or 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 and there is no other toilet in the house	1
Unsafe power, lighting socket or electrical fitting	1
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

Appeals

If you want to appeal our decision on whether or not to award compensation, you can contact us by writing to us at South Bridge House, Whinfield Road, Selkirk, TD7 5DT, or email enquiries@sbha.org.uk , or telephone 01750 724444. Your appeal will be managed using our two stage complaints process. If, following this process, you are still unhappy with our decision, then you are entitled to appeal to the Scottish Public Services Ombudsman.