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Maintenance Policy

25 September 2025

Our Mission Statement

“To empower people to thrive.”

Revision history

Rev No.	Rev. Date	Consultation Requirements	Lead Officer	Committee	Approved by COM	Review Due:
0	04/07/12	Review and new template	FS/DS		02/08/12	
1	29/07/15	Review	FS/DS		17/11/15	
2	23/10/18	Review and new template	FS/DS		28 Nov 2019	
3	Nov 22	Reviewed and reformatted		Dev and Part Board	12/06/23 17/08/23	Nov 25
4	Sep 25	Title updated no content changed				Nov 28

Chairperson

Signed:

Dated: 25th September 2025

Chief Executive Officer

Signed:

Dated: 25th September 2025

In accordance with our Mission Statement and Strategic Objectives, we endeavour to:

- ▲ Maintain our premises in good repair, for the safety and enjoyment of our supported people, visitors and staff;
- ▲ Satisfy the requirements of relevant standards and legislation;
- ▲ Sustain the market value of owned buildings, as key business assets;
- ▲ Arrange finance for planned and reactive repairs and replacements to be effected, in fulfilment of the above aims;
- ▲ Administer maintenance in ways that respect the rights of service users, as set out in our various policies and codes;
- ▲ Ensure that all maintenance expenditure is clearly accounted for and that good value is received for the expenditure;
- ▲ Apply principles of good governance.

We maintain our own buildings in a structurally safe and weather-tight condition, but where we lease premises from others, we generally rely on the building owner, or the leaseholder, to keep the building safe and weather-tight in accordance with the wording of our lease.

We will meet all our legal obligations and apply good practice throughout.

We will maintain our premises to a high standard, to meet our obligations to service users, to minimise reactive repair work and to maximise the life of the buildings.

We operate planned maintenance and replacement programmes, covering all the building elements for which we are responsible, including services, fittings furniture and furnishing, on annual, triennial and longer timescales as appropriate.

We set standards for the work and quality of service that contractors must meet, if they are to be considered for any contracting opportunities.

We set appropriate timescales for repairs and replacements and report performance by categories.

We ensure that repair work is carried out effectively and efficiently, to achieve value for money.

We seek to recover any repair charges that may be due from occupants.

We seek the views of our service users, and staff about the quality of maintenance and contractor services, through the following methods:

- ▲ Comments on Building Repair Sheets
- ▲ Service User Meetings
- ▲ Satisfaction surveys
- ▲ Evaluation of formal complaints

Our staff members are selected and/or trained to understand and operate this policy and the relevant procedures, as appropriate to their role.

We take complaints seriously and follow our “Complaints Procedure” to address them as quickly as possible.

We monitor and seek to improve repair performance, by acting upon reports.

We administer maintenance in accordance with our relevant policies and procedures, not least the Sustainability Strategy.

Repair Obligations

We recognise the important link between keeping accommodation in a good state of repair and the health and welfare of our service users. Our repair obligations and commitments are outlined in the current Occupancy Agreement, which is signed by each resident service user, as follows:

- ▲ We ensure that our supported accommodation is, both on commencement and throughout the occupancy, wind and water-tight and in all other respects reasonably fit for human habitation;
- ▲ We are responsible for maintaining the supported accommodation both inside and outside in accordance with legal and good practice standards;
- ▲ We will, wherever possible, give occupiers reasonable notice when access is required to their rooms;
- ▲ We keep our premises fully insured against loss of damage caused by fire and the other risks covered by normal buildings insurance.

To comply with good practice guidance, in meeting our repair obligations, we recognise:

- ▲ Our duty under the Occupiers' Liability (Scotland) Act 1960 to show reasonable care to people entering our premises;
- ▲ All health and safety obligations of Registered Social Landlords, for example, regular maintenance of gas appliances.

In signing the current Occupancy Agreement, resident service users undertake to:

- ▲ Notify us promptly of any repairs which are necessary;
- ▲ Allow our staff or agents access to the room at reasonable hours, to carry out these (or any other) repairs and for the inspection of conditions and servicing of glass and electrical installations;
- ▲ In the case of emergencies, permit immediate access to their room, without prior notice;
- ▲ Keep their room and common areas clean and tidy and ensure that noise is kept to a level that we can accept;
- ▲ Repair or replace items which are damaged through neglect, carelessness or deliberate actions by themselves or their visitors.

Implementation of Policy

Our Property Manager is responsible for the day-to-day operation of this policy, in liaison with the Director of Operations and the Head of Finance.

Maintenance programmes and budgets are prepared under three headings:

Major Repairs and Replacements – This refers to the replacement of major elements of the building as required to meet current standards.

Cyclical Maintenance – This includes those planned redecoration, repairs and replacements that reoccur on time-scale of five years or less.

Reactive Repairs – These are the repairs and replacements that arise in an unplanned way, including vandalism and heavy wear and tear.

Reactive repairs and replacements are sub-divided into the following types:

- ▲ Emergency
- ▲ Urgent
- ▲ Normal

In some instances, an emergency or urgent repair may be a temporary measure, so that time is gained to finish the job to the appropriate standard. For example, broken windows may be boarded up as an emergency repair, with subsequent reglazing categorised as an urgent repair, to give the glazier time to obtain and fit glass of the right size and quality.

Serious damage, such as flooding, may require extensive remediation which would take time to organise and complete. In such circumstances, alternative accommodation would be offered to any service users whose rooms are uninhabitable, until the repairs are complete. Temporary accommodation should be of a similar standard to the service user's normal rooms.

Response times – Contractors and our directly employed team are required to carry out repairs and replacements by the dates agreed for each particular job. This work is reported to Committees under the headings shown in the table below.

Category of repair:	Time targets:
Emergency	Make safe in twenty-four hours
Urgent	Complete work within three working days
Routine	Complete within twenty working days
Cyclical & Major	The agreed works programme

Information – When possible, supported people are advised in advance if access to their accommodation is needed for inspections and maintenance, or if services they use (such as water and electricity) may be interrupted.

Contractors – In addition to the directly employed In-House Maintenance Team, our maintenance work is undertaken only by contractors who we have approved through procedures for contractor selection and tendering.

Contracts – Standard forms of contract are used for works exceeding £50,000 in value (excluding VAT). Smaller maintenance contracts are issued in the form of Works Orders and where appropriate the correct contract pertaining to the relevant works will be implemented.

To monitor performance and secure continuous improvements in the quality of work, services and the value obtained for expenditure, the Service Delivery & Change Committee requires the following annual reports:

- ▲ A maintenance programme (limited to the coming 5 years), including budget estimates for the cost of proposed major replacements, cyclical maintenance and unplanned repairs;
- ▲ A review of reactive repairs in the previous financial year, showing the number of repairs carried out in each category and the number of repairs not completed within the category time-scales;
- ▲ The performance of contractors.

To the same ends, the Committee also require:

- ▲ Any formal complaint made about the condition of a premises, the quality of repairs or the service from contractors.

A company may be removed from any current or future contracting opportunities if it fails to complete work to the required standards and/or within target times, or if inordinate attention is needed from our staff to ensure compliance with these requirements.

Rechargeable repairs – If a supported person or someone visiting with their consent deliberately damages our property. We may seek to recover the repair or replacement cost from the service user. In deciding whether or not to pursue the claim, we consider the relevant circumstances of each case, including the service user's welfare.

We are not obliged to repair damage in rooms that continue to be occupied by the service user who was responsible for the damage, until the reasonable repair costs are met, except if the damage presents a hazard to health or safety.

Complaints – Our Complaints Procedure will be followed in response to any formal complaint from service users, staff or others, for example, where:

- ▲ It is alleged that repairs were not done within a reasonable time, or were carried out poorly;
- ▲ A discourtesy or misdemeanour, by a person carrying out or assisting maintenance work, is alleged.