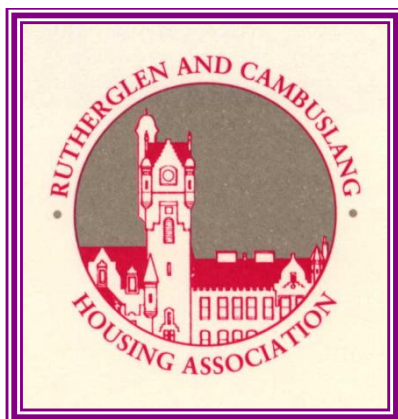


RUTHERGLEN AND CAMBUSLANG HOUSING ASSOCIATION

POLICY: 12 Reporting Repairs

Policy History;	
First Publication	April 1993
Second Publication	September 1997
Third Publication	January 2001
Current Version Approved	January 2018



RUTHERGLEN & CAMBUSLANG HOUSING ASSOCIATION

REPORTING REPAIRS POLICY AND PROCEDURE

The Policy

The Housing Association has specific requirements for tenants, owners and staff on reporting and receiving repairs.

The Housing Association seek to offer a repair service which will be responsive, efficient, cost effective and understood by tenants, owners staff and contractors alike. By implementing these procedures it is hoped that all parties will recognise the difference in response times for certain categories of repairs, whilst maintaining a degree of flexibility necessary for the running of any repair system.

The Procedure

- On receiving repair request, the Association staff will be required to enter the job on SDM , using job order entry.
- Where an owner requests a private repair they will be given a cost and requested that payment is made prior to work commencing
- Where a common repair is being instructed and the owners share exceeds £250 +VAT the maintenance department will notify the owners in writing.
- Where an inspection is required as a check on the validity and content of a repair an inspection sheet will be printed, and an inspection will be carried out prior to job order creation
- Job orders are sent to contractor by e mail or post
- Copy of work orders posted to tenant with tenants satisfaction survey
- Contractors must return completion dates by work order return or invoice
- Invoices will be entered onto SDM with all relevant information before being considered as job complete
- The associations computer system will provide repair history and statistical reports for committee

Methods of reporting a repair

By telephone to the office

By telephone using the repairs free phone number

In person at the office

In writing

By email

The Associations website

Response times

Emergency Respond within 6 hours

Urgent 2 working days

Routine 5 working days -

The policy and the practice of repair reporting is essential to any Housing Association. It is the most important aspect for the tenant or owner and is the one

which they will judge an association's performance on. The time in which a repair is reported and completed will be seen as a measure of the success of any repair system. It is therefore essential that all parties understand the importance of the information offered and the clarity of access arrangements and response times given thereafter. The association's building maintenance department will endeavour to make the repair service inclusive and fully accountable by encouraging tenant participation and carrying out tenant satisfaction surveys.

Date 31.01.18