Mid-Market Rents Repairs and Maintenance Policy

Policy Manual Section:	Water Row Company
Policy Number:	WR18
Date Approved by Water Row Company Board	February 2025
Next Review Date:	February 2028

The Water Row Company can provide this document on request, in different languages and formats, including Braille and audio formats.

1 Introduction

1.1 The Water Row Company's primary physical asset is its housing stock. It is therefore a core and critical function of the business of the Water Row Company to maintain its stock in a condition that meets the needs of current and future tenants and retains or increases the value of the properties. This is considered essential not only to ensure the satisfaction of our tenants but also to protect and maintain the value of our stock. The Water Row Company (also referred to as 'the landlord' within this document) aims to deliver a repairs and maintenance service that is responsive, efficient, cost effective and of the highest quality.

1.2 There are four aspects to maintaining our properties and managing our assets:

- Reactive repairs
- Planned maintenance
- Cyclical maintenance
- Environmental

1.3 The Repairs and Maintenance Policy has been developed to take account of legislative, regulatory and good practice requirements for the Water Row Company as a landlord.

2 Aims and Objectives

2.1 This policy outlines the approach for repairs and maintenance of our Mid-Market Rent properties. The purpose is to ensure that all properties are maintained to a high standard, repairs are addressed promptly and tenants understand their rights and responsibilities regarding repairs and maintenance.

2.2 The key objectives of this policy are:

- To comply with legal duties, codes of good practice and obligations contained within the private residential tenancy agreement;
- To provide homes in a safe and high standard of repair that offer a warm, comfortable and healthy living environment for occupants and which remain in demand;
- To provide an efficient and responsive reactive repairs service;
- To determine and set out our responsibilities for repairs, repair categorisation and timescales for completion;
- To have consideration of best value of our procurement process;
- Ensure effective systems are in place to monitor all performance and financial aspects of the maintenance service which will underpin the planning of works.

3 General Principles

3.1 **Tenant Responsibility**: Tenants are responsible for reporting issues promptly and maintaining their property in good condition.

3.2 **Landlord Responsibility**: The Water Row Company, as the landlord, is responsible for maintaining the structure, external features, and essential services of the property.

3.3 **Response Time**: Repairs will be categorised and prioritised according to urgency and response times will be outlined below.

4 Repair Categories / Definitions

Term	Definition	Example of Repair
Emergency Repairs	The main purpose of the emergency repair service is to make safe and secure. Every effort will be made to undertake a full repair when responding to an emergency during normal working hours. Follow up work from the emergency may be required. Outside normal working, hours any emergency repairs service will be made safe only. Making safe may involve turning off the water supply or boarding up a window with follow up work to be undertaken, wherever possible, during the next working day.	• No heating or hot water • Uncontainable leaks • Unable to gain access to or exit the property
Urgent Repairs	Urgent repairs are those which are not categorised as an emergency however they are likely to cause substantial inconvenience to tenants and have a degree of urgency.	• Washing facilities not working • Door entry system fault for the entire block
Routine Repair	Routine repairs can include non-urgent work that do not require attendance for health & safety reasons and do not present an obvious risk to further, substantial, damage to properties.	• Jobs that require multi-trades • Jobs where drying time is required

	Certain routine repairs may require multiple trade attendance, or where there may be longer manufacturing times for a part of non-standard materials.	
Planned Programme Works	The repair or renewal of components of the housing stock that has been identified as being required, has been programmed and for which a budget has been or needs to be allocated. Planned maintenance deals with issues in the medium to long term basis.	• Window replacement • Kitchen replacement • Supply and fit of new heating system
Cyclical Maintenance	This covers the servicing of buildings and associated elements to prevent the gradual deterioration of components and finishes. Cyclical maintenance is essentially preventative or protective and is largely predictable and therefore capable of forward planning. It includes components such as gutters, downpipes and the external fabric of buildings but is mainly concerned with service contracts for the periodic testing and servicing of installations and components.	• Emergency lighting testing • Servicing of AOV smoke vents • Lift inspections and servicing

5 Landlord Repair Responsibilities

5.1 The maintenance responsibilities of the Water Row Company are established in the Private Residential Tenancy Agreement and confirm that the landlord is responsible for ensuring that the property meets the Repairing Standard. The

landlord has a duty to repair and maintain the property from the start date of the tenancy and throughout the tenancy.

5.2 The property must meet the Repairing Standard as follows:

- The Let Property must be wind and water tight and in all other respects reasonably fit for people to live in;
- The structure and exterior (including drains, gutters and external pipes) must be in a reasonable state of repair and in proper working order;
- Installations for supplying water, gas and electricity and for sanitation, space heating and heating water must be in a reasonable state of repair and in proper working order;
- Any fixtures, fittings and appliances that the Landlord provides under the tenancy must be in a reasonable state of repair and in proper working order.
- Any furnishings that the Landlord provides under the tenancy must be capable of being used safely for the purpose for which they are designed;
- The Let Property must have a satisfactory way of detecting fires and for giving warning in the event of a fire or suspected fire;
- The Let Property must have a satisfactory way of giving warning if there is a hazardous concentration of carbon monoxide gas.

5.3 To meet these responsibilities, the Water Row Company will:

- **External fabric** – repair and maintain the external fabric of the building and related common parts in a good condition under the terms of the responsive, cyclical and major repairs programmes as detailed in this policy. This includes, for example, roofs, external walls, gutters, downpipes and close doors
- **Internal common works** – maintain common entrances, stairways, passageways and other common areas in a good condition and fit for use by the resident household and visitors. This includes for example stairs, close windows and communal TV aerials
- **Internal fitments** –repair and maintain installations which have been provided by GHA. This includes for example, kitchen and bathroom fitments, pipework for the supply of gas and water, heating systems and electrical wiring, windows and doors.
- Environmental repairs – repair and maintain environmental areas owned by the Water Row Company such as paths, walls fences, bin stores, play areas, drying areas and hard and soft landscaping.

6 Tenant Responsibilities

6.1 The tenant's responsibilities are established in the Private Residential Tenancy Agreement. This requires the tenant to take reasonable care of the house, including carrying out minor repairs (e.g. fitting/renewing plugs and chains on sanitary ware, replacing light bulbs and cooker hood filters, lost or broken keys, internal door handles) and internal decoration to the house.

6.2 The tenant will be responsible for damage caused by them or their visitors (whether or not accidental) to the property and any of the landlord's fixtures and fittings including in common areas. This includes damage to glass, sinks or sanitary ware, choked drains, doors, windows, walls ceilings and floors, replacing lost or broken keys and any costs incurred through forcing entry as a result of a tenant losing their keys. The tenant will also be responsible for any fixtures and fittings not belonging to the landlord, which make use of gas, electricity or water.

6.3 The tenant shall report promptly to the Water Row Company any defect or disrepair (including as a result of vandalism) for which the landlord is responsible and shall ensure that access is provided to the property for repairs to be carried out. Similarly, the tenant will ensure that access is provided for the inspection and safety checking of gas, electrical, sprinkler and Solar PV Panel installations.

6.4 The tenant will take all reasonable steps to ensure that the landlord is notified immediately of emergencies, including those involving the supply of water and to ensure that where necessary, the landlord's representatives can gain access. In the event that the landlord is informed of or becomes aware of any emergency and the tenant is unable to provide access to the property immediately, the landlord may gain access to the property using force if necessary, in line with the terms of the Private Residential Tenancy Agreement.

6.5 The tenant will take care to ensure that water pipes do not freeze. In the event of a tenant being absent from the property, the Water Row Company should be informed and the tenant should ensure that either the internal water supply is turned off and pipes, tanks etc. are drained or the heating is left on at a low level for the duration of their absence.

6.6 The tenant shall keep the interior of the house in good and clean condition and in proper decorative order.

6.7 The tenant shall be required to repair or replace items damaged through neglect or carelessness on the part of the tenant or any member of the tenant's household, or a visitor. This includes common areas.

6.8 Where the tenant has the exclusive use of a garden, the tenant agrees to maintain it, unless it is agreed as a service at the outset of the tenancy.

6.9 If the tenant fails in any of these responsibilities the Water Row Company may carry out the work and recover the costs from the tenant. However, if any damage is caused or repair required as a result of a crime having been committed and reported to the police, the Water Row Company may bear the costs with discretion on this decision being delegated to the Head of Water Row Company.

6.10 The tenant will not cut, mark, draw or letter any part of the external walls, common entrance or staircase of the building, nor put up any items such as TV aerials or signboards on the building without the written consent of the Water Row Company.

6.11 The tenant is responsible to have updated content insurance in place for their personal goods, to protect the things they own in case they are damaged or stolen. The Water Row Company are not responsible for replacing or providing any compensation for personal goods that are damaged or stolen within a property.

7 Rechargeable Repairs

7.1 Charges will be levied where a repair becomes necessary as a result of the wilful, negligent or accidental actions of a tenant, household member or visitor to a property and / or common areas as opposed to through fair wear and tear. Full details on the process and circumstances for charging are contained within The Water Row Company's Rechargeable Repair policy.

8 Repairs Reporting and Timescales

8.1 We will offer a wide range of methods to maximise ease of reporting. During working hours, repairs can be notified by either telephone or email directly to the Water Row Company. Additionally, repairs can be reported via our website. During out of hours, repairs can be reported directly to the relevant out of hours contractor.

8.2 Our staff will categorise reported faults according to the level and nature of the response required. We will endeavour to apply a consistent approach to this categorisation however, discretion will be applied where a tenant is significantly more inconvenienced as a result of their age, health or any other relevant factor.

8.3 Target timescales per repair category are as follows:

Category	Timescale
Emergency	4 hours
Urgent	1 working day
Routine	5 working days (or 10 working days if the repair cannot be completed on time as the component or item requires a complete renewal)

8.4 **Environmental Health & Safety Clean (2 working days)**
This service is intended for addressing health and safety issues within common areas and such as a needle sweep. It is not related to repair work and is designed to ensure that common areas are safe and clear for our tenants. The estate health and safety clean will be completed in 2 working days.

8.5 **Environmental Estate (10 working days)**
This service is meant for various environmental tasks such as bulk uplift that is part of a programme of works and graffiti removal. It also covers work that could pose a potential health and safety risk. The estimated time for completion is 10 working days. This service focuses on maintaining the overall environmental quality of the estate and addressing issue that could affect safety.

8.6 **Environmental Pest Control (30 working days)**
This service is specifically related to pest control and is governed by a pest control policy. This will address infestation of pests or taking preventative measures to control them. The estimated time for completion environmental pest control work is 30 working days. Pest control issues could require more time and attention due to their nature.

8.7 **Major Repairs**
Major repairs are jobs that require more planning and or resources than standard non-emergency repairs or where there are non-standard materials required. In most cases an inspection would be carried out to determine the extent and most appropriate approach to the major repair will be required prior to approval being given for the work to go ahead. The below examples demonstrate what type of major works include;

- Structural work such as subsidence
- Repairs or renewal where scaffolding is required
- Extensive damp proofing work
- Major fencing work
- Insurance work
- Major drain renewals or repairs
- Major work covered by Government legislation

8.8 The Water Row Company will apply the same process of categorisation of defect repairs required in newly built properties. We will aim to maintain effective working relationships with contractors to ensure as far as possible that works are carried out within the relevant timescales.

9 Appointments and No Access

9.1 For urgent and routine repairs, we will operate a repair by appointment system on specific dates or days and within a morning or afternoon timeslot. The Water Row Company will be as flexible as possible.

9.2 Where there is no access, the repair shall be cancelled. When the tenant contacts the Water Row Company to re-arrange the repair, a new order will be created.

9.3 Where there is persistent no access the tenant may be advised that any cost to the The Water Row Company for further no accesses will be re-charged to them.

10 Cyclical Maintenance, Planned Investment Works and Improvement Programmes

10.1 Cyclical maintenance is periodic work which is carried out at agreed intervals and usually involves inspection, servicing or cleaning. Examples of cyclical maintenance include annual gas appliance checks, gutter cleaning and communal paint work.

10.2 Some components require regular or cyclical, maintenance to ensure they perform satisfactorily and/or do not deteriorate prematurely. Good cyclical maintenance reduces reactive repairs and postpones the need for component renewal. Similarly, there are works required on a regular basis that do not necessarily extend a component's life but are required to meet health and safety requirements, maintain the tidiness of an area, or are just an efficient, and therefore cost effective, way of dealing with multiple works.

10.3 Planned maintenance is work which is programmed in advance, normally over a 30-year period. It will be based upon information held on stock condition and the anticipated life span of components.

10.4 As a matter of course, the Water Row Company will give tenants advance notice of any cyclical and planned maintenance works due in their property. Detailed information about the nature of the work, specification, timescales and any disruption likely to be caused, shall be provided.

10.5 As part of the Govan Housing Group, the Water Row Company share responsibility for cyclical maintenance and compliance with the Association's Property Services department. Areas of responsibility are outlined at **appendix 1** of this policy.

11 Alterations to Property

11.1 In line with the Private Residential Tenancy agreement, any tenant wishing to undertake alterations to their home should request permission from the Water Row Company prior to doing so. As a landlord, we will not unreasonably withhold consent, but will make it conditional that any proposed alterations meet the standards of safety and workmanship required by us. We will, however, not be responsible for supervising the installation process.

11.2 In granting permission for alterations, the Water Row Company will be satisfied that the proposed works will not detract from the future letting of the property. In addition, the tenant will accept the full installation costs as well as be liable for any ongoing maintenance responsibilities. Where an alteration is removed, the Water Row Company will expect that the property be returned to its original condition.

12 Complaints

12.1 The Water Row Company aims to provide an efficient, responsive and reliable high-quality Repairs and Maintenance service in line with this policy. If a customer is dissatisfied with the service provided, staff will endeavour to resolve the problem as long as any resolution is in line with this policy.

12.1 If this action does not resolve the dissatisfaction, the Govan Housing Group's Complaints Handling Policy and procedure shall be implemented.

13 Policy Review

13.1 This policy is scheduled for review every three years.

13.2 This policy may only be changed or varied with the specific authority of the Water Row Company Board. More regular reviews will be considered where, for example, there is a need to respond to new legislation or policy guidance. Reviews will consider legislation, performance standards and good practice.

13.3 We will publish this policy on our website. A hard copy is available on request. Customers can also get a copy of the policy on tape, in Braille, in large print or in translation on request.

14 Contact Us

14.1 If you have any questions about this policy, you can contact us in the following ways:

- Telephone: 0141 440 0308
- Email: lettings@waterrow.co.uk
- In writing: The Water Row Company, 246 Edmiston Drive Glasgow, G51 2YU
- Website: www.waterrow.co.uk

Appendix 1

Cyclical Maintenance and Compliance Responsibilities

Action	Frequency	WRC Management	Property Services Management
PV Solar Panels • **Cleaning** • **Visual inspection** • **Check of all wirings and fixings**	Annual	✓	
Sprinkler System visual inspection and testing (in common areas and individual properties)	Annual		✓
AOVs	6 monthly		✓
Dry Risers	6 monthly		✓
Lifts – LOWLER	6 monthly		✓
Lifts inspection and service	Quarterly		✓
Lightning Protection service	Annual		✓
Common fire alarm testing	Weekly		✓
Fire panel service and testing	6 monthly		✓
Fire alarm call out service	Ongoing		✓
Door entry maintenance	Annual	✓	
Gutters, roof anchor checks and full roof check	Annual	✓	
Play area visual inspection	Weekly	✓	
Play area maintenance inspection	June, September and December of each year	✓	
Play area independent inspection	Annual	✓	
Area litter pick	Monthly	✓	
Fire Risk Assessments	Annual	✓	
Electrical safety / EICRs	5 yearly		✓
Landscaping		✓	
Close Cleaning	Weekly	✓	
Air circulation / fans serving	Annual	✓	
Fire evacuation plan	Annual	✓	
Legionella testing / risk assessment	Annual		✓
Dog Fouling Removal at Play Area	Monthly	✓	

Testing of Fire Hydrant Equipment	Annual		✓
Emergency Lighting Testing	Monthly		✓
Common fire door inspections	6 Monthly	✓	
Property Fire Door Inspections	Annual	✓	
Dog fouling / litter bins collection	Weekly	✓	