
REPAIRS & MAINTENANCE POLICY AND PROCEDURES

Title:	Repairs & Maintenance Policy and Procedures
Purpose:	To monitor and audit the performance of the Maintenance Section for compliance within current legislation and the Scottish Housing Regulators Standards
Section:	Maintenance
Date:	January 2022
Review Date:	January 2023

Charter Standards:

The Social Housing Charter came into effect in April 2012 and this sets the standards and outcomes that all social landlords should aim to achieve when performing their housing activities. The Charter replaces the Performance Standards and states in terms of maintenance landlords should:

- **Outcome 2: Communication**

Social landlords manage their business so that tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.

- **Outcome 4: Quality of housing**

Social landlords manage their business so that tenants' homes, as a minimum, meet the Scottish Housing Quality Standard by April 2015 and continue to meet it thereafter, and when allocated, are always clean, tidy and in a good state of repair.

- **Outcome 5: Repairs, maintenance and improvements**

Social landlords manage their businesses so that tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.

- **Outcome 11: Tenancy Sustainment**

Social landlords ensure that: tenants get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the landlord and by other organisations.

- **Outcome 13: Value for money**

Social landlords manage all aspects of their business so that tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.

EQUAL OPPORTUNITIES & HUMAN RIGHTS STATEMENT

We aim to ensure that all services, including the delivery of this policy, provide equality of opportunity.

We will respond to the different needs and service requirements of individuals. We will not discriminate against any individual for any reason, including age, disability, gender re-assignment, marriage, civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation, or other status.

BLAIRTUMMOCK HOUSING ASSOCIATION
REPAIRS & MAINTENANCE POLICY AND PROCEDURES

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1.0 INTRODUCTION

Blairtummock Housing Association takes pride in being able to provide good quality housing. High standards are sought through the design and construction process. The Association is equally committed to provide an efficient, effective and value for money responsive repairs service for our tenants and keep our properties maintained to the highest possible standard.

The objective of this policy is: -

- To ensure that the Association delivers an effective and efficient high quality day-to-day repairs and maintenance service that meets the expectations of our tenants and protects the long term viability of the Association's assets.
- To ensure that the Association has long term plans that detail the future maintenance requirements of the housing stock and maximises the life of our housing stock within the constraints of the Association's financial resources.
- To continually ensure that this programme of planned maintenance upholds all current required standards and fulfils the Association's statutory duty to comply with all legal responsibilities relating to repairs and maintenance.
- To ensure the Association complies with all Health and Safety legislation and appropriate codes of practice.
- To minimise rent loss through efficient repairs of void properties.
- To ensure value for money whilst achieving the above.
- To continually evaluate performance and take steps to improve and develop system and procedures by embracing best practice to create a culture of continuous improvement.
- To ensure that the Association's Management Committee has overall control of the Policy and Performance Standards of maintenance and repairs within the Association.

- To ensure that the Association has an effective system in place that allows tenants to influence the Association's maintenance programmes and procedures.

2.0 LEGAL FRAMEWORK

The following publications have been used to ensure that its operational practices accord with the formulation of our policy on repairs and maintenance.

The list, which is not exhaustive, is obviously subject to change with new legislation which the Association will always keep abreast of;

- The Housing (Scotland) Acts 2001 & 2010
- The Scottish Secure Tenants (Right to Repair) (Scotland) Regulations 2002
- The Scottish Secure Tenants (Compensation for Improvement) (Scotland) Regulations 2002
- The Health and Safety at Works Act 1974
- The Gas Safety (Installation and Use) Regulations 1994 and Amendment 1996 no 550 and Amendment no2 1996 No 2541
- Building (Safety Health and Welfare) Regulations 1948
- Environmental Protection Act 1990
- Construction, Design and Management (CDM) Regulations 1994
- The Sex Discrimination Act 1975
- The Data Protection Act 1984
- Race Relations Act 1976
- Disability Discrimination Act 1995 and (Amended) Regulations 2003
- Equal Opportunities Legislation
- Control of Asbestos Regulations 2006
- IEE Regulations to the 17th Edition
- Scottish Housing Quality Standards (SHQS).
- Property Factors (Scotland) Act 2011
- Energy Efficiency Standard for Social Housing (EESSH).

3.0 TENANTS INFORMATION AND CONSULTATION

The Association will consult tenants and offer choice when designing maintenance works. The most appropriate method of doing this will depend on the nature of the work. For example, when renewing kitchen fittings tenants will be consulted individually and given a choice of kitchen layout (where applicable) and kitchen units and worktops from a range. For painter work in closes the tenants will be given a range of colour choices and, within reason, the majority choice will apply. For some projects there will not be an element of choice, e.g. white bathroom suites, renewal of gutters etc.?

The Association will carry out satisfaction surveys of all tenants involved in contracts following completion of each contract.

The results of the surveys will be reported to the committee and action taken based on the survey results. The Housing Services Manager will produce an action plan following each contract to ensure continuous improvement in service delivery.

The Association will issue newsletters detailing forthcoming maintenance works and will report performance on completed work. Tenants involved in maintenance work will be informed by letter of the nature of the work, the likely timescale and the name of the contractor and any other relevant information prior to the work starting. A member of the Association's staff will visit any tenants who may be excluded from the above methods of communication.

The Association will keep the tenants informed in changes of policies, legislation or responsibilities of the Association/tenant by means of newsletters, close meetings, letters, house visits, and public meetings in the community hall.

Tenants will be kept informed by means of a newsletter of changes in legislation such as the Right to Repair and the Right to Compensation for Improvements and any compensation due for failure to meet the completion targets set down by legislation.

Tenants with debts exceeding eight weeks of eligible rent due to the Association may have restricted access to non-essential repairs & maintenance services. This could include: planned maintenance, routine repairs and medical adaptations.

4.0 CLASSIFICATION OF REPAIRS & MAINTENANCE

Blairtummock Housing Association classifies repairs in two main areas, those repairs which the association is aware of and has planned for, repairs that are carried out with forethought, control and the use of records (a) **planned maintenance** and those repairs which are unplanned, sporadic, ad-hoc, and cannot be deferred – (b) **reactive repairs** (also known as day to day repairs);

- (a) **Planned maintenance**; is work which is programmed in advance, normally over a rolling thirty-year period, and which usually involves the replacement of external or internal elements of the property or common parts, it enhances the quality and value of the property and wider living conditions.

There may be occasions when there is a premature failure of a component out with planned programmes and the Association will budget annually for such works. Examples of planned component replacement/improvement items and acceptable life spans are detailed in the following table

Planned - Minor Components	Cycle
Gutters- downpipes	40
Front entrance house door	30
Rear house door	30
Close Electrics	30
Close floor covering	30
Close cupboard doors	30
Bin stores/clothes poles	50
Boundary walls/steps	25
Common paths	25
Metal front fences/gates	50
Timber rear fences/gates	20
Close doors F&R	30
Communal TV Aerials	30
Controlled Access/handsets	25
Close Windows	30
Non-Adopted Paths	30
Overcladding	40

Blairtummock HA -MINOR COMPONENT Diagram1

Planned Maintenance – Cyclical

Cyclical maintenance refers to planned works carried out at agreed intervals and usually involves inspection, servicing or cleaning.

Examples of planned cyclical components & years cycle are detailed in the following diagram. In accordance with the gas servicing procedure (**section 18**) all gas heating appliances will be serviced on a ten-month cycle.

Cyclical Components	CYCLE
Gutter Cleaning	3
Electrical Inspection	10
Internal Painting	7
External Painting	7
Gas Servicing	1
Playground Equipment	1

Blairtummock HA - CYCLICAL COMPONENT Diagram1

(b) **Reactive Repairs** *(also known as day to day repairs):*

These are repairs which are unplanned, sporadic, ad-hoc, and cannot be deferred. **Reporting Repairs:**

Repairs in the first instance will most likely be reported by tenants. Repairs may also be notified by members of staff, contractors, and any other concerned party such as a neighbour.

Repairs can be notified in person at the Associations office, by telephone, by email, by letter, or by completing the repairs notification form on our website.

The Association will record full name and address, contact telephone number, access arrangements, and brief description of the repair.

The tenant will receive a detailed copy of their repair order or in the first instance where an appointment for a technical inspection is recommended to ascertain the complexity or extent of the works.

5.0 CATEGORIES OF REPAIRS

The Association shall attempt to clearly distinguish the differences between day to day repairs, cyclical and planned maintenance and avoid confusion by making tenants aware of the separate category for each.

All repairs are responded to in terms of their necessity, liability and degree of urgency. Wherever possible, attendance will be at a date and time that is convenient to the tenant; otherwise tenants will be advised of the expected timescales involved.

Blairtummock's target response times for repairs are as follows:

Emergency Repairs	within 24 hours
Urgent Repairs	within 5 working days
Routine Repairs	within 10 working days
Complex Repairs	within 30 working days
Planned Maintenance	tenant consultation
Qualifying Repairs	as per legislation (Appendix B)

Emergency Repairs

This class of repair is intended to deal with emergencies which are likely to cause injury or death or substantial property damage. The response target time to attend and make safe is within 24 hours.

The following are examples of emergency repairs that will be considered by the Association:

- a) Internal Gas leak. (beyond the meter)
- b) No electricity or electrical faults that may endanger occupants of property.
- c) Lighting fault to internal bathrooms.
- d) No water supply
- e) Water burst or flooding (not drips).
- f) House or flat entrance door insecure.
- g) Loss of heating during the months of October to April inclusive where no other form of heating is available.
- h) Blockage or no flushing of the only toilet. (Recurring repairs may be rechargeable)

- i) Smashed glazing (entrance doors or windows). Where only a single pane of a double glazed unit is smashed, it may be treated as an urgent repair.

Where a tenant calls out a contractor other than for an emergency repair they may be recharged for the cost of the call-out plus any other expenses.

Urgent Repairs

These are faults that may cause inconvenience to a tenant but little possibility of further property damage if dealt with within the specified target time. The response target time is within 5 working days.

- a) Leaking pipes - radiators
- b) Partial loss of electrical power or lighting.
- c) Insecure window, door or lock
- d) Loss of hot water supply.
- e) Blocked or leaking drain.
- f) Secondary toilet not flushing. (Recurring blocked toilets may be rechargeable)
- g) Blocked sink/bath or wash hand basin. (Recurring blockages may be rechargeable)
- h) Leaking roof causing drips.
- i) Loss of heating during the months of May to September inclusive.
- j) Void property repairs

Routine Repairs

These are faults that are not hazardous or which cause minor inconvenience to a tenant. The response target time is within 10 working days.

- a) Loose or squeaking floorboards.
- b) Loose internal door handle.
- c) Minor problems with toilets, baths & sinks.
- d) Faulty smoke detector (not battery replacement).
- e) Non security problems with house & close doors.
- f) Non security or safety problems with windows.

- g) External pane from a double glazed unit.
- h) Controlled entry repairs
- i) Renewing fixtures & fittings.
- j) Plaster, tiling & brickwork repairs.
- k) No heating from a single radiator

Cyclical Repairs: Repair within one calendar month.

These are non-urgent internal & external repairs which are not pending in the planned maintenance programme and are usually instructed by Maintenance Team staff following Estate Maintenance or similar inspections. They include the following:

- a) Blacksmith problems with fences
- b) Timber fence repairs
- c) Hard landscaping e.g. street furniture, paving slabs & tarmac replacement.
- d) Kitchen / bathroom replacement
- e) Soft Landscaping e.g., trees, shrubs & grass replacement.
- f) Non-structural roof repairs

Planned Maintenance: Work carried out to an agreed programme.

These are repairs or replacements which form part of an approved programme of works and is normally included in the agreed Life Cycle Costings. The scale and scope of the work will determine the timescale for completion. They may include the following:

- a) Central heating replacement
- b) Kitchen replacement
- c) Bathroom replacement
- d) Structural repairs

Complex and/or Estate Management Repairs

These are repairs where for example investigation work needs to be undertaken; Insurance claims, which are dependent on the insurer's response; ordering of bespoke manufactured items e.g. double-glazed windows; The response target time is within 15-30 working days.

Qualifying Repairs

The Association will adhere to the duties set out within the Scottish Secure Tenants (Right to Repair) Regulations 2002. The timescales are set out in this legislation and are specific for qualifying repairs. Repairs which are covered by the scheme include:

REPAIR	Working days to complete
Blocked flue to open fire or boiler	1
Blocked or leaking foul drains, soil stacks, or toilets where there is no other toilet in the house	1
Blocked sink, bath or drain	1
Loss of electric power	1
Loss of water supply	1
Insecure external window, door or lock	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 there is no alternative heating available	1
Toilet not flushing where there is no other toilet in the house	1
Unsafe power or lighting socket or electrical fitting	1
Partial loss of electric supply	3
Partial loss of water supply	3
Loose or detached banister or handrail	3
Unsafe timber flooring or stair treads	3
Mechanical extractor fan in internal kitchen or bathroom not working	7

For further information, please refer to “Right to Repair” leaflet available at our office.

6.0 APPROVED LIST OF CONTRACTORS AND CONSULTANTS

A list of contractors and consultants will be produced every 3 years for Committee approval. The Association will ensure a fair and equitable system is in place for the selection of contractors and consultants, thereby establishing accountability in the procurement of maintenance work.

Contractors will be sent an Approved Contractors Application Form ([Appendix 1](#)) to be completed and returned to the Association regardless if the contractor is already an approved contractor from the previous years.

The contractor must satisfy the requirements detailed in the Application Form and provide evidence of their Safety and Equal Opportunities policies. Those contractors who will require to “work at height” will be required to submit details of “Working at Height” training certificates and provide a method statement and rescue plan for this type of work, where it is not contained within their Health & Safety Policy. Any contractor not operating an equal opportunities policy will be required to adopt the Association’s stated policy.

The Finance Manager may assess the financial suitability of contractors in relation to specific projects. Consultants will be assessed on the quality of service they can provide in conjunction with cost.

The Maintenance Officer will assess the overall suitability of the contractors and ensure sound coverage of every specialism and service demands. This assessment will involve references being supplied where appropriate, evaluating previous work carried out for the Association and other clients of the contractor. Where a contractor is involved in ongoing works there will be no requirement to take up references annually provided the quality of the work carried out is acceptable.

The Housing Services Manager will present a detailed report of the nominated contractors/ consultants from the approved list to the Housing Management/Maintenance Sub-Committee with recommendations for approval. In each case this will be assessed in order to fulfil the maintenance objectives and to achieve value for money, good quality and continuity of service.

Planned major works contractors will be procured through Public Contracts Scotland Portal as applicable outlined in the Associations

Financial Control Procedures (see Tendering, under section 13.0). This process will be repeated on a contract to contract basis.

Contractor/s/consultant's performance will be monitored by the Maintenance Officer and any failure to meet the Association's targets or quality standards will result in the contractor/consultant being advised that failure to improve will result in removal from the list.

Any contractor/consultant who consistently fails to perform, or who breaches safety legislation or is guilty of misconduct will be removed from the list and notified in writing of the reasons why.

7.0 REPAIRS PROCEDURE SUMMARY

The Association will use multiple contractors to carry out routine repairs, and cyclical programmed works. The Housing Services Manager will regularly monitor performances and report to the Housing Management/Maintenance Sub-Committee.

Reactive day to day and cyclical works order/instructions will be detailed and recorded on SDM Repairs and Maintenance module. The SDM software will generate an attachment to be emailed to the nominated contractor containing clear details of instruction. The nominated Contractor will respond in line with the annual maintenance contract; Emergency and more urgent works will also be followed up with a phone call to ensure contractor is in immediate receipt. The Association will use the associated works instruction to generate a detailed tenant copy (Appendix-2) coupled with a referenced tenant satisfaction questionnaire. (Appendix-3).

Tenant satisfaction form to be printed on the reverse side of the contractor's job line. The contractor must get the tenant to fill in the satisfaction survey after each job is complete and return with their invoice.

The Association will pre-inspect more complex repairs, vandalism, accidental damage or where necessary to ascertain the exact nature of the repair and the category reported. In these instances, maintenance inspection appointments will be recorded onto SDM as Inspection works order. This process will generate an appointment and email attachment to the Maintenance Officer.

The Association will post inspect when; the value of an individual repair exceeds £750.00; where there are concerns from tenants about the quality of a repair; where there is evidence that the contractor has performed poorly; and where carrying out other ad-hoc duty in the vicinity to promote courtesy and positive tenant relations.

The Association will generate and issue 100% Tenant's Satisfaction Survey Questionnaires pertaining to every aspect of maintenance. This information will be recorded and accordingly used to report and continuously monitor performance.

The Associations emergency contractor will ensure 24-hour advice to the tenant.

8.0 COMMITMENTS AND RESPONSIBILITIES FOR REPAIRS AND MAINTENANCE

8.1 Commitment of Funding for Repairs and Maintenance

Repairs and maintenance shall be funded from rental income and other sources of funding.

- Day to day repairs
- Cyclical maintenance
- Planned maintenance
- Medical Adaptations

8.2 Association's Responsibilities

Clear guidance is given to tenants on the areas of repair and maintenance deemed the landlord's responsibility. The list will be found in the Tenancy Agreement, the Associations Website and Newsletters.

8.3 Tenant's Responsibilities

Similarly, the tenant's responsibility for repairs is detailed in the Tenancy Agreement, the Associations Website and Newsletters.

8.4 Garden Drainage & Pooling of Water

Drainage will only be installed if there is a prolonged issue with drainage and the water is preventing access to the main entrance of the property or at risk of causing water ingress, it is normal for standing water following prolonged heavy rain.

8.5 Delegation of Authority and Responsibility

Overall control of the maintenance and repair function rests with the Management Committee. The Committee delegates authority and responsibility to the Housing Management / Maintenance Sub-Committee who have delegated the Maintenance Officer to authorise a repair (within budget) up to the value of £5,000. Where the cost of the repair is between £5,000 and £20,000 then 3 quotes must be obtained from contractors on the Approved List. For works exceeding £20,001 then it will be procured through Public Contract Scotland.

8.6 Cyclical/Planned Programmes of Work

A five-year cyclical maintenance programme and a thirty year planned maintenance programme will be presented to the committee for approval to ensure that the fabric and components of each property is maintained to a high standard.

8.7 Long Term Strategy

The aim of the Association is to maintain the properties in such a condition that allows them to fulfil their function while maintaining their value. To this end all properties are technically inspected periodically to assess condition.

Information from these inspections is used to update the life cycle costings programme which in turn is used to determine the amounts to be put away annually in the sinking fund to provide adequate funding at the end of the components life span.

9.0 STOCK CONDITION SURVEY/LIFE CYCLE COSTING

In order to protect the Association's investment in refurbished and new build properties, a stock condition survey shall be undertaken on the following basis:

9.1 Tenants Terminating Tenancy.

Prior to vacation of a property, the Maintenance Section shall in conjunction with the Voids Policy and Procedures carry out a pre-termination inspection of the property to determine the overall condition of the property for record purposes, and to identify repairs which require to be done prior to re-letting. Any rechargeable repairs will be dealt with under the Rechargeable Repairs Policy.

9.2 Cyclical Maintenance

Prior to deciding on the timing of contracts for Cyclical Maintenance (re-decoration of closes, external woodwork etc.) a stock condition survey will be carried out on the relevant items (close, windows etc.). The survey will provide an assessment of the need to carry out the work and an assessment of whether the Cyclical Maintenance Programme for that work should be extended or processed.

Properties which may not be included in cyclical plans will be; properties due for major improvement, properties which are short life, properties which are considered in particular good condition, properties not wholly owned by the Association or excluded by nature of current management or lease agreement.

9.3 Planned Maintenance - Major Replacements

The Housing Management/Maintenance Sub-Committee will approve the major repair programme and any alterations or additions to the programme. Maintenance budgets, which are based on a stock condition survey and life cycle costing exercise, are approved by the Finance Sub-Committee and these decisions are ratified by the Management Committee.

Prior to deciding on the need to carry out major replacements on the Planned Maintenance Programme, a stock condition survey will be carried out in the year before the work is planned to take

place. An assessment will be made on whether the life of the component should be extended or processed.

Depending on the number of houses/flats in the Maintenance Area Codes concerned, the survey shall be carried out on the basis that not less than 20% of properties are inspected prior to deciding whether to proceed or extend the programmes.

The Association will make a commitment to provide funding for the Cyclical and Planned Maintenance programmes from rental income. The Planned Maintenance fund will be based on a Life Cycle Costing Exercise and Sinking Fund Provision to allow the programme to proceed at the end of the components life span.

10.0 MEDICAL ADAPTATIONS (STAGE 3)

The Association currently undertakes a number of disabled adaptations each year and this policy aims to formalise our commitment to this process and the procedure for carrying out and recording adaptations.

10.1 Statement

Blairtummock Housing Association will undertake adaptation works on behalf of its tenants, subject to receipt of an appropriate referral from the Local Authority Social Work Department, Occupational Therapist (OT).

10.2 Aims and Objectives

The aim of the policy is to ensure effective administration of referrals made by Social Work in order to permit tenants to continue residing in their existing property. The Association will:-

- Consider the circumstances and individual needs of the occupant to prevent imposed solutions which are not used. Any adaptation will be undertaken in partnership with the user.
- Support independence, privacy and dignity of occupants by undertaking adaptations to improve access and facilitate daily living.
- Prevent undue delay in the provision of adaptations, subject to funding constraints.
- Maximise expenditure through HAG funding from Glasgow City Council.
- Ensure adapted properties are re-let to applicants with similar needs, where possible.
- Take into consideration the suitability of the property before carrying out adaptations to ensure that the best use can be made of resources available.

10.3 Scottish Government Guidance on Medical Adaptations

The Scottish Government classifies Adaptations in three groups:-

- a) Stage 1 - design features which are not specific to a condition or an individual and which are incorporated into the initial specification prior to construction or improvement.

- b) Stage 2 – adaptations to a house to meet the particular needs of a tenant to whom the property has been allocated before, or close to, practical completion. These adaptations may be completed by the original contractor.
- c) Stage 3 – works to adapt a property to suit the changing needs of the existing tenant, or of a new tenant, where these could not reasonably have been identified when the house was originally provided.

Applications for Stage 1 and Stage 2 adaptations funding will normally be included in main scheme submissions. This policy concentrates on Stage 3 adaptations.

10.4 Types of Adaptation Carried out by the Association

The list of adaptations below indicates various adaptations that may be referred to the Association. These works will be eligible for HAG funding from Glasgow City Council. (also see Appendix 1).

- remove bath and install wet floor shower
- provision of ground floor wc/ bathing facilities
- installation of lever taps
- provision of threshold ramps (social work is responsible for access ramps).
- support handrails over stairs
- alterations to windows or doors –width, sightlines, ironmongery etc.
- provision of support rails by bath /wc
- non-slip floorcovering

The list is not exhaustive and all appropriate referrals made by Social Work will be considered by the Association in order to meet the needs of the occupant.

10.5 Limitations on adaptations carried out by the association

The Association has limited resources for adaptations which makes it necessary to minimise the risk of installing adaptations in unsuitable property and avoid the adaptation needing undone when the person leaves. This also allows works to be completed without an impact on rents.

10.6 Temporary Adaptations Provided by Social Work

The Local Authority Social Work Department is responsible for the provision of items classed as 'temporary' (nonstructural) including:-

- Specialist bathing equipment
- Raised toilet seats
- Access ramps
- Stair/bath lifts (Association responsible for the provision of Associated structural works)

10.7 Housing Allocation

In order to balance the housing needs of disabled tenants/potential tenants and make the best use of existing adapted stock the Association will ensure that -

- a) Where possible no offer of accommodation will be made to an applicant with special needs without referral to the Social Work Department's Occupational Therapist (S.W.O.T.) for an assessment of the suitability of the property being offered for that person's needs.
- b) The Association will maintain a list of existing properties where adaptation work has been completed. This will facilitate the allocation of these properties to ensure, where appropriate, that disabled people are offered existing adapted units instead of adapting their current home.
- c) Where a disabled tenant is residing in an adapted property and applies for a transfer to another tenancy, no consideration will be given to the application unless an O.T. assessment is obtained. Only in cases where the transfer will provide a significant improvement to the quality of the life of the tenant will approval be given. This might include cases where the tenant will be nearer to a main carer, etc.
- d) Where the application is made for other reasons, it may be refused on economic grounds, due to the cost of adapting the new tenancy.

10.8 Assessment of Requests for Adaptation

Requests will normally be received from the Social Work Occupational Therapist following a self-referral, GP referral or discharge from hospital. Where a tenant requests an adaptation direct, the Association will inform the tenant to seek a medical assessment via these channels.

All referrals from Social Work will be discussed with Maintenance and Housing Management to enable consideration of the applicant's circumstances such as:-

- A terminal condition where the adaptation would provide little benefit to quality of life.
- The tenant's preference to transfer to a more suitable property or to remain in their existing home.
- Availability of suitable accommodation.
- Likely waiting time for alternative accommodation.
- Where housing association debts exceed £200.00 or where there is a history of actionable anti-social behaviour. Where rent arrears or anti-social behaviour are escalating the adaptation would not be progressed until improvements have been maintained for a 12-month period.

Where transfer is a feasible option and provides an alternative to the provision of a high cost adaptation, then the option of transfer will be pursued.

10.9 Prioritisation of Applications

The Association will maintain annual lists of applicants graded in priority order based on the Social Work referrals - the Occupational Therapist allocate priority to each case (generally P1, P2, P3,) with priority-1 (P1), being the most urgent. Where remaining applications have similar priority level priority will be based on a chronological first come, first served basis as recorded.

There may be cases where date order should not be used. Where an adaptation would benefit more than one family member or where it would result in an individual not being housebound or bedbound, such cases would be considered by the Management Team to ensure fairness and consistency.

10.10 Funding

The Association is eligible to seek an annual funding allocation through Glasgow City Council, for property the Association developed through the HAG programme. The funding bid will reflect the known requirements and will take into account historic expenditure to ensure the maximum funding available is obtained.

The Association's SST stock does not qualify for HAG funding. In this arrangement Management Committee will decide to set an annual budget to accommodate these referrals.

It should be noted that Sharing Owners are excluded from HAG funding, as they are eligible for Local Authority grants.

10.11 Procurement of works

Three quotes will be obtained from a pre-determined specification at the beginning of the financial year. The winning contractor will then be offered all the medical adaptations for that financial year.

10.12 Targets

The Association will endeavour to complete all medical adaptations within 3 months from the date awarded funding from Glasgow City Council. This target may vary depending on budget constraints of self-funded programmes.

10.13 Vat exemption

The Association will claim VAT exemption where applicable. Tenants will be required to sign a VAT exemption certificate supplied by the Association and this will be forwarded to the Contractor carrying out the adaptation works.

10.14 Customer satisfaction

The Association will consult tenants in receipt of adaptation work in order to obtain feedback on the installation and the performance of the Contractor. Tenant responses will be taken into account when instructing further works.

10.15 Monitoring

- The Association will continue to record all adaptation works in its "All Stock Database" and the Medical Adaptations Annual Waiting List. In addition, it is proposed this information will also be transferred to instruct SDM pop-ups of all adapted properties.
- The annual progress will be presented to the Committee in reports highlighting the information as detailed below:
 - the number and types of adaptation completed.
 - the total expenditure and funding source.

- a breakdown of work types
- the extent of any outstanding referrals.
- any operational difficulties being experienced in the operation of the policy.

11.0 ASBESTOS SURVEYS

To comply with the current legislation and make contractors aware of the fact that there is asbestos in certain common areas.

Where there is a known fact that asbestos exists in certain properties, the Association will undertake a survey to determine the whereabouts of the asbestos and programme a plan of action to remove the asbestos.

In void properties, where artex is present, samples of the artex will be tested for asbestos.

12.0 TENANTS ALTERATIONS AND IMPROVEMENT

The Housing (Scotland) Act 2001 has introduced a number of important changes to legislation and as of 30th September 2002, the tenants have the right to compensation for improvement at the end of their tenancy. This policy has been produced to allow Blairtummock Housing Association Ltd to comply with legislation.

Blairtummock Housing Association also fully supports tenant's rights to carry out improvements as part of its policy of maintaining its houses to the highest standard and will seek to assist any tenant wishing to avail him/herself of this right.

Blairtummock Housing Association will compensate tenants for improvement works carried out on or after 30th September 2002 provided they have the appropriate approval from the Association. This section covers all improvement works and notional life spans of items detailed in Part 1 of Schedule 5 of the regulations and in relation to section 30 of the 2001 Act.

12.1 The Association will not compensate tenants for improvement work if the following circumstances occur:

- The work is less than £100
- The work exceeds £4000
- The tenancy comes to an end in prescribed circumstances
- Permission has not been granted

The Association will deduct any monies owed from the compensation entitled to e.g.

unpaid rent, rechargeable repair

The Association will respond in writing within 28 days of receiving a request in writing

from a tenant for permission to alter or improve said works or it will be deemed that

permission is granted if the Association fails to respond in writing within 28 days.

The amount of compensation paid out for an alteration or improvement work will

depend on the length of time the work has been carried out, this will be calculated

using the recommended formula.

The tenant has the right to appeal against the decision on the amount of compensation to be paid or the decision to approve the request to carry out the improvement. This must be in writing within 28 days of written notification from the Association

The Association if requested, will have their decision reviewed by:

- An independent valuer or surveyor of their choice
- Any committee members who were not involved in making the original decision
- All committee members at a full Management meeting

12.2 Procedure

Applications to carry out any improvements shall be made in writing to the Association on a standard form available from the Association's offices ([Appendix-4](#)).

- Permission will normally be granted subject to the following conditions:
 - The Association is satisfied any proposed improvement will meet relevant standards of safety and workmanship (although the Association accepts no responsibility for supervising the work).
 - The tenant is responsible for the installation and maintenance expenditure.
 - The work will not detract from the future letting of the property. (Reinstatement or working order).
- Upon receipt of an application the Association will normally advise the applicant of whether they can proceed or not within say 28 days. (If the Association has not replied within 28 days then it is deemed that permission has been granted).
- An inspection may be required before any work proceeds and will be required upon completion.
- If an application to carry out an improvement is refused the reason for refusal shall be given in writing with the option of an appeal being made to the Housing Management and Maintenance Sub-Committee.
- The Association will not grant permission to erect a pigeon hut on the grounds as there may be a spread of disease and the toxic pigeon droppings and feathers are prone to blocking gutters.

12.3 Safety

- Security

At the time of approving the application, the Association shall inform the tenant that loft keys are only issued to Contractors. Under no circumstances are tenants given loft keys.

12.4 Procedure for Dealing with Tenants Improvements

Standard application form to be sent to tenant following initial request.

- On return of the form, the Maintenance Officer will consider the application and, if necessary, arrange for an inspection of the property to be carried out.
- Response to be sent to tenant within 28 days indicating whether work can proceed and any conditions being attached.
- Within 2 months of permission being given, the Maintenance Officer will check with the tenant whether the improvement has been carried out.
- When work is complete a 'post installation' inspection may be carried out.

If the alteration/improvement is impractical or cannot proceed on technical grounds, the tenant will be advised in writing by the Maintenance section. Appeals may be made in writing to the Housing Management / Maintenance Sub-Committee.

13.0 TENDERING PROCEDURES

13.1 Planned major works contractors will be procured through Public Contracts Scotland Portal as applicable outlined in the Associations Financial Control Procedures as follows.

13.2 Tendering Procedure for Capital Works Contracts

Introduction

The purpose of this procedure is to ensure that the process of issuing and receiving tenders is handled in a demonstrably fair and open manner, ensuring probity and value for money in capital works projects.

The remit of the Management Committee and Sub-Committee extends to:

- Accepting tenders.

It is essential therefore that the tendering policy sets out workable guidelines to be followed by the Committee in fulfilling its remit.

The tendering policy will operate within the guidelines set out by the Scottish Social Housing Regulator and with due consideration to the procurement regulations of the Scottish Government.

Tendering on contracts with a budget value of in excess of £100,000 will be procured through a two-stage process balancing Quality and Price. The following elements will be considered relative to Quality:

- Score from the Pre-Qualification Questionnaire
- Adherence to Community Benefit Clause (where appropriate)

On meeting the required standards on Quality the contractor will be asked to submit a price to meet the specification of the contract being procured.

Shortlisting of Contractors

Contractors will be shortlisted on the basis of their PPQ and in appropriate circumstances where projects allow CBC returns with a 50% score in each of the separate elements being required in order that they

are invited to submit a price. A failure to meet certain essential elements of the PQQ would also preclude a contractor from being invited to tender.

A typical CBC is attached as [Appendix 5: Typical Community Benefit Clause](#)

A typical PQQ is attached as [Appendix 6: Typical Pre-Qualification Questionnaire](#)

Tender Notices

Invitations to tender will be issued through Public Contract Scotland website as Tender Notices. This will allow the Association to receive tenders from as many contractors as possible.

Firstly we will receive notes of interest from contractors and then send out the relevant PQQ and CBC documents for completion.

A typical tender notice is attached as [Appendix C: Typical Tender Notice](#)

Balancing Quality and Price

The Association are keen to balance quality and price in the selection of successful contractors. Weighting of quality and price will be adjusted depending on the type of work before setting the ratio to be used in making the overall assessment of a contractor.

A table detailing the manner in which scores should be arrived at for Quality and Price can be found at [Appendix-7 - Quality vs Price Scoring Table](#)

Personnel Involved in PQQ and CBC Scoring

The PQQ should be requested in Hard Copy from contractors as considerable effort is required to print off these cumbersome documents. A meeting will be held after receipt of all documents to consider these and at least two staff members (with one of these being CRO or Maintenance Manager) should be involved in the scoring of PQQ documentation.

The same process should be followed when scoring CBC documents.

13.3 Tendering Procedure

- The upper limit on the estimated value of works orders is £5,000 to take into account the fact that the Maintenance Contractor has already tendered competitively for the work.
- For work estimated to cost between £5,000 and £20,000, the Maintenance Contractor and two other Contractors from the Approved List should be asked to provide quotations based on a brief specification for the work.
- For work estimated to cost in excess of £20,000 a formal tendering process will take place and with reference to the recommended practice described in the industry standard document, the NJCC “Code of Procedure for Single-Stage Selective Tendering” (1989) and any guidelines set out by the Scottish Social Housing Regulator.
- The Maintenance Manager is given the delegation to appoint a Planning Supervisor (from an approved list) on the application of the CDM Regulations (1994), and agree fee levels for the work proposed.

13.4 Tendering Procedure – Other Capital Items

- Purchase of items up to £5,000 can be authorised by the Director or Housing Services Manager.
- For purchase of items costing £5,000 - £20,000 three quotations need to be sought. A report will then be submitted to the Management Committee for consideration and approval.
- For work estimated to be in excess of £20,000 a formal tendering process will take place, in accordance with the tendering procedure.

13.5 Tendering Procedure - General

Return of Tenders

The tenders will normally be returned before a specified time, to the Association’s Offices, in a sealed A4 size envelope clearly marked with a form of words, e.g. “Tender for the works of” described in the tender documents, and with no company identification.

On receipt by the Association the tender will be:

- Stamped clearly with the date and time of receipt.
- Placed in a drawer of the lockable safe in the front office with the Tender Book.
- When received by post, entered as “Tender” in the mail book.
- Entered on a “Tenders Received” pro-forma completed for each contract, specifying the time and date of receipt, placed with the Tender Book.

The relevant Officer will inform admin. staff in advance of tender return dates to ensure that tenders received through the post are not opened in error.

Tenderers hand-delivering who require evidence of delivery may be given a receipt stamped with the date and time of receipt.

Tenders received after the tender deadline will be marked clearly “late” and tenders received other than in a sealed envelope correctly marked will be marked “invalid”, as well as with the date and time of receipt. These will be placed with valid tenders for entry into the Tender Book.

Opening of Tenders

Tender opening will take place as soon as possible after the deadline for receipt has passed.

A tender opening will be convened and the Tender Book along with all tenders and the “Tenders Received” pro-forma removed from the safe. Tender openings will be witnessed as follows:

For projects up to an estimated value of £50,000: 3 senior staff members, one of whom will be the Director. For projects above £50,000: Director, 2 senior staff members plus 2 Committee members. For projects above £100,000:

As above, but invitations to attend extended to all Management Committee members.

Tenders will be opened and tender amounts entered in ink in the Tender Book, following the procedure set out in the Tender Book to ensure that:

Recording of results cannot be tampered with.

All present sign below the recorded results.

The words “did not return” entered against the names of tenderers failing to return valid tenders.

The tender book will be pre-numbered to help reduce the possibility of tampering.

All valid tender documents will be handed over to the Quantity Surveyor/Supervision Officer.

Reporting Results

All invalid tenders will be set aside unopened to be uplifted by the originating contractors

The Quantity Surveyor/Supervising Officer will prepare a report on tenders for presentation to Committee. This will specify:

- Tenders received.
- Tender amounts before and after checking.
- Remarks on lowest tender.
- Comparison with Cost Plan.
- Recommendations.

14.0 APPOINTMENT AND MONITORING OF PLANNING CO-ORDINATORS

The Maintenance Manager is given the delegation to appoint a Planning Supervisor (from an Approved List) on the application of the CDM Regulations (1994) and agree levels for the work proposed.

The Construction (Design and Management) Regulations 1994 state that for any construction works other than minor works, the client shall appoint an agent, or Planning Supervisor, to act on his behalf in respect of the CDM Regulations.

The Regulations also state that the client shall be satisfied that the agent has "the competence to perform the duties imposed on a client by these Regulations".

This commits the Association to assess the competence of Planning Coordinators prior to their appointment. This shall be done by maintaining an "Approved List" of Planning Coordinators. Any Planning Supervisor who wishes to be placed on the Approved List shall provide the following information.

Insurance in the sum of £2 million for each event for third party liability. The amount of employers liability insurance shall be at the Planning Coordinators discretion, but should normally be in the region of £10 million upwards.

Professional Indemnity Insurance shall be in force at all times. The amount insured should not be less than the sums required for other Building Professionals (i.e. Architects, QS's, Engineers). Each appointment shall be considered individually, and the level of PII required shall be assessed by the perceived level of risk which would arise out of that appointment. The minimum amount of PI Insurance shall be £250,000 for any one event, in any case.

Evidence of membership of one of the recognised, professional bodies and current membership status. It is essential that at least one member of staff who will perform the Planning Supervisor function be a member of a recognised and relevant professional body.

All prospective Planning Coordinators shall be interviewed by the Association to assess their competency, prior to placement on the Approved List. Interviews shall be carried out by the Development Officer and either one of, or both the Director and Maintenance Officer.

It may also be useful to include a member of the Development Sub-Committee.

Prospective Planning Coordinators shall produce evidence of insurance and membership of a relevant body at the time of the interview. It is also essential that the relevantly qualified personnel who will carry out the PS function are interviewed, rather than senior partners, etc. who may not be involved in the day to day functions and responsibilities.

The interview shall include some or all of the following items, dependent on project specifics.

- Insurance details - copies to be made.
- Company profile with staff qualifications, CV's etc.
- Details of access to Health and Safety Data.
- Details of any outstanding claims on PII.
- Current relevant experience.
- Previous relevant experience.
- Profile of Association's forthcoming projects for which the appointment of a Planning Supervisor will be necessary.
- Details of Association's method of selection of Planning Coordinators.

Should the interviewees ask to do a presentation to expand on the company profile, this should be allowed but restricted to a maximum of 10 minutes.

During the interview, an assessor shall complete the attached Assessment of Competence ([Appendix 8](#)) in respect of each company interviewed and following the interview, a discussion shall take place to discuss whether the company interviewed is competent enough to carry out the role of Planning Supervisor on any of the Association's forthcoming projects. A decision shall be arrived at, and the form shall be marked "COMPETENT" or "NOT COMPETENT". All members of the interview panel shall sign the form and date it.

Following the completion of interviews, a report shall be made to the next Development Sub-Committee and the list of Planning Coordinators shall be put forward for approval.

The approved list shall be reviewed every two years by carrying out interviews and seeking Committee approval.

15.0 CONTRACT MONITORING PROCEDURES

This item refers strictly to Lump Sum Contracts which will be paid for out of a Maintenance Budget Heading. These contracts are monitored strictly on the Terms and Conditions of the Contract. The Housing Services Manager & Maintenance Officer assume the roles of "Contract Administrator" and has full responsibility for the application of the Conditions of Contract including site supervision, site measurement, assessment of progress against the programme, agreement of amounts payable, authorisation of payments, agreement of variations to the Contract, signature of completion certificates, release of retention and finalisation of the Final Account.

The Maintenance Officer will inspect work with the Contractor at the periods specified in the Contract, and at any other time as deemed necessary to carry out any of the functions listed. All of the completed work will be post-inspected, prior to the agreement of interim valuations, or the Final Account.

Agreement will be reached between the Maintenance Officer and the Contractor on remedial works (if required) and on any changes to the invoice required. Invoices which require to be changed will be returned to the Contractor via the Finance Section (to ensure that the Ledgers are amended), in order that a "new" invoice can be presented for payment. All invoices will be "Authorised for Payment" and the cheque for payment prepared for signature strictly in accordance with the terms and conditions of individual contracts, as well as the Association's Financial Regulations.

15.1 Payment Made to Contractors

The Housing Services Manager may not sign any cheque for which he has provided authorisation for payment. Signatories to any cheque must check that the proper authorisation for payment has been made prior to signature.

16.0 REPORTING TO HOUSING MANAGEMENT & MAINTENANCE SUB-COMMITTEE

The Housing Services Manager will report to the Committee on the progress of all current Contracts on a regular basis. Should there be a need to take serious action under the Conditions of Contract; such remedies as may be required will be presented to the Committee for discussion and approval, before implementation. The Housing Services Manager will report to the committee where any of the following categories are under concern.

- Day to Day Maintenance
- Planned Maintenance
- Cyclical Maintenance

17.0 TENANTS' REDECORATION COSTS FOLLOWING REPAIRS

Where repairs are carried out in tenants' properties by the Association's Contractors, they shall, at all times, minimise the damage done to the decoration, i.e. paint, wallpaper, etc. Where it is impossible to carry out the repair without damaging the tenants' decoration, then the cost of redecoration will, be done by the tenant.

Where a repair or investigative work is instigated by the Association, the remedial work will involve redecoration to make good, or replace the decoration disturbed by the work.

Alternatively, the Maintenance Officer shall be able to authorise reimbursement via the granting of a decoration allowance in line with the new tenant redecoration procedures, of reasonable costs of materials such as paint, wallpaper and various sundries.

18.0 ANNUAL GAS SERVICE AND PROCEDURES

Social Rented Landlords must maintain their stock in accordance with the legal requirements placed on all landlords and ensure all gas appliances have an annual gas safety check and service carried out within a 12-month period and all houses have a valid gas safety certificate kept in the house record file or a common register

Blairtummock Housing Association will arrange a gas safety check to be carried out on a 10 monthly cycle. The Association will only use qualified registered gas engineers to carry out the Gas Safety Check/Services

10% of gas safety checks carried out will be subject to a gas audit inspection carried out by an independent gas contractor.

18.1 Maintenance Section Responsibilities

At present the Association enforces the following procedure for access:

- The Maintenance Assistant forwards an advanced list of services due in next quarter.
- The earliest anniversary due within said list should meet within our 10 month cycle.
- Contractor sends letter to tenant (**Appendix -9**) with option to agree a convenient appointment.
- Engineer attends – if no access – leaves a card to contact them direct.
- Second visit by engineer is a cold call within 10 days of first attempt – again if no access – leaves a card confirming visit.
- Contractor now emails Association advising of two unsuccessful visits.
- The Association will phone and send a text message to contact office immediately.
- The Association now sends *Reminder* first letter within 7 days. **Appendix 10**
- If no response within 7 days - the Associations sends *Warning* second letter. **Appendix 11**
- If no response the Associations sends *Final Warning* third letter confirming date of forced access. **Appendix 12**

To safeguard the Association and our tenants on this matter, a meeting was held with our Solicitor (Kelly & Co.). Advice was sought on how best to approach and resolve this problem legally whilst upholding our responsibility as a landlord. The Solicitor was happy to input on our final

warning letter and confirmed it would be acceptable in a court of law and acceptable that the Association has been more than reasonable until this point.

- The Maintenance Section will determine the deadline to carry out the service within Final Warning letter. Agreement may be made with tenant prior to this deadline but not after.
- When access has been given and there is no credit in the gas meter then the gas engineer will cap the gas meter until the tenant confirms that there is credit in the gas meter

19.0 RECHARGEABLE REPAIRS

Rechargeable repairs are not repairs caused by fair, wear and tear but repairs caused by the tenant or a member of the tenant's household.

The tenant is responsible for the cost of the repair in full unless directed otherwise via an appeal decision by committee

Information on rechargeable repairs can be obtained in the tenancy agreement.

The Association has an obligation to keep the property secure, wind and watertight and will only carry out the minimum work required until the tenant accepts the repair as a rechargeable repair.

If the tenant loses house keys and makes a forced entry via the door or window, then the minimum work required to secure the property will be instructed until the tenant accepts responsibility and makes an arrangement to pay the cost in full.

However, if the rechargeable repair is internal and not life threatening then the tenant must pay up front the cost of the repair in full. If the tenant has an agreement to pay instalments, then when the cost is paid in full the repair will be instructed. The tenant must pay the costs in full over an agreed period or additional costs may be added to cover cost and materials.

19.1 Maintenance Section Responsibilities

Reporting a rechargeable repair

When the tenant reports a repair and the person taking the repair suspects the repair to be a rechargeable repair then the tenant must be informed.

If the tenant accepts the repair as rechargeable then the tenant must be informed in writing as to the cost and the procedure for payment prior to any work being instructed. Payment should be made in full within a reasonable time period.

Should there be any doubt about whether the repair is rechargeable or not, the Maintenance Officer shall discuss the matter with the tenant. If there is no agreement on the matter, the Maintenance Officer will only

instruct the minimum work required to keep the property secure, wind and watertight.

Where a repair has been reported and the contractor carries out the repair which is a rechargeable repair, then the Maintenance Assistant shall provide the Finance Assistant with details of the rechargeable repair. The Finance Assistant will raise an invoice detailing the costs including a copy of the contractor's invoice. The Finance Assistant will send out the invoice and record same in tenant diary in SDM

Emergency repairs notified out of hours

If a tenant reports a repair to the Emergency contractor out with office hours, and it turns out to be a rechargeable repair, then the Maintenance section will inform the tenant in writing.

Once there is written confirmation that a repair is rechargeable, whether by tenant agreement, or by decision, the Maintenance section will notify staff teams by group email to ensure shared knowledge and processes.

Interdepartmental responsibility:

- **Maintenance** will determine recharges and deal with any dispute.
- **Finance** will determine all associated costs and balances.
- **Housing Management** will agree and maintain repayment arrangements.

The Housing Management / Maintenance Sub-Committee will determine the outcome of all rights to appeal with each case allocated a reference number to maintain anonymity at all times.

20.0 VOIDS

20.1 Void Categories

Void properties can be divided into three categories:

Void - Minor Repairs. (Target Times 5 Working Days) This means that the property has been handed over from the Housing Management Section to the Maintenance Section for the purpose of carrying out minor maintenance works prior to re-letting.

Void - Major Repairs. (Target Times 30 Working Days) This means that the property has been handed over from the Housing Management Section to the Maintenance Section for the purpose of carrying out major repairs in accordance with the planned maintenance programme prior to re-letting, or that the tenant has been decanted elsewhere awaiting completion.

Available for letting. This means that the void property has had any maintenance work completed and has been handed back from the Maintenance Section to the Housing Management Section for re-letting.

20.2 Termination of Tenancies

The maintenance section will be notified of any tenants terminating their tenancy with a joint technical and housing pre-termination appointment.

The appointment will be customer driven and advice will be given with integrity. The inspection should foremost ascertain general property condition with insight into any prospective works or recommendations required for the readiness of forthcoming tenancy prior to void technical inspection.

The outgoing tenant will be provided with clarity on potential rechargeable costs where for example the Association must dispose of white goods or general items left behind or where applicable reinstating any non-standard fixtures/fittings and so forth. The Associations strength of local knowledge will alleviate decisions to permit added value improvements for example a sound garden shed, complementary tiling in a kitchen, alterations within reason which are technically safe and acceptable. (Right to compensation leaflet available at our office).

The outgoing tenant is encouraged to leave any associated utility card or key pertaining to the properties gas/electric meters. The maintenance section will record as necessary and specific points raised with the outgoing tenant will be confirmed in writing and saved within the property file. The aforementioned may alternate where technical and housing specific information is combined and relayed.

The Maintenance section will be emailed specifics once a property becomes void and once the Association logs receipt of all pertaining keys. The technical inspection is encouraged to be carried out within 24 hours as applicable within resources. All repairs should be issued immediately as with resetting of any gas and/or electric pre-payment meters. All keys will be clearly labeled and logged in/out for each contractor.

Blairtummocks minimum standard of works as set out in [Appendix-13](#) : will apply.

Decoration vouchers for Void Properties

The following issues would be considered as being suitable for an award of decoration allowance

- Wallpaper considerably torn
- Artex or other wallcovering damaged
- Graffiti on walls or woodwork
- Redecoration required to remove odours
- Walls/Ceilings/Woodwork marked or smoke stained
- Woodwork which shows signs of being considerably chipped or peeling i.e. not normal wear and tear
- Woodwork/Walls in strong colour not easily covered
- Poor standard of decoration
- Bare or freshly plastered walls or ceilings

Room	Allowance
Livingroom	£60
Hall/Stair	£60
Kitchen	£40
Bathroom/Toilet	£40
Bedroom	£40 per room
Kitchen/Diningroom	£90

21.0 CONTRACTORS CODE OF CONDUCT

1. All contractors must be polite and courteous at all times and reasonably minimise any disruption to the tenant.
2. Clear away all debris on a daily basis and tidy up on completion of the work.
3. Refrain from smoking, working under the influence of alcohol, using abusive, racist or offensive language, making sexist or racist comments, playing radios or using the tenant's facilities.
4. Work in a safe manner to avoid danger to tenants and the general public
5. Wear protective clothing, where required.
6. Contractors should wear any designated uniform and display photographic ID at all times.
7. All contractors and employees must work in strict accordance with Health and Safety and all relevant codes of practice.

APPENDIX 1

Blairtummock Housing Association Limited Application form for inclusion to the Approved List of Contractors

I/We

Trading as:

Registered Office:

:
Telephone:

Fax:

E-mail:

Date:

Signed:

Designation:

Name of Bank:

Address:

Accountant:

Address:

Hourly Rates

Trade	Hourly Rate 8am-5pm Mon-Fri	Standard Call Out Charge Inclusive of 1 st hour on site		Hourly Rate after 1 st hour on site	
		5pm-8am & Mon-Fri	Sat-Sun Holidays	Mon-Fri	Sat-Sun
Apprentice					
Labourer					

% mark up on Material

_____ %

Please list Clients and or Housing Association you have or are working with at present.

Client/Housing Association	Name of Contact Person in Organisation

Declaration

I/We hereby apply for inclusion on Blairtummock Housing Association's Approved List of Contractors for reactive maintenance, cyclical maintenance and/or planned maintenance

I/We understand that the Association reserves the right to take into account of hourly rates, call-out rates and call-out charges, mark up on material and references when selecting contractors for the Approved List of Contractors.

I/We understand that inclusion onto the Approved List does not guarantee any work.

I/We are satisfied that if I/We are put on the Approved List of Contractors then I/We will be happy to be a Secondary Contractor for Qualifying Repairs, if the situation arises.

I/We are satisfied that should we only be used for tendering purposes, I/We will give every effort to submit an honest and satisfactory tender return on any contract.

I/We give Blairtummock Housing Association permission to seek references from bankers, accountants and current/previous clients

I/We have read through the Annual Maintenance Contract and agreed to abide by the terms and conditions set out.

I/We can confirm, as reasonably practicable, that no Director or Partner of my/our company is related to any Committee or Staff member of the Association.

Signed:

Date:

Designation:

For and on behalf of:

Registered Office:

I/We agree to adopt Blairtummock Housing Association's equal opportunities policy.

Signed:

Date:

APPENDIX 2

BLAIRTUMMOCK HOUSING ASSOCIATION LTD 45 Boyndie Street, Easterhouse, Glasgow, G34 9JL Tel: 0141 773 0202 Fax: 0141 771 8544 REPAIR ORDER FORM	
Supplier : G T Joinery 35 Queen Street 3/2 Rutherglen G73 1JP 07443431482 Tenant : Property : Nursery 47 Boyndie Street Easterhouse Glasgow G34 9JL Contact Telephone No :	<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">TENANT COPY</div> Job Number : 25056 Order Date : 30/09/2014 <p style="text-align: center;">IF THE REPAIR IS FOUND TO BE THE TENANT'S RESPONSIBILITY THEN THE ASSOCIATION WILL RECHARGE THE COSTS IN FULL.</p>
<u>Job Details</u>	
Maintenance Type : Nursery Nursery	Qualifying Repair: <input type="checkbox"/>
Trade : Joiner	Repair Ordered By: BSMALL
Urgency : Office/nursery/hall	Completion by : / /
Access Details : opening hours Mon-Fri. (Clare or Debbie).	
Brief Description : Please apply copper grease or similar to sliding doors also refit or renew threshold bar.	
<u>Works Description</u> Please apply copper grease or similar to sliding doors also refit or renew threshold bar.	Maintenance Officer Signature <hr/> Contractor Signature <hr/> Tenant's Signature <hr/> TO BE COMPLETED BY TENANT Has the work been completed ? YES NO Are you satisfied with the work ? YES NO

APPENDIX 3

BLAIRTUMMOCK HOUSING ASSOCIATION LTD

REPAIR REF NO: 25056

Contractor: G T Joinery

Brief Description:

Please apply copper grease or similar to sliding doors also refit or renew threshold bar.

Tenant Satisfaction Survey Questionnaire (PLEASE FILL IN & RETURN TO OFFICE)

To help the Association continue to provide a high level of service, we would be grateful if you could assist by completing and returning the following questionnaire.

Were you happy with the member of staff taking your repair?	Yes/No	
Did the contractor call to arrange an appointment?	Yes/No	
Did the contractor keep to appointment?	Yes/No	
Of the repair carried out were you?	Very Satisfied	Fairly Satisfied
	Neither Satisfied Nor Dissatisfie	Fairly Dissatisfied
	Very Dissatisfied	

How would you rate the quality of the work undertaken?

Very Good	Good	Average	Poor
------------------	-------------	----------------	-------------

We would be keen to hear any suggestions as to how we can improve our repairs service.

Suggestions: _____

In future can we contact you by email? **Yes/No** Email: _____

Please provide the best contact telephone number? Home: _____

(see attached job sheet) Mobile: _____

Sign: _____ Date: _____

Thank you for participating in this survey. Please return to office by post, in person or email to:

enquiries@blairtummock.org.uk

APPENDIX 4

BLAIRTUMMOCK HOUSING ASSOCIATION

APPLICATION FOR HOME IMPROVEMENTS/ALTERATIONS

This application form is for tenants/sharing owners who would like to undertake improvements/alterations to their home or garden area.

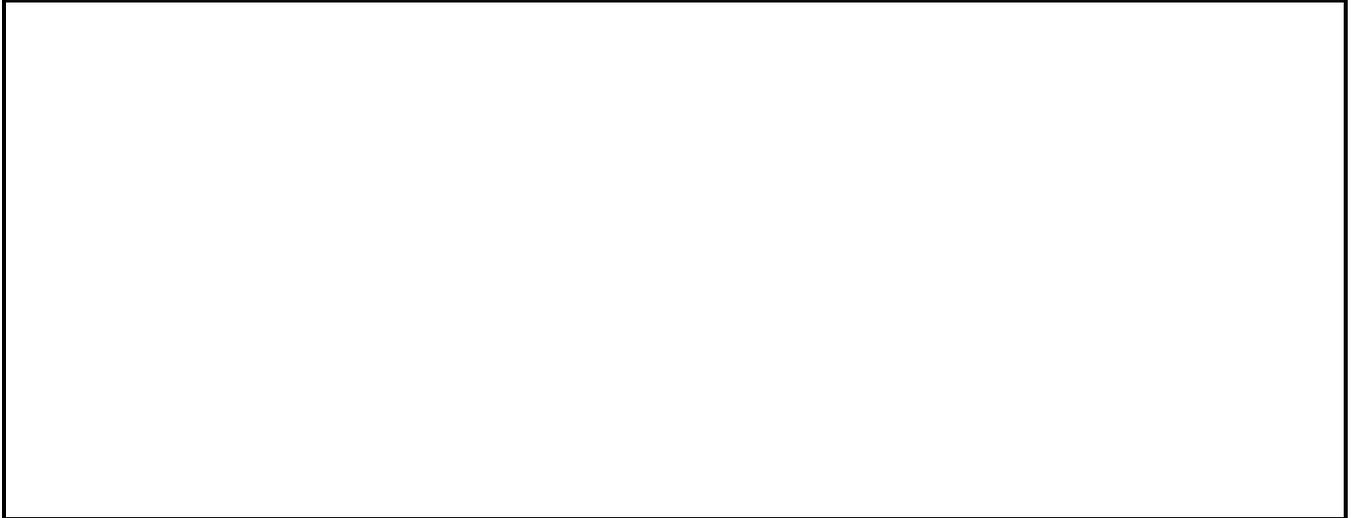
You should fill this form in before doing any improvements/alterations to your home/garden area and the improvements/alterations should only be undertaken when permission is granted.

Name:

Address:

Type of Alteration/Improvement:

Where in the room or garden: (please illustrate in sketch form, including measurements)



Are you going to do the work yourself?

YES / NO

When will the work be completed?



I enclose this application form for a home improvement/alteration and accept that the improvement/alteration must be completed within three months of permission being granted, or I should re-apply after this period.

I am prepared to pay fully for any damage or reinstatement costs occurred through faulty workmanship or non-completion of the improvement/alteration and that the decision on this will be made by a representative of the Housing Association after his/her inspection of the improvement/alteration.

Signed

Date:

APPENDIX 5

COMMUNITY BENEFITS

OVERVIEW AND REQUIREMENTS

This section provides background on community benefits and sets out Blairtummock Housing Association's detailed requirements in relation to the use of community benefits in contracts.

B BACKGROUND INFORMATION

The introduction of the Local Government in Scotland Act 2003 and the adoption of the EC's Single Procurement Directive enable public bodies and the private sector to enter into community benefit agreements through the procurement process rather than depend on a separate voluntary agreement.

Blairtummock Housing Association recognises the potential of the community benefits agreements within procurement processes and what it can bring in terms of employment and training throughout the full period of the proposed development and beyond.

The successful Tenderer will be expected to embrace Blairtummock Housing Association's requirements for delivering community benefits through the contract, as detailed in this section. Blairtummock Housing Association's Community Benefit Programme Manager (Eddy Ferguson) as enabler/facilitator, will work in partnership with the appointed successful Tenderer and the agencies listed in Appendix B to help address the imbalance of economic wealth across Glasgow by creating and maximising employment and training and business development opportunities arising during the delivery of the Project.

Blairtummock Housing Association has included specific community benefit requirements in the Invitation to Tender (ITT) Documentation and evaluation process and intends to include community benefit clauses in other larger contracts including this Project. As far as is permissible within current procurement legislation, the community benefit provisions within the procurement process will focus on:

- Targeted Recruitment and Training
- Community Enhancement

Blairtummock Housing Association's objective is to maximise the opportunities for securing training and employment and community enhancement through planned investment. The investment planned offers the chance to take a huge transformational step in the City's progress through the introduction of a targeted approach to securing benefit to the community in the procurement process.

All Tenderers shall complete and return Appendices B1 and B2

Tenderers are reminded that Community Benefits (in the form of Targeted Recruitment and Training) counts for 10% of the overall evaluation.

Tenderers should clearly detail what they propose to do to meet the Association's Community Benefit objectives.

1. EMPLOYMENT AND TRAINING

Blairtummock Housing Association has responsibility to focus the development and regeneration activity within the North East of the City. One key activity and policy objective is to tackle the high levels of worklessness that prevail among Glasgow residents.

Blairtummock Housing Association is committed in its approach to assisting unemployed people, particularly within our immediate community, access to quality sustainable employment and training opportunities. Through the use of its Community Benefit Clauses Blairtummock Housing Association has focused on opportunities that arise from the significant physical developments in the city infrastructure, both in the construction and end use phases.

Working in partnership with key employability agencies, the Association continues to improve the coordination and delivery of employment and training programmes to ensure effective and efficient service provision for both the business community and those seeking employment.

For large scale infrastructure projects the main focus of Employment and Training is on long term sustainable employment and training opportunities for NEETs and Apprentices. However it is recognised that for projects of less than 6 months duration that these opportunities may be constrained and Work Experience places can therefore also deliver significant added value. The response to Appendix B1 should detail both expected NEET and work experience outcomes.

Key Performance Indicators (Targeted Recruitment and Training);

- Minimum 10% of total labour required to deliver the project (including those works delivered by specialists, or sub-contractors) to be delivered by New Entrants
- Training and upskilling of existing employees
- Provide regular monitoring information (at least quarterly)
- Develop Case Studies (at least every 6 months)
- Participate in Stakeholder Evaluation

The successful Tenderer is to ensure that their personnel meet the following requirements:

- Staff have successfully passed their own recruitment and pre-employment checks, including satisfactory health checks and satisfactory references from previous clients.
- Staff are suitably competent qualified, trained and experienced in providing all services required in connection with the main contract.
- Any specialist staff are suitably competent qualified, trained and experienced in providing services required in connection with the main contract.
- All staff shall be made aware of relevant policies and requirements of the Blairtummock Housing Association or a relevant user organisation of the facilities insofar as they may apply during the delivery of services.

1.1 Community Benefits Performance Measure – Targeted Recruitment and Training.

Blairtummock Housing Association aims to maximise sustainable jobs and training gains arising from its works programmes and to assist contractors and specialists or sub-contractors to consider how they alleviate skills gaps.

Blairtummock Housing Association is committed to ensuring that for this contract, a minimum of **10%** of the total labour required to deliver the project (including those works delivered by specialists, or sub-contractors) must be delivered by New Entrants (defined below) that have an apprenticeship, trainee or employment contract with the successful Tenderer, their specialists or sub-contractors, and are engaged in a training programme that is accepted by Blairtummock Housing Association (an SVQ, or equivalent but other qualifications and training will be considered such as Health & Safety training).

A “New Entrant” is a person who is trained or employed to do a specific job and is leaving an educational establishment or a training provider, or a person that has been non-employed with no experience or a person with construction experience who has been unemployed for at least three months and is seeking employment. This may include on-site training and assessment, or offsite training, or a mix of these.

To support sustainable, ongoing employment, 25% of the New Entrant requirement, where applicable, can be drawn from previous Community Benefit employability programmes you have successfully delivered in the past 12 months. Evidence of the delivery of previous programmes will be required to support this approach.

The contract contains performance measures in respect of this commitment. In addition, the Association expects the successful Tenderer to provide training and up-skilling opportunities for existing employees.

1.2 Community Benefits Support - Targeted Recruitment and Training

The inclusion of community benefit requirements does not comprise or imply any promise on the part of Blairtummock Housing Association or their agents to provide suitable trainees, labour, or resources. Any action taken by Blairtummock Housing Association to facilitate relationships between the successful Tenderer and individuals/firms/agencies does not imply and should not be deemed to imply that Blairtummock Housing Association or their agents consider the individual/firm/agency as suitable for engagement by the successful Tenderer.

Blairtummock Housing Association’s Community Benefit Programme Manager will act as a facilitator during the tender process and in partnership with the successful Tenderer during service delivery.

Tenderers may wish to contact the attached organisations listed with Glasgow’s Regeneration Agency recognised as our “Lead Partner of Choice” (see Appendix B attached) to support the employment and training aspirations of this ITT. However, Tenderers may also wish to draw on their own knowledge. Sector Skills Councils and Glasgow’s Regeneration Agency can provide information and advice on the following:-

- Funding of training;
- Assistance to improve skills gaps and shortages;

- How to improve productivity;
- Increase the skills of the workforce; and
- Improve the learning supply.

Training For Work is one of many training initiatives delivered by Glasgow's Regeneration Agency and Skills Development Scotland. Training For Work aims to provide training and employment opportunities for unemployed people and has been running construction-led programmes for over four years with support from the Glasgow City Council and a range of other partners. The project is aimed specifically at supporting the skills that have been identified as being strategically important within the work being carried out by Blairtummock Housing Association. It works with employers to provide bespoke training programmes for unemployed individuals to meet specific skill gaps.

For information on this programme or the services of the Glasgow's Regeneration Agency please see Appendix B for contact details.

1.3 Evaluation

All Tenderers must complete Appendix B as part of their proposal. The information should relate to the volume of work contained within the proposal for the complete solution to the Project.

In response to Appendix B, each Tenderer should clearly detail what it proposes to do to meet Blairtummock Housing Association's targeted recruitment and training objectives.

By properly completing Appendix B, Tenderers shall detail anticipated outcomes, a description of the methodology that will be used to achieve these outcomes (including the role of any specialists or sub-contactors), and information on relevant experience, management capability and systems. The evaluation of Tenderers' proposals in relation to targeted recruitment and training element of the Association's community benefits objectives will be based solely on the information included within the completed Appendix B.

Tenderers will be expected to have identified a source for any additional resources they will require to deliver the employment and training requirements, so that the requirements can be met with no additional costs to the Blairtummock Housing Association. As part of the bid preparation, Blairtummock Housing Association expects Tenderers to

have contacted the agencies listed in Appendix B or other similar agencies of their choice.

The Blairtummock Housing Association expects Tenderers to cover the cost of management and supervision given the range of funding available to assist with the employment and training aspirations of this ITT. In the event that costs are included in tenders they will be considered as part of the overall financial assessment.

It is the successful Tenderer's responsibility to develop a working method and where necessary secure specialists' or sub-contractors' co-operation in order to achieve the Blairtummock Housing Association's employment and training requirements.

The Targeted Recruitment and Training element of Community Benefit will account for 10% of the overall evaluation for the Project.

1.4 Equal Opportunities

The Successful Tenderer will be required to ensure that it complies with equal opportunities and non-discrimination legislation in relation both to the delivery of the service and to employment and demonstrate the policies and practices which it will put in place to achieve this.

1.5 Monitoring - Targeted Recruitment and Training

The successful Tenderer will be required to provide regular monitoring information at least quarterly. The primary function of the monitoring information will be to enable the Association to measure and produce reports on the successful Tenderer's performance against the community benefits performance measures.

The information shall be provided for each person employed on the contract (to be provided on the appointment of the New Entrant) and a statement (to be provided monthly) which provides details of the total number of New Entrants utilised on the Project; split between;

- . Apprenticeship Posts
- . General Operative Posts
- . Office/Administration/Domestic Posts
- . Professional/Technical Posts

and what % this represents of the total labour utilised on the Project. The exact format and frequency of the monitoring reports will be agreed

between the Blairtummock Housing Association and the appointed Tenderer.

To comply with the Data Protection Act, all such monitoring and training documents must include a statement authorising the successful Tenderer to disclose personal data from the monitoring forms to Blairtummock Housing Association for the purposes of contract monitoring. This statement is to be signed by the individual listed.

The successful Tenderer will also be required to produce a short case study at least every 6 months summarising progress on delivery of the employment and training requirements and highlighting examples of programmes/trainee profiles, using a format to be provided by Blairtummock Housing Association.

The successful Tenderer and any specialist(s) or sub-contractors will be required to participate in any stakeholder evaluation of the training and employment requirements and related programmes, and enable employees and trainees to participate in evaluation processes where requested to by Blairtummock Housing Association.

Blairtummock Housing Association will use the training and employment monitoring information supplied by the successful Tenderer to provide aggregate statistical information on a regular basis to Blairtummock Housing Association and other stakeholders in order to monitor overall training and employment gains. The monitoring arrangements also support further identification, discussion and analysis of employment and training related issues that Blairtummock Housing Association may wish to explore. Any performance issues may be discussed with the selected Tenderer individually.

1.6 Insurances

The successful Tenderer must ensure that insurance cover includes people aged 16 and over and staff from employment and training organisations when on site.

1.7 Costs

As detailed in section 1.3, the successful Tenderer will be held to have included for all associated management and supervision costs required to deliver the Employment and Training requirements for this project.

1.8 Disclaimer

Blairtummock Housing Association will work with its partners to enable appropriate construction and operational training to be available to the successful Tenderer.

This action, however, does not comprise or imply any promise on the part of Blairtummock Housing Association or their agents to provide suitable services, trainees, labour or resources.

Any action taken by Blairtummock Housing Association to facilitate relationships between the successful Tenderer and individuals/firms/agencies does not imply and should not be deemed to imply that they or its agents consider the individual/firm/agency as suitable for engagement by the successful Tenderer. Within this context, Blairtummock Housing Association will work with local agencies to help facilitate the achievement of the employment and training requirements and have an established relationship with Glasgow's Regeneration Agency.

2. Community Enhancement

2.1 Community Benefits – Community Enhancement

In response to meeting the aspirations of the local community and in light of the opportunities being presented through Blairtummock Housing Association procurement the development of the local area's infrastructure, the long term engagement of community projects is vital. Blairtummock Housing Association recognises the need to support community groups by developing a procurement approach which maximizes their exposure to range of prospective support partners and opportunities.

A community project is a project run by the local community, which has a not for profit ethos and supports community capacity, development and growth

Key Performance Indicators (Community Enhancement);

NAME OF CONTRACT

- Provide support to the (Blairtummock Housing Association needs to identify) Project.
- It is anticipated that (1.5%) of the overall contract value should be used to resource this activity. This may take the form of person hours, supplies, materials or other forms of support. However, tenderers will be expected to have identified a source for any additional resources, so that the requirements can be met with no additional costs to the Employer.
- Utilise Blairtummock Housing Association Planning Group or other community engagement organisations to engage with the NAMED Project and local community on this activity. Tenderers may wish to contact the agency listed in Appendix B
- Provide regular monitoring information (at least 4 weekly)
- Develop Case Studies (at the completion of the contact)
- Participate in Stakeholder Evaluation

The inclusion of community benefit requirements does not comprise or imply any promise on the part of Blairtummock Housing Association or their agents to provide suitable projects or resources. Any action taken by Blairtummock Housing Association to facilitate relationships between the successful tenderer and individuals/firms/agencies does not imply and should not be deemed to imply that Blairtummock Housing

Association or their agents consider the individual/firm/agency as suitable for engagement by the successful tenderer.

Blairtummock Housing Association's Community Benefit Project Manager will act as a facilitator during the tender process and in partnership with the successful tenderer during service delivery.

Tenderers may wish to contact Community Engagement Organisation (see Appendix B4 attached) to support the community enhancement aspirations of this invitation to tender. However, tenderers may also wish to draw on their own knowledge or contact other organisations.

All tenderers must complete Appendix B? as part of their proposal.

In response to Appendix B, each tenderer should clearly detail what it proposes to do to meet Blairtummock Housing Association's community enhancement objectives.

By properly completing Appendix B, tenderers shall provide details of the required outcomes, a description of the methodology that will be used to achieve these outcomes (including the role of any specialists or sub-contractors), and information on relevant experience, management capability and systems.

Tenderers will be expected to have identified a source for any additional resources they will require to deliver the community enhancement requirements, so that the requirements can be met with no additional costs to Blairtummock Housing Association. As part of the bid preparation, Blairtummock Housing Association expects tenderers to have contacted the agencies listed in Appendix B or other similar agencies of their choice.

In the event that costs are included in tenders they will be considered as part of the overall financial assessment.

It is the successful tenderer's responsibility to develop a working method and where necessary secure specialists' or sub-contractors' co-operation in order to achieve Blairtummock Housing Association's community enhancement requirements.

The community enhancement element of Community Benefit will not be evaluated as part of the invitation to tender, but is a contractual requirement

Monitoring – Community Enhancement

The successful tenderer will be required to provide regular monitoring information. Such information will be required at least 4 weekly. The primary function of the monitoring information will be to enable Blairtummock Housing Association to measure and produce reports on the successful tenderers performance against the community benefits performance measures.

The exact format and frequency of the monitoring reports will be agreed between Blairtummock Housing Association and the appointed tenderer

Costs

Blairtummock Housing Association anticipates that the community benefits requirements in relation community enhancement should be met at no additional cost to Blairtummock Housing Association (Section 5.2). The successful tenderer will be held to have included for all associated costs required to deliver the community enhancement requirements of this project.

Disclaimer

Any action taken by Blairtummock Housing Association to facilitate relationships between the successful tenderer and community engagement organisations or community projects should not be deemed to imply that the projects or organisations are considered as suitable for engagement by the selected successful tenderer.

3. All Tenderers must complete Appendix B 1 as part of their proposal. The information should relate to the opportunities contained within the proposal for the Project.

APPENDIX B1:

TRAINING OPPORTUNITIES – METHOD STATEMENT

1. Opportunities to be provided: please complete Table 1

Blairtummock Housing Association aims to demonstrate the additional benefits that this investment will bring to the City. Therefore to show additionally, tenderers are required to provide the information in the table below setting out minimum targets of achievement under targeted recruitment and training fully supported by a correlating labour histogram.

Blairtummock Housing Association is committed to ensuring that for this contract, a minimum of **10%** of the **total** labour required to deliver the project (including those works delivered by specialists, or sub-contractors) must be delivered by New Entrants (as defined) that have an apprenticeship, trainee or employment contract with the successful Tenderer, their specialists or sub-contractors, and are engaged in a training programme that is accepted by Blairtummock Housing Association (an SVQ, or equivalent but other qualifications and training will be considered such as Health & Safety training).

Table 1	Employees		
Indicator	Direct	Indirect	Total
How many people do you expect to employ in the delivery of this contract? <i>(This figure is for information purposes only and will not form part of the assessment)</i>			
1. How many of those do you anticipate being New Entrants recruits? (this figure should not include Apprentices)?			

2. In relation to point 1. Please detail the disciplines from which you will need to recruit and the associated numbers			
3. In addition to NETs (identified in point 1), how many Apprentices do you expect to recruit as a result of this contract?			
4. In relation to point 3, please detail the disciplines from which you will need to recruit and the associated numbers			
5. How many Work Experience Places do you intend to offer as a result of this contract?			
6. In relation to point 5, please detail the disciplines from which you will offer WEP, associated numbers and anticipated duration.			
7. In addition to the NETs identified in point 1 – how many NETs do you expect to transfer from previous Community Benefit Projects with evidence?			

8. In relation to point 7, please detail the disciplines from which you will need to transfer NETs and the associated numbers anticipated duration.			
A Labour Histogram should be included to correlate to Table 1 and the overall project delivery, to identifying the timeline and sustainability of employment.			

Definitions:

A New Entrant is defined at section 1.1.

An Apprentice is a person defined as a New Entrant to the industry, both youth and adult, who is undertaking a recognised skill qualification and will operate under the Terms of the Scottish Building Apprenticeship and Training Council (SBATC) or an equivalent apprenticeship scheme.

Should apprenticeships be included as a proposed outcome of the project it is on the understanding that the opportunities are for the duration of the Apprenticeship Programme, not for the duration of this specific project.

Work Experience Place is defined as a person undertaking an overview of the industry through a related training programme with on site instruction and supervision provided.

Lifelong Learning Opportunities is defined as an opportunity and support given to an existing employee to access further training opportunities

Direct indicates that the New Entrant will be employed or trained by the main contractor

Indirect indicates that the New Entrant will be employed or trained through a specialist contractor or sub contractor as a result of work procured through the main contractor

2. Qualifications to be sought: please complete Table.2

Blairtummock Housing Association aims to demonstrate the additional benefits that this investment will bring to the City. Therefore to show additionally, tenderers should provide information to show expected qualifications including levels and total numbers for New Entrants.

When tenderers are reviewing the new entrant opportunities required for this contract, consideration should be given to:

Recruitment of Apprentices

Within Construction, the majority of trades are now delivered within Modern Apprenticeships at both Vocational Qualification Level 2 and 3. Level 2 Modern Apprenticeships have a minimum duration of 2 years whilst Level 3 Modern Apprenticeships are delivered over a period of up to four years. Trades such as Ames Taping and Ceiling Fixing (previously delivered via Skillseekers) are now delivered via Level 2 Modern Apprenticeships as outlined above. General Building Operations at Level 2 also has an agreed MA framework.

Recruitment of Semi Skilled Operatives

There are two categories:-

- Get Ready For Work and Pre-Apprenticeship Courses aimed at 16-19yr olds
- Training For Work or other trainees, bespoke training designed to meet employer specifications. This training is delivered over an agreed period combining both on and off site learning for people aged 18+.
- Table 2: Qualifications to be achieved (split between construction and operation)
-

Occupation	New Entrant Trainees	Apprentices	Qualifications being sought	Nos. completing the qualification

Lifelong Learning opportunities

Occupation	Qualifications being sought	Nos. completing the qualification

-
- **The information provided in the following responses should clearly identify the methodology for delivery of the TR&T objectives.**
-

1.	Describe how you plan to deliver the NET employment and training commitments, including work experience placements, identified in Tables 1 & 2, demonstrating the partnerships you will develop with Glasgow's Regeneration Agency and any other relevant stakeholders.
2.	Describe the steps you will take to ensure specialist or subcontractor co-operation where this is necessary to fulfil the employment and training requirements.
3.	<p>What monitoring information would you propose to collect, how will this be collated and give examples of how you would present this to Blairtummock Housing Association?</p> <p>You should consider in the context of the TR&T KPIs and the information you have provided in Tables 1 & 2.</p>
4	Demonstrate how the figures in Table 2 can be supported by your company policy on training and upskilling? Evidence should include 'in-house' training programmes and any partnerships developed with external training bodies.
5.	Please provide details of the NET employees you intend to transfer to this project giving details of the project they have

	been transferred form and provide written testimonial from the partnerships involved in the recruitment of these NETs.
6.	Who will be responsible for the achievement of the employment and training requirements? What previous experience/qualifications do they have in relation to the delivery of targeted recruitment and training?
7.	Please provide any other relevant information about the approach you intend to take to fulfil the employment and training requirements

Appendix B2

COMMUNITY ENHANCEMENT

METHOD STATEMENT

This method statement will not be evaluated as part of the invitation to tender, but is a contractual requirement

Blairtummock Housing Association aims to demonstrate the additional benefits that this investment will bring to the local area through engaging and enhancing the communities in which it operates. Such activity could involve the support of one or more local projects and could result in small scale physical improvements, support for project design or other activity which would be beneficial to residents.

1.	<p>Describe the activities that you will undertake to support the identified community project in relation to the NAME PROJECT providing a notional cost breakdown;</p> <ul style="list-style-type: none">• Person hours• Materials/ supplies• Other
2.	<p>Describe the anticipated results of you or your subcontractors actions in relation to this activity;</p> <ul style="list-style-type: none">▪ Enhancement▪ Engagement▪ Capacity Building▪ Partnership
3.	<p>How you would measure the social impact of your engagement and enhancement with the community project?</p>

FOR INFORMATION ONLY

POSSIBLE RESOURCES

1. Recruitment and Training.

Agency	Remit	Contact	Position	Contact No.	Email	Web
Glasgow's Regeneration Agency	Supporting the delivery of Community Benefit, specifically targeted recruitment and training, SME Development and Social Enterprise Development. Facilitate access to a wide pool of candidates meeting the new entrant/apprenticeship criteria. Facilitate access to a range of customised training programmes for new entrants.	Zoe Welsh	Strategic Operations Manager (North East, Glasgow)	0141 781 4174 07590 226749	Zoe.Welsh@graeast.co.uk	www.gra.co.uk
City Building	Facilitate full SVQ craft apprenticeships by acting as a training provider. Or employer lead training programmes through their state of the art Skills Academy	Sharon McGrath	Head of Corporate Services	0141 287 2177	sharon.mcgrath@citybuildingglasgow.co.uk	http://www.citybuildingglasgow.co.uk
Bridges Programme	Integration of asylum seekers and refugees in to the workplace	Maggie Lennon	Director	0141 445 4464	maggielennon@bridgesprogrammes.org.uk	http://www.bridgesprogrammes.org.uk/
West of Scotland Colleges Partnership	Co-ordinates the work of all colleges in the West of Scotland	Morag Keith	Business Manager	0141 559 4786	mkeith@woscop.co.uk	www.woscop.co.uk

Agency	Remit	Contact	Position	Contact No.	Email	Web
Sector Skills Councils :						
Construction Skills	Sector Skills Council for construction main trades. Advice on training and funding	Hugh McCafferty	Operations Manager	0141 812 9742	Hugh.McCafferty@cskills.org	http://www.constructionskills.net/
EU Skills	Sector Skills Council for Utilities, Gas and heating plumbers. Advice on training & funding	Jim Brown	Skills Director Scotland	07872 126748	jim.brown@euskills.co.uk	www.euskills.co.uk
Summit Skills	Sector Skills Council for Electrical, Plumbing & Building Services. Advice on training and funding	Ian Stirrat	Operations Manager	0131 445 9225	ian.stirrat@summitskills.org.uk	http://www.summitskills.org.uk

APPENDIX B4

Community benefit certificate

Name of Organisation

Contract Title.....

Name of Company.....

Address of the Company.....

.....

Contact Name.....

Position

Telephone numbers.....

E-mail address

I confirm that Appendices B1, B2 set out the actions that will be undertaken to ensure the achievement of Blairtummock Housing Association’s community benefits objectives. It is recognised that these appendices will be evaluated as part of the tender assessment and contract award procedure, and that delivery of the Council’s community benefits objectives will be a contract condition.

Signed.....

(Print Name)

Date.....

This document must be submitted as part of each valid tender.

Note: please ensure that you enter the company name in the page header.

APPENDIX 6

PRE-QUALIFICATION QUESTIONNAIRE

SECTION 1 - COMPANY/BACKGROUND INFORMATION

Completion of Section 1 is for information purposes only.

Failure to complete Section 1 may result in the Association rejecting a PQQ

(Information only - Max 0 points)

- 1.1 Name of Company/Organisation
- 1.2 Contact name for enquiries about this bid
- 1.3 Address and postcode
- 1.4 Telephone Number
- 1.5 Fax Number
- 1.6 E-mail address
- 1.7 Web-site address (if any)

1.8 Companies House Registration Number

1.9 Registered Address (if different from above)

1.10 VAT Registration Number

1.11 Is your organisation:

(i) a public limited company?

(ii) a limited company?

(iii) a partnership?

(iv) a sole trader?

1.12 Is your organisation a subsidiary company?

1.13 Name of (ultimate) parent company (if applicable)

1.14 Companies House Registration number of parent company (if applicable)

1.15 Address from which project would be managed

1.16 Please list all Directors and Partners

1.17 What are the main business activities of your organisation?

1.18 Name of lead organisation if a consortium (if applicable)

SECTION 2 – MINIMUM STANDARDS

(PASS/FAIL)

Financial and Economic Standing

Potential Providers must be able to demonstrate that they can satisfy the following minimum standards of Economic and Financial Standing.

Minimum Standard	Provided ✓	Not Provided ✓	If provided, reference to where evidence can be found that minimum standard is satisfied in supporting evidence
Please provide evidence that the potential Provider's annual accounts for the last financial year demonstrate a turnover in excess of £1million			
<p>Please provide evidence that the potential Provider will provide a minimum Professional Indemnity Insurance of £2m in aggregate with at least 2 automatic reinstatements.</p> <p>If you do not hold insurance at these levels, please provide a letter/ statement in response from your insurance company or broker as evidence of your ability to obtain insurance at these levels if you are identified as the successful Provider.</p>			
<p>Please provide evidence that the potential Provider will provide Employers Liability insurance, Public and Product Liability Insurance and Contractors All Risk Insurance of at least £5m for each and every claim.</p> <p>If you do not hold insurance at these levels, please provide a letter/ statement in response from your insurance company or broker as evidence of your ability to obtain insurance at these levels if you are</p>			

identified as the successful Provider.			
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SECTION 3 – FINANCIAL STATUS AND INSURANCE INFORMATION

(MAX 100 POINTS)

3.1 Name of Bank

Account Name:

Number of years account has been open:

Address:

Please enclose a reference from your bank for the purposes of this project.

(Max 10 points)

3.2 Who is responsible for financial matters in the company and confirm their position.

(Information only)

3.3 If the company is a member of a group, confirm the name and address of the ultimate holding company/parent company.

(Information only)

3.4 Would the ultimate holding company/parent company be prepared to guarantee your contract performance as its subsidiary? (If “NO”,

the Tender Panel would require discussing this fully with the potential Provider and the reasons why).

- 3.5 Please enclose copies of audited accounts covering the last 3 financial years including balance sheets, profit and loss accounts, full notes of the accounts including a breakdown of debtors and creditors and auditors' reports. (The latest set of accounts should be no earlier than 2013).

(Max 20 points)

- 3.6 Please state your annual turnover for the last three financial years. If your organisation is part of a group, please give figures for both your own company and the ultimate parent company.

(Max 20 points)

- 3.7 Confirm details of any subsequent circumstances or events since the last set of audited accounts which have had a material impact on the understanding of the Providers' financial status. Whilst not limited to, this would include such things as change of ownership or control, corporate re-financing, acquisitions or disposals, potential or threatened litigation and generally, circumstances that would have a material impact on the understanding of the financial position of the company. If none, confirm this to be the case.

(Max 10 points)

- 3.8 Please provide a statement of the Providers' trading position since the last audited accounts were prepared.

(Max 10 points)

3.9 Please provide a brief description of the funding lines available to the Provider and the level of available/undrawn facilities. Provide details in relation to the parent company if applicable.

(Max 10 points)

3.10 Are there any outstanding claims or litigation or judgements or other court orders, or any other incidents that could give rise to a significant claim against your company or the parent company if applicable? If yes, please provide full details.

(Max 10 points)

3.11 Please provide details of any claims made within the last three years against any of your insurance policies. (The Tender Panel will assess any claim on an individual basis and may amend the total score available for Section 3 by up to 20% depending on the level of risk disclosed).

(Max 10 points)

SECTION 4 – BUSINESS PROBITY/PROFESSIONAL CONDUCT - Eligibility

(Pass/Fail - Max 0 points)

If the answer to any of these is “YES” please provide details below, including what has been done to put things right. (In the event that the Provider answers “YES” to any of the questions in Section 4, the Tender Panel will assess the responses on an individual basis and may award a "fail" in respect of this question and reject the PQQ).

4.1 Do any of the following apply to your organisation, or to (any of) the director(s)/partners/proprietor(s)?

Convicted of:

- (a) the common law offence of conspiracy where that conspiracy relates to participation in a criminal organisation as defined in Article 2 of Council Framework Decision 2008/841/JHA or an offence under [sections 28 or 30](#) of the [Criminal Justice and Licensing \(Scotland\) Act 2010](#);
- (b) corruption within the meaning of [section 1\(2\)](#) of the [Public Bodies Corrupt Practices Act 1889](#) or [section 1](#) of the [Prevention of Corruption Act 1906](#), where the offence relates to active corruption as defined in Article 3 of the Council Act of 26th May 1997 and Article 3(1) of Council Joint Action 98/742/JHA;
- (c) bribery or corruption within the meaning of [sections 68 and 69](#) of the [Criminal Justice \(Scotland\) Act 2003](#) where the offence

relates to active corruption, or bribery within the meaning of [sections 1 or 6](#) of the [Bribery Act 2010](#);

- (d) the common law offence of incitement to commit a crime;
- (e) fraud, where the offence relates to fraud affecting the financial interests of the European Communities as defined by Article 1 of the Convention relating to the protection of the financial interests of the European Communities, within the meaning of—

the offence of cheating the Revenue;

the common law offence of fraud;

the common law offence of theft or fraud;

fraudulent trading within the meaning of [section 458](#) of the [Companies Act 1985](#) or [section 993](#) of the [Companies Act 2006](#);

fraudulent evasion within the meaning of [section 170](#) of the [Customs and Excise Management Act 1979](#) or [section 72](#) of the [Value Added Tax Act 1994](#);

an offence in connection with taxation in the European Union within the meaning of [section 71](#) of the [Criminal Justice Act 1993](#);

the common law offence of uttering; or

the common law offence of attempting to pervert the course of justice;

money laundering within the meaning of [section 340\(11\)](#) of the [Proceeds of Crime Act 2002](#) or the [Money Laundering Regulations 2007](#), or an offence in connection with proceeds of drug trafficking within the meaning of [sections 49, 50 or 51](#) of the [Drug Trafficking Act 1994](#); or

any other offence within the meaning of Article 45(1) of the Public Sector Directive as defined by the national law of any relevant state.

Yes/No

4.1.1 Is the subject of a debt relief order?

Yes/No

4.1.2 Is currently in a state of bankruptcy?

Yes/No

4.1.3 Has received an administration order, a bankruptcy restrictions order or a debt relief restriction order?

Yes/ No

4.1.4 Has made any composition or arrangement with or for the benefit of creditors?

Yes/ No

4.1.5 Has made any conveyance or assignment for the benefit of creditors?

Yes/No

4.1.6 Appears unable to pay, or has no reasonable prospect of being able to pay, a debt within the meaning of section 268 of the Insolvency Act 1986, or article 242 of the Insolvency (Northern Ireland) Order 1989?

Yes/No

4.1.7 Has granted a trust deed for creditors or become otherwise apparently insolvent?

Yes/No

4.1.8 Is the subject of a petition presented for sequestration of that individual's estate, or is the subject of any similar procedure under the law of any other state?

Yes/No

4.1.9 Has passed a resolution or is the subject of an order by the court for the company's winding up otherwise than for the purpose of bona fide reconstruction or amalgamation?

Yes/No

4.1.10 Has had a receiver, manager or administrator on behalf of a creditor appointed in respect of the company's business or any part thereof?

Yes/No

4.1.11 Has been convicted of a criminal offence related to business or professional conduct?

Yes/No

4.1.12 Has committed an act of grave misconduct in the course of business?

Yes/No

4.1.13 Has not fulfilled obligations related to payment of social security contributions?

Yes/No

4.1.14 Has not fulfilled obligations related to payment of taxes?

Yes/No

4.1.15 Is guilty of serious misrepresentation in supplying any information referred to in Regulations 23 to 27 of the Public Contracts (Scotland) Regulations 2012?

Yes/No

4.1.16 Is not in possession of relevant licences or membership of an appropriate organisation where required by law?

Yes/No

SECTION 5 - RELEVANT EXPERIENCE/TECHNICAL CAPACITY

NOTE: Those potential Providers, who can demonstrate experience of contracts which most closely resemble this contract (or relate to more extensive contracts of the same nature), will be awarded highest marks.

(Max 350 points)

- 5.1 What is the principle business activity of your company and confirm what percentage of your workload is in relation to modernisation and refurbishment contracts for RSLs.

(Max 50 points)

- 5.2 Describe your organisation's experience in delivering similar contracts during the last 3 years. Include details of client, value of contract, commencement and completion dates. Please provide detailed information to allow the Tender Panel to be satisfied as to the true similarities of the contracts to that required here as outlined in the Contract Arrangements.

(Max 90 points)

- 5.3 Please provide 3 references for similar contracts from other RSLs/Local Authorities and include relevant contact details as BHA may seek further clarification from referees. For the avoidance of doubt, it is the potential Provider's responsibility to coordinate and enclose the completed references with the PQQ.

Please note references from parent companies and/or shareholders will be scored down.

(Max 50 points)

- 5.4 Please state what proportion, if any, of this contract, that you would intend to sub contract.

(Max 30 points)

- 5.5 Confirm who would have overall responsibility for administering the contract, including details of experience and professional qualifications. Confirm details of their current and anticipated workload. Also confirm the same details for any others who would

be involved in a management capacity.

(Max 60 points)

- 5.6 Please enclose your staffing structure, including the number of personnel currently employed by your company. This should include details of how many trades people you carry in-house. Please confirm if any of the “trades people” are not fully qualified.

(Max 30 points)

- 5.7 Does your company operate a Quality Management System, for example, BS/EN/ISO 9000 or equivalent? If so, provide details.

(Max 10 points)

- 5.8 Please submit a copy of your Environmental Policy.

(Max 10 points)

SECTION 6 – HEALTH AND SAFETY

(Max 100 points)

- 6.1 Do you have a dedicated officer who deals with all Health & Safety matters?
If yes, confirm their qualifications and experience.

(Max 20 points)

- 6.2 Have there been any Improvement or Prohibition Notices or Prosecutions served on your company by HSE in the last 10 years? If yes, please enclose copies of any notices or prosecutions for consideration by the Tender Panel.

(Please note that by answering “YES” this will not automatically reduce your score. Assessment will be made on a case by case basis).

(Max 40 points)

- 6.3 Please submit a copy of your Health & Safety Policy and any associated records.

(Max 20 points)

6.4 Confirm what staff induction and safety procedures you have in place?

(Max 20 points)

SECTION 7 – HUMAN RESOURCES

(Max 20 points)

7.1 Please submit a copy of your CPD (Continuing Professional Development) Policy. If you do not have such a policy, please confirm so.

(Max 10 points)

7.2 Please submit a copy of your Equal Opportunities Policy.

(Max 10 points)

SECTION 8

DECLARATION

Please confirm if any Director or Manager of your company is a close relative to any Committee or Staff member of the Association or where any Staff or Committee member has an interest in your company. This also applies to individuals who have been a Staff or Committee member within the preceding 12 months.

YES/NO

If yes, please provide details.

(Please note that by answering "YES" this will not automatically prevent you from being considered. Assessment will be made on a case by case basis).

SECTION 9 - DECLARATION

I/We hereby certify that the information submitted within and part of this PQQ is true and accurate to the best of my/our knowledge and belief. I/We accept that the inclusion of false or incomplete information may result in my/our exclusion from the select list of Providers.

Signed

Name.....

Position.....

On behalf of

Date

*Please return this form and associated appendices in **HARD COPY ONLY** to:*

**Blairtummock Housing Association
45 Boyndie Street,
Easterhouse,
Glasgow,
G34 9JL**

Not later than:

12 Noon on Friday 30th May 2014

APPENDIX 8

EXAMPLE: CONSULTANT ASSESSMENT OF COMPETENCE QUESTIONNAIRE

Can you please provide us with a brief background and history of your company?

Question Score (5) _____

In your experience which is the best renewable technology for providing heating in an urban setting??

Question Score (7) _____

Which grants may be available to help fund the proposals that will be developed through the completion of the feasibility study???

Question Score (7) _____

In considering the issue of fuel poverty, do you think it is more important to increase the retention of heat or reduce the cost of heat production??

Question Score (7) _____

Do you feel that the programme that you have presented to us is achievable?

Question Score (7) _____

What are the key things that Housing Associations should be doing to help the Government to meet its 2020 Carbon Reduction targets?

Question Score (7) _____

OVERALL SCORE: _____

APPENDIX 9



Occupier

Easterhouse
Glasgow
G34

Annual Service of Gas Appliances & Smoke Alarm Test

Dear Occupier,

On behalf of Blairtummock Housing Association we will call at the above property on the date given below.

Our engineer will attend between **8:30am – 5pm**

Date..... job number/ref:.....

If for any reason you are unable to keep this appointment please contact our office to arrange an alternative visit. (0141 771 9600).

All engineers will carry identification cards and residents should ask to see them before allowing the person access to their home.

The servicing/tests should take no longer than one hour thus ensuring you and your family's safety and peace of mind.

THIS WORK MUST BE DONE BY LAW THEREFORE EVERY EFFORT MUST BE MADE TO ALLOW ACCESS TO YOUR HOME

Scotia Plumbing & Heating

V.A.T. Registration No 806 2990 21
Gas Safe Registration No: 172052

Unit 11 Cairnbrook Industrial Estate
Cairnbrook Road • GLASGOW G34 0NZ

TEL: 0141 771 9600 • WEB: www.scotiaplumbing.co.uk

APPENDIX 10

Our Ref: Gas Servicing – **Reminder – 1st Letter**
Ask for: Gina Kavanagh

12 May 2022

Easterhouse
GLASGOW
G34

Dear

Annual Gas Service Visit

GAS SAFETY (INSTALLATION AND USE) REGULATIONS 1998

It has been brought to our attention that the Gas Maintenance Contractor for your area has called at your home on **2017** and **2017** to carry out the Annual Gas Service, but has been unable to gain access.

As a landlord, we take our responsibilities very seriously when it comes to the safety of you and your family; therefore, please contact this office within 7 days of receipt of this letter to arrange access.

Annual gas safety checks are a legal requirement. It is paramount you contact the office to arrange a suitable date for access.

We look forward to hearing from you at your earliest convenience.

Yours sincerely

Gina Kavanagh
MAINTENANCE ASSISTANT

Please ask for: **Gina Kavanagh: 0141 773 5675 or James Hart: 0141 773 5676**

APPENDIX 11

Our Ref: Gas Servicing – **Warning – 2nd Letter**
Ask for: Gina Kavanagh

12 May 2022

Easterhouse
GLASGOW
G34

1ST CLASS RECORDED DELIVERY & FIRST CLASS POST

Dear

Annual Gas Service Visit

As you have not responded to our letter of **/2017**.

Blairtummock Housing Association Limited, as landlord, has a legal obligation to ensure that appliances and pipework installed by us are maintained in a safe condition so as to prevent the risk of injury to any person. This inspection is vital to your safety and the safety of your family and your neighbours.

Please note that by failing to allow our Contractor access you are in breach of your tenancy agreement.

Please contact the Association within 7 days to arrange a suitable date for access. Failure to do so will result in force access to your property.

Please note this letter has been sent by normal and recorded delivery post.

Yours sincerely

Gina Kavanagh
MAINTENANCE ASSISTANT

Please ask for: **Gina Kavanagh 0141 773 5675 or James Hart 0141 773 567**

APPENDIX 12

Our Ref: Gas Servicing – **Final Warning – 3rd Letter**
Ask for: Gina Kavanagh

12 May 2022

Easterhouse
Glasgow
G34

1ST CLASS RECORDED DELIVERY & FIRST CLASS POST

Dear

Annual Gas Service Visit

We refer to previous correspondence and regret to note that you have failed to allow access to your home – therefore obstructing the Association to carry out the annual gas safety check on our property.

Please note that in terms of Schedule 4 of the Housing Scotland Act 2001, a representative of the Association, along with a locksmith and gas engineer will now be calling at your home at am on the to gain access and carry out the gas safety check.

If you are not in or do not allow entry to the house, then the Association will have no alternative but to force entry to our property. Please also note if we

receive no prior contact and you allow entry at this time/date then you will be liable for all costs regardless if locksmith is required or not.

This letter has been sent by normal and recorded delivery post.

Yours sincerely

James Hart
MAINTENANCE OFFICER

APPENDIX 13

EXAMPLE OF MINIMUM LETTABLE STANDARD

The following minimum standards should be achieved for all void properties:-

Works	Minimum Standard
General Cleanliness	The house will be cleared of furniture, carpets and belonging/rubbish from the previous tenant. Floors should be swept out, kitchen and bathrooms surfaces to be washed down. Attics, basements and out buildings should be emptied.
Garden Areas	Gardens attached to the property should be cleared of rubbish and grass cut if required.
Electrics	All electrics must be checked and a certificate of inspection issued to new tenant, copy to RSL. Alteration to the electric system clearly undertaken by the tenant to be removed unless compliance certificate covers them.
Gas	All houses with gas central heating to have a full gas safety check undertaken and compliance certificate issued to new tenant, copy to BHA. Where gas supply is purely to gas a cooker the carcass should also be checked.
Gas/Electric Cooking	Where the previous tenant has left a gas or electric cooker, this should be removed as we are unable to certify their safety.

Smoke Alarm	The smoke alarm(s) should be tested as part of the electric safety check.
Water Supply	During the months October – April or during severe cold spells. Consideration paid to whether stopcocks should be shut off and the water supply drained down.
Windows	A window safety check will be carried out with all void works. Window keys should be issued to tenants where we have fitted locks.
Front Door	Minimum mortice + yale timber door or security lock on glazed door. Check for security and drafts/water ingress.
Internal Pass Doors	All pass doors should be intact and operating properly. Bathroom doors should have a locking device. Door closers should be operating where fitted.
Floors	All loose and missing floorboards to be re-secured/replaced. Floor surface to be even to allow carpets to be laid.

Skirtings and Facings	Missing or badly damaged skirting/facings to be replaced. If possible to repair – should be re-secured and filled where necessary.
Bedroom Cupboards	Should all have level shelf and clothes rail below, space permitting.
Hall Cupboards	Should have a shelving, space permitting.
Medical Adaptations	All medical adaptations should be inspected to ensure that they are fully operational and meet with the needs of the incoming tenant.
Shower unit	Any electric showers should be included in the electrical check, if faulty they should be removed as the Association will not maintain electric showers other than ones fitted by the Association as part of medical adaptations.
Bathroom Suite	Bathroom suite should be checked for chips/cracks. Coloured bathroomsuites will be replaced with white should replacement be required.
Kitchen Units	All Kitchen units to be thoroughly checked and hinges replaced/adjusted where necessary. Damaged drawers and doors should be replaced, where possible. Damaged worktops as a result of burning/water ingress should be replaced where possible.
Decoration	The Association is generally not responsible for the condition / level of decoration in a property. However where the condition of the decoration is deemed to be so bad as to affect the likelihood of anyone accepting the property, then a decoration allowance can be given in accordance with the procedure which will be amended from time to time.

