

<b>KNOWES HOUSING ASSOCIATION LTD</b>	
Policy Name	<b>Maintenance Policy</b>
Policy Category	<b>Property Management</b>
Policy Number	<b>MDS03</b>
Date to Management Committee	<b>February 2020</b>
Previous Review	<b>October 2019</b>
Next Review Date	<b>February 2023</b>
Links to other Policies	<b>Procurement Strategy, Maintenance &amp; Procurement guide for maintenance contracts.</b>
Consultation	<b>Staff and Committee</b>

## **1. POLICY AIMS & OBJECTIVES**

- 1.1 Through timeous inspection and planned preventative / protective care, maximise the useful economic life of the Association's properties / component parts. To minimise the amount spent on Reactive Repairs by having a robust Planned Preventative Maintenance system.

## **2. LEGAL FRAMEWORK**

- 2.1 The legal framework relating to this policy the Procurement Reform (Scotland) Act 2014 and the Procurement (Scotland) Regulations 2016

## **3. RISK ASSESSMENT/MANAGEMENT SECTION**

- 3.1 Risks to the Association's policy, as stated above, would arise if the Association does not properly maintain its properties resulting in non-compliance with legislation, and/or, deterioration that renders them unsuitable for letting. There is also a risk that without proper management and budgeting there could be insufficient funds available for maintenance when required.

#### **4. POLICY REPORTING**

- 4.1 Reports will be presented to the committee at each committee meeting, normally monthly.

#### **5. EQUALITIES STATEMENT**

- 5.1 Knowes Housing Association Ltd is committed to tackling discrimination on the grounds of sex or marital status, racial grounds, or grounds of disability, age, sexual orientation, language, social origin, or of other personal beliefs or opinions, such as religious beliefs or political opinions
- 5.2 Knowes' HA seeks to embrace diversity, promote equal opportunities for all and eliminate any unlawful discrimination in all areas of the Association's responsibility.
- 5.3 The Association's policy statement is available free of charge in a variety of formats including, large print, translated to other languages or on audio tape.

#### **6. LIFE CYCLE COSTS/STOCK CONDITION SURVEYS**

- 6.1 The Association produced a 30-year life cycle costing based on a stock condition survey at the Association's inception in 1998.
- 6.2 The life cycle costing will be updated at 5 yearly intervals after inspection of the stock and updating of costs for works identified as necessary on a cyclical basis. Where funding allows works will be carried out that address energy efficiency issues e.g. Replacing electric central heating with gas heating; upgrading single glazing to double glazing. The life cycle costs incorporate works required to maintain the Scottish Housing Quality Standard and The Energy Efficiency Standard for Social Housing (ESSH)

#### **7. 1. PROPERTY INSPECTIONS**

- 7.1 Planned Inspections will be carried out at five-year intervals either by the Association's technical staff, or, external consultants, who will inspect a 20% sample of each property type.
- 7.2 The process of gathering information regarding the properties will comply with the requirements of the Technical Guidance for the delivery of the Scottish Housing Quality Standards (SHQS). For a summary of the 5 broad criteria (A-E) and the 55 Elements and 9 Sub Elements of the Scottish Housing Quality Standard see Appendix 3.

## **8. AD HOC INSPECTIONS**

- 8.1 Information for the Association's Asset Management plan will be compiled through ad hoc inspections. All void properties are inspected, and 10% of other properties are inspected on a reactive basis utilising pre and post repair inspections.

## **9. COSTINGS**

- 9.1 Costs for each component renewal will be calculated using updated historical tender information. The updated 30-year life cycle costing will feed into a revised business plan and provide the basis for the relevant 5-year period. (The 30-year life cycle costing now incorporates the Scottish Housing Quality Standard Delivery Plan).

## **10. ANNUAL PLANNING AND BUDGETING**

- 10.1 A programme proposal will be presented to the Committee prior to the start of each financial year. The programme will be based on the life cycle costing and Scottish Housing Quality Standard Delivery Plan. The annual programme will take into account any issues resulting from inspections or recurring reactive repairs.

## **11. CONSULTATION**

- 11.1 In conjunction with the Rent Increase Consultation, the Association's tenants will be consulted annually on the proposed maintenance programme for future years. The results of the consultation will be taken into account when finalising the maintenance programme.

## **12. CYCLICAL MAINTENANCE**

- 12.1 The Association will carry out planned cyclical maintenance in the following sequence:-
- All gas heating appliances will be serviced on a ten month cycle in accordance with the gas servicing procedure.
  - All properties will have an electrical safety check every 5 years.
  - The external painted areas and common parts of flatted properties will be inspected, repaired and painted once every 5 years. The Association will divide its housing stock into 5 similarly sized areas and carry out the above maintenance on a rolling cycle in order to maintain expenditure at a similar level each year and to ensure all properties are painted at least once in the 5-year cycle where required.

### **13. APPROVED LIST OF CONTRACTORS AND CONSULTANTS**

- 13.1 A list of contractors and consultants will be produced for each year's programme of work. Knowes Housing 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.
- 13.2 Contractors will be sent a Contractors Application Form (see appendix 1) to be completed and returned to the Association (If the contractor is already a contractor from the previous year, then only financial and quality checks need to be carried out and documented).
- 13.3 The contractor must satisfy the requirements detailed in the Application Form and provide evidence of their Safety and Equal Opportunities policies. Any contractor not operating an equal opportunities policy will be required to adopt the Association's stated policy.
- 13.4 The Head of Finance will carry out ratio analysis and assess the financial suitability of contractors in relation to specific projects.
- 13.5 Contractors will be required to submit financial statements and insurance details annually when involved in ongoing contracts.
- 13.6 Consultants will be assessed on the quality of service they can provide in conjunction with cost.
- 13.7 The Property Services Manager will assess the overall suitability of the contractor or consultant. 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.
- 13.8 will report to the Committee with recommendations for approval in relation to each contract issued. Included in this will be details of the nominated contractors/consultants from the list. This process will be repeated on a contract to contract basis.
- 13.9 On being approved by the committee, contractors/consultants will be notified that they have been included in the Association's list.

- 13.10 Contractor's/consultant's performance will be monitored by the Property Services Manager 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.
- 13.11 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.

#### **14. OBTAINING, RECORDING AND ASSESSING TENDERS**

- 14.1 Knowes Housing Association will receive tenders in such a way as to ensure probity and establish an audit trail. Tenders will be received via the electronic system. The method for receiving tenders will be set out for each contract prior to issuing the tenders. (Procedure on tendering is detailed in MPR29 Maintenance and Procurement procedure'. See also appendix 4 'Tender Procedure').

#### **15. REQUIREMENT TO TENDER FOR MAINTENANCE WORKS**

##### **15.1 Procurement Strategy**

Choosing the appropriate procurement strategy is a key strategic decision of the Committee under the terms of the remits and powers conferred upon them. The Committee must consider the most appropriate method of procurement for each project to balance quality with price. Dependent on the size and nature of the project the consultants can be appointed by negotiation, fee tender or balancing quality and price. As maintenance work tends to be repetitive there are obvious advantages in re-using the same consultants to provide contract documentation for similar contracts from one year to the next provided a quality service is provided and value for money is demonstrated.

The Association must take into consideration the value and scope of the contract to be procured, where contracts fall under the Scottish procurement thresholds of £65,630 for services and £820,370 for works. The Association should consider for small one off contracts using the a quick quote process which allows the association to accelerate procurement by inviting contractors who are already on the associations approved contractors list to tender and allows the PQQ/ESPD to be circumvented allowing tenders to be returned as quickly as two weeks. This procurement route still requires the tender process to be adhered in terms of contractor evaluation regards quality and award in accordance with the current Scottish procurement legislation.

Association will look to use either a framework arrangement or a restricted procurement process. A framework arrangement will allow

contractors to tender under the normal procurement process but gives the Association the ability to issue works packages to the other contractors who tendered and cease to provide any further works to the successful contractor, this reduces the risk associated with under-performing contractors. In addition, a framework arrangement can be in place for up to four years and eliminates the requirement for the association to continually re-tender.

## **16. EVALUATION OF QUALITY**

- 16.1 On completion of each project the performance of the consultants and the contractor will be assessed. Property Services Manager will provide a written report on the consultant's performance and the contractor assessment pro-forma (appendix 2) will be completed within 2 months of practical completion this will include an assessment of final cost in relation to budget.

The Association's internal auditors will examine the maintenance function from time to time and report on the above

## **17. CUSTOMER SERVICE**

- 17.1 The Association will consult residents 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 residents 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. 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. Senior Property Services Officer will produce an action plan following each contract to ensure continuous improvement in service delivery.

The Association will issue a quarterly newsletter detailing forthcoming maintenance works and will report performance on completed work. Residents 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 (see Maintenance and Procurement Guide). A member of the Association's staff will visit any tenants who may be excluded from the above methods of communication.

## **18. SCOTTISH HOUSING QUALITY STANDARD**

- 18.1 The Association's maintenance plans will incorporate the requirements of the Scottish Housing Quality Standard and will adopt the Associations Standard Delivery Plan. The Standard Delivery Plan will be updated in line with stock condition surveys.

## **19. PROCUREMENT**

- 19.1 Building maintenance, gas maintenance and reactive repairs maintenance contracts will be procured in accordance with the Procurement Reform (Scotland) act 2014. In this context the reactive maintenance contract is considered to be a works contract and the threshold is £820,370 (correct as at January 2018 but subject to Procurement Directive).

The Gas Maintenance Contract is considered a service contract as much of the works involves servicing. The threshold for this type of contract is £65,630 (correct as at January 2018 but subject to Procurement Directive).

The procedure related to procuring and administration of contracts is contained in the Maintenance & Procurement Procedure, (MPR29). In addition the Associations procurement strategy will annually set out the correct procurement route for each individual contract.

For further supporting information to ensure the Association remains compliant please refer to the following for all contract procurement.

- Public Contracts (Scotland) Regulations 2015
- Procurement (Scotland) Regulations 2016

Appendix 1

**Knowes Housing Association**

**Approved Contractors – Application Form**

Contractor Name	
Address	
Office Phone Number	
Office Fax Number	
Mobile Number	
Address & telephone number of any Branch Offices	
If incorporated, please supply full names of all associated companies, including subsidiaries, parent or holding company	
Number of tradesmen employed	
Trades undertaken by your firm and not sub-contracted	
Distance from your head office you are prepared to submit competitive tenders	
Of what Trade Associations are you a member?	
Name and Address of your bank	
What is the total value of work you currently have in progress?	



Please indicate the Trades for which you wish to be considered by ticking the relevant boxes and provide the information requested.

- 1 New Build (all trades)
- 2 Comprehensive modernisation & rehabilitation (all trades)
- 3 General Builder Work up to £100,000.00

The following apply only to work undertaken by you, not sub-contracted

- |   |                          |  |                          |
|---|--------------------------|--|--------------------------|
| 4 Demolition work                                     | <input type="checkbox"/> | 16 Glazier Work  | <input type="checkbox"/> |
| 5 Concrete, brick work                                | <input type="checkbox"/> | 17 External render/roughcast                             | <input type="checkbox"/> |
| 6 Roofing – slate/tile                                | <input type="checkbox"/> | 18 In-situ floor finishes                                | <input type="checkbox"/> |
| 7 Roofing – bitumen/felt                              | <input type="checkbox"/> | 19 Electrical work                                       | <input type="checkbox"/> |
| 8 Roofing – asphalt                                   | <input type="checkbox"/> | Are you NICEIC approved?                                 |                          |
|   |                          | Yes <input type="checkbox"/> No <input type="checkbox"/> |                          |
| 9 Joiner, including door & window replacement         | <input type="checkbox"/> | NICEIC license number                                    |                          |
|   |                          | .....  |                          |
| 10 Metal work   | <input type="checkbox"/> | 20 Electrical trace heating                              | <input type="checkbox"/> |
| 11 Plumber work                                       | <input type="checkbox"/> | 21 Warden call systems                                   | <input type="checkbox"/> |
| 12 Lead water main replacement                        | <input type="checkbox"/> | 22 Fire alarm system                                     | <input type="checkbox"/> |
| 13 Insulation   | <input type="checkbox"/> | 23 Controlled entry systems                              | <input type="checkbox"/> |
| Roofs/quilts  | <input type="checkbox"/> | 24 TV aerial systems                                     | <input type="checkbox"/> |
| Roofs/brown fibre                                     | <input type="checkbox"/> | 25 Maintenance painter work                              | <input type="checkbox"/> |
| Cavity/glass fibre                                    | <input type="checkbox"/> | 26 Asbestos, decontamination work, license number.       | <input type="checkbox"/> |
|   |                          | .....  |                          |
| Cavity/bonded policed                                 | <input type="checkbox"/> | 27 Landscaping   | <input type="checkbox"/> |
| Cavity/mineral fibre                                  | <input type="checkbox"/> | 28 Civil engineering work                                | <input type="checkbox"/> |
| Are you a licensed installer for cavity installation? | <input type="checkbox"/> | 29 Fencing: Timber                                       | <input type="checkbox"/> |
| License number  |                          | Metal  | <input type="checkbox"/> |
| .....   |                          |  |                          |
| 14 Heating work – Gas                                 | <input type="checkbox"/> | 30 Stone cleaning  | <input type="checkbox"/> |
| Are you Corgi registered? Y/N                         |                          |  |                          |
| 15 Heating work – solid fuel                          | <input type="checkbox"/> | 31 Dry rot/woodwork preservation treatment               | <input type="checkbox"/> |
| Are you registered and approved by Heatas Ltd?        |                          | 32 Lift maintenance                                      | <input type="checkbox"/> |
- Yes  No

33 Concrete repair

If you have other branches,  
please state which are also  
CORGI or Heatas registered.

Other

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.....  
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.....  
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**Jobbing Repair Work Contracts**

These contracts are tendered for on a schedule of rates prepared by Knowes Housing Association, the Contractor rating each item of work. Contracts will be on an annual basis, covering defined areas comprising several housing schemes.

Do you wish to tender for "all trades" jobbing repairs? YES  NO

If so, tick trades executed by yourselves and state contractor's name against those you sub-contract. Please provide daily rates for each trade provided and any emergency rates.

- Builder  \_\_\_\_\_
- Roof Tiler  \_\_\_\_\_
- Felt Roofing  \_\_\_\_\_
- Woodwork  \_\_\_\_\_
- Plumber  \_\_\_\_\_
- Electrical  \_\_\_\_\_
- Ext. Plaster  \_\_\_\_\_
- Plaster  \_\_\_\_\_
- Glazier  \_\_\_\_\_
- Painter  \_\_\_\_\_
- Drainage  \_\_\_\_\_
- Fencing  \_\_\_\_\_

Give particulars as listed of 2 contracts which you have carried out and completed within the last 12 months for separate Local Authorities, Public Bodies or Companies as building client. This should **not** include a main contractor for whom you were a sub-contractor. Work done on these contracts must correspond to the trades for which you are seeking approval.

**Contract Number 1**

Contract location	
Contract sum	
Contract start & completion date	
Description of works	
Name & address of building client	
Name & address of supervising architect	

**Contract Number 2**

Contract location	
Contract sum	
Contract start & completion date	
Description of works	
Name & address of building client	
Name & address of supervising architect	

Are you on the list of Contractors for any other organisation? (Please specify)

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Please enclose the following:-

- A copy of your current annual accounts.
- Details of your capital structure and sources of finance if these are not shown in your accounts.
- A list of major contracts you have completed in the last 12 months, with their value.
- Written evidence to show that your company is complying with both The Health & Safety at Work Act (1974) and The Control of Substances Hazardous to Health Regulation (1988).
- Written evidence to show that your company operates an Equal Opportunities Policy.
- Copy of current liability insurance.

Knowes Housing Association must be notified immediately of any changes to the information given on this application form or sent with it.

Signature .....Print Name.....

Position ..... Date .....

**DECLARATION OF INTEREST**

Are you related to any member of staff or member of committee of Knowes Housing Association Ltd.?  
.....

Yes  No

If 'Yes' please give details:

.....  
.....

Return this form with the information requested above to:

Peter French  
Property Services Manager  
Knowes Housing Association  
10 Field Road  
Faifley  
Clydebank G81 5BX

Telephone 01389 804812

Appendix 2

## Knowes Housing Association

### *Contractors Performance Appraisal*

**Contractor** ..... **Contract Sum** .....  
**Project** ..... **Final Cost** .....  
**Site Start** ..... **Comments** .....  
**Practical Completion Date** .....

<b>Performance Indicators (scale of 1 – 5 where 1 = excellent and 5 = unsatisfactory)</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Quality of Workmanship					
Adherence to Programme					
Contract Administration					
Head Office Organisation					
Site Administration					
Co-operation with Design Team					
Control of Sub Contractors					
Attitude to Problem Solving					
Attitude to Claims					
Efficiency of Hand-over Arrangements					
Attention to Snagging					
Health & Safety Issues					

Additional Comments:-

Signed ..... Date .....

## Appendix 3

**SCOTTISH HOUSING QUALITY STANDARDS (SQHS)** are as follows:

### **A – Must be compliant with the current Tolerable Standard. (12 Elements).**

1. Structural Stability
2. Rising damp and penetrating damp
3. Lighting, ventilation and heating
4. Wholesome water supply
5. Sink with hot and cold water
6. Water or Waterless closet
7. Bath and/or shower and wash hand basin with hot and cold water
8. Foul and surface water drainage
9. Facility for cooking food
10. Access to external doors and outbuildings
11. Electrical installations
12. Thermal insulation

### **B – Must be free from serious disrepair (4 Primary Elements).**

13. Wall structure
14. Internal floor
15. Foundations
16. Roof structure

#### **(Secondary Building 14 Elements)**

17. Principal roof coverings
18. Chimney stacks
19. Flashings
20. Rainwater goods (gutters and downpipes)
21. External wall finishes
22. Common access decks/galleries/balustrades
23. Common access stairs and landings
24. Individual dwellings balconies and verandas
25. Attached garages of individual dwellings
26. Internal stairs of individual dwellings
27. Damp proof course
28. Windows and doors of individual dwellings
29. Common windows and common roof lights
30. Underground drainage

## **C – Must be Energy Efficient (Effective insulation 3 Elements).**

31. Cavity wall insulation
32. 100mm minimum of existing loft insulation (e.g. glass wool or equivalent for 270mm for first time additional insulation or as a further measure to reduce carbon emissions).
33. Hot water tank, pipe insulation and cold water tank insulation as an ancillary measure.

### **Full, efficient central heating (1 element, 2 sub elements).**

- 34a. Full central heating
- 34b. Efficient central heating system

### **Minimum energy efficiency rating (1 element).**

35. An energy efficiency rating of either National Home Energy Rating (NHER) 5 or Standard Assessment Procedure (SAP) 2001 of 50 (gas System) or 60 (oil, LPG, electric, solid fuel and biomass systems).

## **D - Must have Modern Facilities and Services.**

### **Bathroom Condition (1 Element, 4 Sub Elements)**

- 36a. Bathroom condition: wash hand basin and related fittings
- 36b. Bathroom condition: bath and/or shower and related fittings
- 36c. Bathroom condition: main WC and fittings
- 36d. Bathroom condition: Hot and cold water supply to wash hand basin and bath/shower.

### **Kitchen Condition (1 Element, 3 Sub Elements)**

- 37a. Kitchen Condition: sink and related fittings
- 37b. Kitchen Condition: storage cabinets and worktops
- 37c. Kitchen Condition: hot and cold water supply to sink

### **Kitchen Facilities (3 Elements)**

38. Kitchen Facilities: safe working arrangements
39. Kitchen Facilities: adequate electrical sockets
40. Kitchen Facilities: adequate food storage space

## **E – Must be Healthy, Safe and Secure.**

### **Healthy (3 Elements)**

41. Lead free pipe work
42. Mechanical Ventilation in kitchen and bathroom (only if more than 5% of the surface area is affected by condensation or mould).
43. External noise insulation (under a limited range of circumstances)

### **Safe (9 Elements)**

44. Presence of smoke alarm/detectors
45. Safe electrical system
46. Safe gas/oil system and appliances
47. Safe lifts (lift car only)



48. Safe lobbies, halls passages (internal only)
49. Safe individual dwelling/common paths, paved areas, courts, laundry and drying areas external to the dwelling
50. Safe refuse chambers (multi-storey flats only)
51. Safe bin stores
52. Common/public lighting (both internal for flatted properties in particular and external for all property types)

**Secure (3 Elements)**

53. Individual dwelling doors (both front and rear doors)
54. Common door entry system (common front doors only)
55. Secure Common external front and rear access doors in a good state of repair (flatted properties only)

The information gathered from this will be entered into the Asset Management System and a 5 year maintenance programme will be produced.

## Appendix 4

### **TENDER PROCEDURE**

For projects where competitive tendering has been adopted as the preferred procurement method the following will be applicable: -

**Work of less than £20,000 in value:**

Competitive quotations from a minimum of three contractors will be obtained.

**Work in excess of £20,000 in value:**

Full tendering procedures, in line with the code of procedure for single stage selective tendering will apply.

Where partnering or negotiation has been adopted, referral to the Procurement Strategy will apply.

### **TENDERS**

Tenders shall be returned to the Association's offices with the tender return label attached.

Tenders will be stored unopened in a locked cabinet until the time of tender opening.

At the time of tender opening a committee member and the Property Services Manager Officer/Head of Finance, or, in their absence, Director or other Senior Manager will open tenders and record the results in the Register of Tenders.

The Register of Tenders will be signed by both parties opening the tenders, and dated.

The relevant page in the Register of Tenders will be lined off as soon as the tender details are entered.

The tenders will thereafter be analysed by the Quantity Surveyor, or, if no Surveyor has been appointed, the Property Services Manager in accordance with the code of procedure for single stage selective tendering.

Alternatively, electronic tenders may be received via the Public Contracts Scotland Portal for Tendering. In this situation the tenders will be opened electronically and recorded as detailed above.

It is worth noting that changes in procurement legislation outlined that hard copy submissions ceased on 18<sup>th</sup> October 2018 and that all procurement is to be carried out via the Public Contracts Scotland portal.