**REPAIRS POLICY STATEMENT**

**1.     Overall Statement**

1.1    The aim of Aberdeenshire Council's Repairs policy is to provide an efficient and effective, user focused, responsive repairs service, which complies with legislative requirements and matches the expectations of our Tenants. The service will be provided fairly and equally to all Tenant's and will offer choice where appropriate. Tenant Participation and a performance-monitoring framework will be integral to the continuous improvement of the service.

**2.     Policy Aims**

**Effective and Efficient Service**

We will:

2.1    Ensure that the Repairs section of the Tenant's Handbook provides comprehensive information and advice on the repairs service, the latest version of which will always be available on our web site. This is written in plain language and will be available in different languages and formats on request.

2.2    Provide "settling in" visits to new tenants when details of access to the Repairs service, the Right to Repair Scheme and Tenant responsibilities for repairs will be explained.

2.3    Provide a Repairs Service, which complies with all relative legislation, including the Tenant's Rights to Repair and Compensation for improvements, and all Health and Safety requirements.

2.4    Have a fair and transparent system for categorising and prioritising repairs with clear definitions, and provide a balance between categories, taking into account safety, responsiveness and value for money.

2.5    Ensure that there is a range of different methods available through which to report repairs.  Each will be linked to an effective appointment system, which will provide choice and certainty about when a repair will be done.

2.6    Ensure there are clear and effective arrangements for reporting, instructing and authorising repairs.  Including an appropriate framework for monitoring variations, between estimated cost and actual costs, and that effective actions are taken to address any issues highlighted.  All

payments are processed efficiently and that clear audit trails are maintained.

2.7 Ensure that account is taken of the objectives and priorities in the Stock Management Policy and the Local Housing Strategy (LHS) to take into account changing demographics in the provision of the service.

## 3. Minimise Responsive Repairs by:

3.1 Advising tenants of the requirement to provide access to allow all Health and Safety checks to be undertaken, for example gas servicing, electrical checks etc

3.2 Encouraging Tenants to care for and maintain their home.

3.3 Providing information and advice regarding the general day-to-day care and maintenance of the property to ensure the Tenant gets the best out of their home. This will also include information on repairs, which fall within the responsibility of the Tenant.

3.4 Minimise the need for repeat work, getting the job done right first time.

3.5 Support and adequately train our Repairs Staff, including optimising the use of new technology and other innovations.

3.6 Deal fairly and effectively with anyone making complaint about any activities or decisions relating to the Repairs Service through the Council's standard procedure. We will also make it clear that further complaint can be referred to the Local Government Ombudsman.

## 4. Management and Support Systems

We will:

4.1 Have robust mechanisms in place to seek Tenants views on the quality of all aspects of the service and are committed to tenant consultation, involvement and participation in setting standards, policies and priorities. A range of methods will be used to encourage Tenants to provide feedback which will be used to monitor performance and to continuously improve the service in terms of efficiency and cost effectiveness without compromising quality in; materials, workmanship, health and safety or Tenant satisfaction.

4.2 Track our performance in terms of key performance indicators and Aberdeenshire targets and monitor the efficiency of the Repairs Service with regards to cost effectiveness, time, quality and tenant satisfaction. Undertake to pre and post inspect all high cost jobs and a randomly computer generated sample of other works, to ensure the quality and cost effectiveness of the works carried out and will address unsatisfactory results and contractor performance.

4.3    Systematically monitor contractor performance to demonstrate the high standard to which repairs are undertaken and to respond effectively to any unsatisfactory issues.

4.4    Operate a clear system of Schedule of Rates, linked to the National Schedule of Rates.

4.5    Establish an effective system for identifying all repairs that are not the Council's responsibility.  All common repairs involving owner-occupiers are identified and administered efficiently and effectively.  A clear and robust system with a clearly defined methodology will be established to cost effectively and equitably recover any costs incurred for works undertaken.

## 5.    Procurement

We will:-

5.1    Comply with Aberdeenshire Council's Financial Regulations and have clear controls governing delegated authority and robust tendering procedures.

5.2    Ensure that all contracts are managed effectively, that performance is monitored and there is a clear audit trail of all transactions.  Allocation will be by qualitative assessment, of a range of contractor information required as part of the tendering process, and not on price alone.

5.3    Ensure that procurement practice is consistent across Aberdeenshire Council and that all purchases of materials for the repairs service comply with the Harmonised Specification for Improvements and Sustainability Policies.

## 6.    Equality and Diversity

In all aspects of the repairs service, we will:

6.1    Seek to combat discrimination and promote equal opportunities for tenants in all aspects of policy and procedures. This means the prevention, elimination or regulation of discrimination between persons on grounds age, sex, race, religion, disability, or sexual orientation.

6.2    Comply with the European Convention on Human Rights at all stages of the Repairs Service.

**Approved by Social Work and Housing Committee on 21 June 2007**