Name of Policy: Repair Inspections
(Ref: PS/18)

Purpose of Policy: This Policy outlines how the Association handles repair inspections of work undertaken.

Policy Monitoring Details	
Department:	Property Services
Author:	Stuart Yorkston
Status:	Association
Date Approved by SMT/ Board:	**24 July 2025**
Updated:	
Planned Review Date:	Generally 5 years from approval
Regulatory Outcomes being achieved:	Scottish Social Housing Charter Outcome 4 Quality of Housing
Tenant Consultation Required:	No
Equalities Impact Assessment	Initial
HRA Implications	Article 8 Right to Respect for Private Life, Family Life and the Home Article 14 Prohibition of Discrimination
Adherence with Association Values	This policy supports all the Association's values.

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Appendix 1 Unauthorized Alterations to the Property

1. Introduction

1.1 We recognize that it would be :

- both inefficient and uneconomic to attempt to inspect all works before issuing a job order and again on completion,
- inappropriate to instruct all repairs simply on request from the tenant and sometimes impossible on the basis of partial information provided,
- imprudent to pay any invoices submitted without some degree of check on quality and Value for Money.

The following policy reflects Manor Estates balanced view of the need for and the extent of inspections.

1.2 Void inspections are documented separately under the **Procedure Note for Void Management – Technical Inspection, Repair and Maintenance**.

1.3 New Acquisition inspections are documented separately in our New Acquisition **Procedure.**

2. Policy

Reactive Maintenance Pre-Inspections

2.1 Pre-inspections will normally be carried out under the following circumstances, where:

- the nature of the repair is not clear
- there is doubt that the repair exists or is necessary
- repairs which are the subject of an insurance claim
- some common repairs where Owner Occupier properties are affected
- the repair is likely to be an excessive cost.

2.2 In addition to those circumstances listed above, we will pre-inspect up to 5% of reactive repairs, as selected by the Property Services Manager (PSM).

2.3 Figures on the total number of Pre-Inspections are collated and analysed for Contractor follow up by the PSM and presented to the Property Services Director (PSD) in the Property Services Performance dashboard.

Reactive Maintenance Post Inspections

2.4 Post inspections will normally be carried out where the:

- tenant has contacted us to complain about the quality of the contractor's work
- the repair was classified as "rechargeable" in line with Rechargeable process
- repairs which are the subject of an Insurance Claim
- repairs where the actual cost is significantly above that estimated
- contractor has not had a repair post inspected in last 12 months taking into consideration value and level of use of the Contractor

- repairs over £300 where owner occupiers will be recharged.

Insurance Inspections

2.5 We hold Building Insurance cover for all properties we own and manage.

We aim to claim all recoverable losses from our insurers, as well as recovering any excesses from tenants, owner occupiers or other third parties where appropriate.

2.6 We will pre and post inspect all repairs likely to be subject of an insurance claim.

Other Inspections

2.7 Snagging and completion inspections on planned maintenance contracts and inspections by our consultants on Gas Maintenance and Landscape Maintenance contracts are reported separate to this policy.

3. Unauthorised Alterations

3.1 To meet both our legal responsibility as landlord and owner, and our set minimum requirements, properties should be in good order, a safe condition and free from **Unauthorized Alterations to the Property (Appendix 1)**.

3.2 Permission should have been sought and granted for any alterations undertaken to any of the Association's properties. If, through the Repairs Inspection process we become aware of any unauthorized alterations the Technical Inspector shall undertake any necessary investigations, following up the issue by checking the Alterations and Improvements Register and where we deem a repair is required to reinstate the property standard, the Property Services Administrator will be instructed to enter into correspondence with the tenant.

4. Personal Safety Issues

4.1 All staff are required to follow the Association's **Personal Safety Procedures** at all times, and to follow the **Protocol for Use of Personal Safety Devices** for all visits and inspections to all properties, (void and tenanted).

4.2 Staff should report any incident that occurs when carrying out a visit or inspection, in line with Association's Personal Safety Procedures, completing an Incident Report Form and arrange with their Line Manager (or any Manager) to investigate and their Line Manager to arrange a solution.

5. Health and Safety Issues

5.1 All staff are required to follow the Association's **Health and Safety Control Manual** at all times.

5.2 In particular, staff undertaking **Repair Pre or Post Inspection** will undertake a risk assessment, before visiting or on arrival at the property. Property Services staff should plan with the Housing Officer to make contact with the tenant :

- to instruct them to make necessary improvements in cleanliness or level of goods stored in the property, or

- to instruct a clearance / removal contractor to attend to remove goods or for a specialist cleaning company to attend and remove refuse, debris and personal goods

before undertaking the detailed pre or post inspection.

5.3 Staff should report any issue arising from preparing to, or carrying out, a visit or inspection to their Line Manager who will investigate and arrange a solution.

6. Risk Management

6.1 The management of the Repairs Inspections process is the responsibility of the PSM.

6.2 We require detailed and systematic procedures for Repairs Inspections to set the number and type of inspections undertaken, and the level of inspection required, ensuring we maintain control of tenant requests, contractor progress, staff safety and the overall quality of work.

6.3 The failure to effectively manage the Repairs Inspection process represents a number of risks to the Association:

- Too few Pre-Inspections could leave tenants free to order unnecessary repairs
- Too few Post Inspections could delay us in becoming aware if a Contractors work falls below standard and lead to deterioration in our asset life
- Too many inspections would be costly in staff resources
- Staff may encounter a potentially dangerous situation both in terms of unsafe property elements or in interactions with a tenant.

7. Reporting and Review

7.1 The Technical Inspectors will update the Property Services Performance Dashboard each month with total number of inspections raised and completed. The Property Services Performance Dashboard will be analysed and reviewed by the PSM each month, the PSD each quarter and the Senior Management Team each year.

7.2 The PSM will prepare a summary report on the percentage of inspections passing, out of the works raised for each Contractor, in the financial year and comment on assessment for future use.

7.3 This policy is due for review in 5 year cycle.

8. Linked Policies & Procedures

8.1 G08 Equality & Diversity Policy
PS 13 Alteration & Improvements Policy
Personal Safety Procedures

9. Publicising this Policy

9.1 The policy will be available on the Association's website and hard copies; alternative formats and languages can be made available on request.

Policy : Repairs Inspections

APPENDIX 1
Unauthorized Alterations to the Property

Properties should be in good order and safe condition throughout. They should be free from unauthorized alterations. In line with our **Policy PS13 on Tenants Alterations and Improvements,** permission should have been sought and granted for any alterations to the property. If permission was granted on condition that the property to be reinstated on termination, then it must be reinstated to its original condition. Where the property falls below this standard the outgoing tenant will be recharged the cost of reinstatement.

Examples of Unauthorized Alterations

Internally

- Removal of structural timbers in roof space
- Any attic space alterations (possible roof light fitted)
- Partitions in rooms that have been constructed to section off a larger room
- Partitions that have been removed to make a room larger
- Stair handrails/banister rails removed
- Any electrical alterations
- Over-bath shower where no tiling or panelling fitted or shower screen
- Glazed internal doors – typically, 15 paned glass doors fitted instead of standard ply faced doors
- Internal doors removed to form “open plan layout” – in particular door removed at kitchen
- Cupboard doors removed
- Timber panels or timber boarding fitted to walls or ceilings
- Polystyrene ceiling tiles or coving to ceilings (tiles are usually square)
- Artex finish to walls or ceilings
- Laminate flooring

Externally

- Fencing removed around property
- Cars parked in front garden areas
- Extensions or external cupboards closed in to form part of property
- Roof formed between property and external shed/building.
- Garden shed or outbuilding within 1 metre of external wall of property

This list is not exhaustive.
Tenants will be recharged where any items require to be reinstated.