

REPAIRS AND MAINTENANCE POLICY

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INTRODUCTION

1.1 Aim of Policy

The Repairs & Maintenance Policy forms part of West of Scotland Housing Association's (WSHA) suite of repair policies including our Void Policy and Dampness and Mould Policy that set out our approach to the management of our properties. The objectives of this policy are to effectively plan, manage and maintain our properties using the activities below:

- Asset Management;
- Planned and Cyclical Maintenance;
- Servicing and Compliance Contracts;
- Planned Investment Programme and (unplanned) Major Repairs Programme;
- Responsive Repairs
- Void Properties
- Medical Adaptations
- Factoring service delivered by Westscot Living to mixed tenure blocks/schemes;

Our Vision:

We go further to provide housing you call home

Our Values:

The following words represent our key values. A framework has been developed to explain how we achieve these values through our actions:

- Respect
- Integrity
- Inclusive
- Improvement
- Support

1.2 Expected Outcomes

Our Repairs & Maintenance Policy will support the Association's key strategic objectives, including but not limited to:

- Appropriate investment in maintenance will ensure protection of our assets
- ensure that tenants' homes are well maintained, safe, energy efficient, affordable and meet the Scottish Housing Quality Standard (SHQS) where technically viable and financially possible
- Ensure properties are free from dampness and/or mould
- meeting our statutory, regulatory and contractual responsibilities including those set out in our Scottish Secure tenancy agreement and by the Scottish Housing Regulator
- Continue to improve the energy efficiency and lower carbon emissions across our stock
- improving the efficiency and effectiveness of our repairs service as measured by the percentage of reactive repairs carried out that were completed right first time and reducing to a minimum the requirement for repeat repairs
- increasing customer satisfaction by delivery of a responsive and efficient service
- identifying improvements to the service that also deliver better value for money

1.3 Compliance with Regulatory Standards

The Scottish Housing Regulator (SHR) has identified a number of key indicators relevant to repairs and maintenance by which it will measure landlord performance, Through the Annual Return on the Charter (ARC) we provide information to the SHR concerning our repairs and maintenance performance. Critical measures include:

- Quality of housing –The Association will continue to meet the minimum standards set out in the Scottish Housing Quality Standard (SHQS) wherever possible.
- Repairs, planned maintenance and improvements – tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices when work is done
- Value for money – tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay

1.4 Measuring performance

We continually measure how well our service is performing through a range of methods. We carry out post inspections of completed work, monitor our contractors performance in regular contract meetings and have a robust internal audit process. We consult with tenants and provide our Tenants Advisory Group with regular performance updates and work with our Scrutiny Group to assess aspects of the service on an on-going basis. Tenants feedback is also gathered through our independent customer satisfaction surveys on a monthly basis. Finally we are members of various benchmarking groups which allows us to compare performance against our peers.

1.5 Informing and Involving Customers

We will promote our Repairs & Maintenance Policy through our newsletter, website and tenancy handbook. Our tenancy agreement set out our responsibilities as

landlord and those of our tenants. Where we plan to make significant changes to the policy, we consult tenants through various forums including the Tenants Action Group, our Scrutiny Panel and working groups etc. Performance information for our tenants and customers is provided through our Annual Customer Performance Report. On request, the Association will provide information on our repairs and maintenance documents, policies and procedures, in various languages and other formats including large print, braille, voice recording. The Information we collect from our Key Performance Indicators (KPIs) and our customer surveys is reported to our Board on a quarterly basis (see Appendix 2).

1.6 Equalities

We will not unfairly discriminate against any person within the protected characteristic groups as contained within the Equality Act 2010 or people who experience socio-economic disadvantage. To ensure equal access to the information contained in this policy for all, we are happy to provide copies in Braille, in larger print, translated into other languages or on tape to you or anybody that you know upon request and where practicable.

WSHA will seek to ensure that tenancies are managed in a manner that is fair to all sections of the community regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation, socioeconomic status. As with all Association policies and practices, the Association will adhere to Outcome 1 of the Scottish Social Housing Charter (Equalities): 'Social Landlords perform in all aspects of their housing services so that every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services'.

1.7 Confidentiality

The personal information we hold concerning our tenants is held in the strictest confidence, meeting the requirements of the Data Protection Act 1998 and the requirements of the General Data Protection Regulations (GDPR) 2018

1.8 Business Plan and Risk Management

We give a high priority to identifying and mitigating against business risk through active management of our Risk Register and ensuring our repairs and maintenance service operate in an efficient, effective and economic manner. We clearly define budgetary responsibilities and delegation of authority for repairs and maintenance functions within our Financial Regulations, Delegated Authority Policy and Procurement Strategy.

1.9 Sustainability Strategy

Contactors will be expected to work in line with the Association's Sustainability Strategy which aims to deliver more services in an environmentally friendly way, reducing waste and energy consumption and improving the overall efficiency of our services to minimise the impact on the environment

1.10 Statutory, Regulatory Guidance, WSHA Policies and Good Practice

This policy is supported by the latest version of the following policies, strategies and published standards/programmes :

WSHA Asset Management Strategy

Housing (Scotland) Acts 2001,2006,2010 and 2014

Right to Repair (Housing Scotland Act 1987 as amended 2001 and 2010)

Right to Compensation for Improvements (Housing Scotland Act 1987 as amended 1001 and 2010)

Scottish Social Housing Charter Approved November 2022

Scottish Housing Quality Standard

SFHA Good Practice Guidance Repairs and Maintenance – 2012

Scottish Secure Tenants (Right to Repair) Regulations 2002

Environmental Protection Act 1990

Equalities Act 2010

The Gas Safety (Installation and Use) Regulations 1998 and the Gas Safety (Installation and Use) (Amendments) Regulations 2018

The Control; of Asbestos Regulations 2012

Tenements (Scotland) Act 2004

The Building (Scotland) Regulations and Building Standards 2017

The Construction (Design and Management) Regulations 2015

Asbestos Regulations (Control of Asbestos at Work, 2002; The Asbestos (Licensing) Regulations 1983; The Asbestos (Prohibitions) Regulations 1992

WSHA Asbestos Policy

WSHA Void Policy

Property Factors (Scotland) Act 2021

Health and Safety Executive Guidance

[Scottish Social Housing Charter](#) Outcomes 1, 4, 5, 11 and 13 – which state:

Outcome 1: Equalities - Social landlords perform all aspects of their housing services so that: they support the right to adequate housing every tenant and other customer has their individual needs and rights recognised, is treated fairly and with respect, and receives fair access to housing and housing services.

Outcome 4: Quality of Housing ; Social landlords manage their businesses so that: tenants' homes, as a minimum, when they are allocated are always clean, tidy and in a good state of repair, meet the Scottish Housing Quality Standard (SHQS), and any other building quality standard in place throughout the tenancy; and also meet the relevant Energy Efficiency and Zero Emission Heat Standards

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 businesses so that: tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.

Roles and Responsibilities

The Director of Development and Asset Management is responsible for ensuring adoption of, and adherence to, this policy and its associated procedures relevant to their operation.

The Maintenance Manager and Asset Manager are responsible for:

- ensuring that this policy is implemented by staff
- effective management of repairs section
- providing clear procedures for our staff to work to, ensuring they work safely at all times
- monitoring the repairs budget
- provide training for staff to ensure there is effective joint working within and between teams
- publicising our repairs performance

2.0 HOW WE MAINTAIN OUR HOUSING – KEY OPERATIONAL PRACTICES

2.1 Asset Management

A strategic approach to integrated asset management is fundamental to our future viability to ensure that our assets are sustainable and remain fit for purpose in the short, medium and long term. In this way we aim to protect the interests of current and future tenants. Informed strategic asset management decisions will help ensure that our resources are used effectively and should reduce the risk of longer-term inefficiencies occurring

This will involve an assessment process that incorporates a range of factors and measures designed to identify properties and their respective investment requirements. These assessment factors will include non-compliance with standards (e.g. SHQS & EESSH), identifying properties no longer fit for purpose and/or no longer satisfying local housing demand requirements.

2.2 Stock Condition Surveys

To identify condition, a rolling programme of around 20% of our stock will be surveyed each year. The results of which will be recorded and used to update our asset database. Cost and condition based life cycles will be applied to all building components requiring renewal and cyclical maintenance, allowing programmes of work to be created which reflects condition and aligns to budgetary requirements.

2.3 Contract Management

Our priority is to ensure that our housing stock and related assets are properly maintained and repaired by responsive, accountable contractor management processes. We monitor and review the quality and cost of services provided by our contractors by post-inspecting completed jobs as well as evaluating customer satisfaction and complaints information.

We hold regular meetings with our contractors to discuss performance issues and where applicable improvement plans are set up. If a contractor persistently fails to deliver an appropriate service across a range of indicators, we will invoke the conditions of contract to either ensure performance improves or to bring it to an end. Contractor's recent performance is considered in any subsequent procurement assessment exercise.

2.4 Cyclical maintenance

These works are implemented through our inspection process and programme of works, including close painting, gutter cleaning; roof anchor checks and related works.

2.5 Planned Investment in component replacements

These are improvements to our houses to replace and/or upgrade existing components. Programmes are set in advance, and include external fabric upgrade including re-roofing, window and door replacement, kitchen and bathroom renewal, central heating systems and door entry system upgrades. We will do this based on requirement rather than a due date. When compiling programmes of planned maintenance work, consideration will be given to the most efficient phasing of works and the subsequent impact on tenants/owners, the most effective grouping of works to satisfy procurement objectives and consistency of work volumes, together with the priority of works based on compliance with standards such as SHQS.

2.6 Unplanned Major Repairs (Out with Planned Replacement Programme)

On occasion external events and unforeseen circumstances arise, where significant works are required that cannot be planned for in advance. Where unplanned major repairs are identified through our regular stock condition surveys or repair inspections, and where no immediate risk exists, future budget provision shall be made to allow the required remedial works to be completed. Where immediate action is required, for health and safety reasons, or to protect our properties then temporary or permanent remedial works should be commenced subject to budget capacity. If unplanned major repairs are a direct result of an insured risk, these works will be notified and progressed in conjunction with our appointed insurers. Where works cannot be contained within insurance policies or existing budgets, additional budget approval

may be sought from Board.

2.7 Project and Environmental Based Works

These are: 'one off' projects to improve an area and/or address an issue within a building or common area. Improvement programmes may involve negotiation with owner occupiers and other parties who have an interest in the building or common area. All works must be agreed and have an appropriate budget in place before work starts. Programmes may include stonework repairs, large scale common area improvements and improvement and/or amalgamation of properties

2.8 Reactive repairs

These are repairs to a tenant's house or the common property which arise on a day to day basis that require attention within a short period of time. Tenants will be advised if a non-urgent repair is to be included in a future maintenance programme.

2.9 Medical Adaptations

These are improvements to a house and/or common area to help the tenant to continue to live independently within their home. Referrals are received from the local Health and Social Care Partnership (HSCP) or tenants can make self-referral for minor works e.g. fitting handrail with funding provided by external grants. Priority is given to tenants in priority medical need of assistance and where funding is available. We may forward fund.

2.9 Void Property Works

These are carried to a vacated property when the property is to be relet. Works will meet our agreed void standard (Appendix 7). This will typically involve internal repairs and the completion of standard checks covering gas safety, electrical safety and an Energy Performance Certificate (EPC) assessment. Any decision to carry out more extensive improvements (e.g. installation of gas central heating, new kitchens and/or bathrooms) will be dependent on budget availability and programming considerations.

2.10 Servicing & Legislative Compliance

We will employ suitably qualified contractors and consultants to undertake servicing and inspection on all required equipment and components. These are routine gas, asbestos management, electrical, lift safety, fire safety and water quality inspections, all servicing will be carried out in line with statutory requirements and to appropriate timescales. Our Health and Safety responsibilities include regular estate inspections, and routine checks of play equipment.

2.11 Construction (Design & Management) Regulations

The Construction (Design & Management) Regulations 2015 (CDM) will apply to certain works instructed through this policy and the majority of major repairs works will require the appointment of a CDM Co-ordinator. Some projects, specifically those which are expected to last for more than 30 working days or involve more than 500 person days, will be deemed as notifiable under the regulations and WSHA will comply with this requirement.

2.12 Energy Efficiency

We will look to ensure when undertaking works we use energy efficient components and re-use and recycle materials. An Energy Performance Assessment will be carried out on every home we re-let. We aim to ensure all our homes have the appropriate energy and environmental impact rating. In some cases it may be that the construction type of our buildings may prevent this. We encourage contractors to develop sustainable ways of working (use of local suppliers, fuel efficient vehicles, recycling of materials).

2.14 Hard and Soft Landscape Maintenance

We own and manage a wide and varied range of soft and hard landscaped areas, the majority of which is our responsibility to maintain. We will employ suitably qualified staff, contractors and consultants to undertake the required landscape maintenance, ensuring that these areas are maintained to a safe, clean standard. The scope of landscape maintenance contracts will set to maximise the safety and quality of each environment, while ensuring value for money is achieved for both tenants and private home owners.

3.0 Delivering Our Repairs Services

3.1 Our fully-trained property services team will deliver all aspects of our response service, cyclical maintenance servicing, compliance and major repairs works including pre inspection of defects, repairs ordering and post inspection of completed works.

We operate a 24-hour service for reporting emergencies, for example defects that could be a risk to health or safety or could lead to serious structural damage, such as:

- no heating or hot water
- no electricity
- burst pipes
- property damage caused by vandalism

We have Technical Officers on call to assist if required with out of hours emergencies and have an escalation procedure for major incidents in place to involve Senior Management when required.

We will issue full instructions to our contractor for all repairs and maintenance work and these are recorded in our ICT system, allowing us to analyse response times and service quality. We assess and agree valuations and invoices within one month of receipt. The assessment process compares estimated costs with the final works costs.

3.2 Repairs by appointment

In order to provide a service that is responsive to the needs of tenants. For the joiner, plumber, and electrical trades we use a repair by appointment system. Appointments will be available on working days, with a choice of morning or afternoon with 2-hour timeslots available. Common repairs and those that don't fall into the appointment system will be treated according to their priority (see paragraph 3.5 below).

The repairs by appointment service will be available where only one trade is required. Where more than one trade is required to repair a defect, the contractor will co-ordinate the work required and contact the tenant direct to agree suitable access arrangements.

If due to unforeseen circumstances a contractor is unable to keep the appointment, they will contact the tenant before the specific appointment time to explain the difficulty and to make an alternative appointment or access arrangements. We will continuously monitor the appointments system and investigate broken appointments in order to refine how the service works and minimise service failures in the future.

3.3 Pre inspections

With the exception of emergency repairs, we will pre-inspect before instructing a repair if:

- the nature of the defect or source of the problem cannot be easily identified;
- the report is of dampness and/or mould
- a similar repair has recently been carried out to the same property;
- the required repair is a recurring defect in other similar property types and may therefore need to be included in a cyclical maintenance project or other planned investment work;
- the defect is not a standard repairs item easily covered by our schedule of rates;
- we know, or reasonably suspect, that the tenant may have caused damage to the property; or
- the defect could potentially lead to an insurance claim.

3.4 Post inspections

We will inspect all completed repairs to vacant properties and a sample of all other repairs. The sample for inspection will be based upon the following:

- a random 10% of all reactive repairs;
- all completed repairs costing in excess of £1000;
- all major repairs works
- all void properties;
- all completed repairs where there is a concern over cost compared to the estimated cost of work;
- all completed repairs where there are complaints from tenants about the quality of a repair;
- where there is evidence that the contractor has performed poorly
- we will follow up all dampness and/or mould repairs six months after the repair work is completed to ensure the repair work is effective

3.5 Prioritising repairs

Repairs requests will be prioritised based upon their urgency. We will use the following repairs categories and target timescales for responding.

Category	Type of repair	Overall timescale
Emergency repairs	To make safe or repair any defect/s that may deteriorate quickly into a health and safety issue or cause significant damage to the property if not attended to.	<ul style="list-style-type: none"> Attend within 4 hours and make safe
Gas heating	To make safe or repair any defects to ensure heating and hot water available.	<ul style="list-style-type: none"> Reported before 12 noon – attend by 5pm, reported between 12 noon and 5pm – attend by 9pm same day, reported between 5pm and 10pm – attend same day or next day before 12 noon, reported after 10pm – attend by noon next day, 3 working days partial heating, containable water leak, 10 working days – bleed radiators, fit parts
Non-Emergency Repairs	Any repairs which are identified as responsive repairs and which cannot be delayed until a future cyclical maintenance programme or major repairs renewal	<ul style="list-style-type: none"> Attend and complete within 6 working days
Unplanned major repairs	<p>Larger, multi trade complex and/or dampness repairs that are unplanned</p> <p>Manufactured to order items eg replacement windows or doors that cannot wait until they are due under planned replacement schedules</p>	<p>Complete within 20 days.</p> <p>Tenant will be kept informed of delivery/installation date</p>

Quoted repair works	Any repairs that will cost in excess of £1000 will require 3 prices to be obtained	<ul style="list-style-type: none"> • As agreed with contractor
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Examples of 'Emergency Repairs' are listed in Appendix 4

Quoted works are non-emergency repairs that require 3 prices to be obtained.

3.6 Property relets

We aim to relet our vacant properties quickly and to our Minimum Lettable Standard (Appendix 7). Our target is to have the repairs completed within 3, 5, 8 and 10 working days with a 10 day target where it is decided to undertake major repairs.

New tenants will receive a copy of their gas safety certificate, a copy of the electrical safety check and a guidance copy of their Energy Performance Certificate providing information on how to improve the carbon footprint of their home together with the financial saving they can make.

We conduct a new tenant visit or make contact with the tenant by phone or email within 6 weeks of the tenant taking entry to the house. Tenant comments will be used to identify further improvements to a range of services provided including; relet standards; the quality and type of components used; the repairs services provided to date and the quality of communications.

3.7 Tenant responsibilities

We expect our tenants to conduct their tenancies in a reasonable manner and not damage or allow any member of their household or visitor to their home to damage the property, either internally, externally or the common areas. Our obligation to carry out repairs is limited to those items identified in the tenancy agreement, or for owners and sharing owners, the lease agreement or deed of conditions

Certain repairs are the responsibility of tenants and these are detailed within our Tenant's Handbook and on our website as well as in our tenancy agreement. These are called 'rechargeable repairs'. In these circumstances the tenant will complete a form confirming liability for repairs and pay the full cost in advance of the work being carried out. Where the tenant is in financial difficulties we may enter into an agreement to pay by instalments.

We will recharge customers for repairs resulting from:

- vandalism or wilful damage;
- supplying lost or additional keys;
- forcing entry to their home;
- negligence;
- misuse of the emergency service; and
- failing to clean and clear their house at the end of their tenancy.

3.8 Service interruption

In certain circumstances, such as severe weather we may decide to temporarily suspend our normal repairs service. Where this occurs we will focus on tackling emergency repairs and suspend routine repairs, including repairs by appointment and void repairs. When this happens, we will notify tenants and seek to minimise the period of suspension of the full repairs service, including the Right to Repair.

3.9 Statutory Right to Repair scheme

We advise our customers if a repair is classified as a qualifying repair under this scheme and give them details of the maximum time we have to complete the repair; the last day of that period; their rights under the scheme; the name, address and

phone number of our contractor and the secondary contractor they can approach to carry out the work if necessary.

If we fail to complete the repair within time scale we will pay compensation in line with scheme rules. Details of the scheme and the repairs that qualify can be obtained from our offices or from our website (see Appendix 5).

3.10 Right to Compensation for Improvements

This enables tenants to claim compensation for certain improvements that have been made to their home. Tenants must receive written permission before they can make any improvements. Compensation can only be claimed after the tenancy has ended. See Appendix 6 for improvements that may qualify.

Tenants will not be eligible for compensation if we have had to repossess their home. Details of the scheme and the repairs that qualify can be obtained from our offices or from our website.

3.11 Multi tenure estates

Where repairs are required to common parts that involve owners and private landlords, we will encourage their participation in any common repairs works and their agreement to contribute towards the costs as appropriate. However if emergency or essential works are required we may proceed with the repair to protect our own property and out tenants' interests. Billing for the work will be carried out retrospectively.

3.12 Customer feedback

We collect customer feedback to monitor and review the quality of service that we provide and identify potential service improvements. Customers can complain if they feel that we did not meet our service standards. A guide to our complaints process is outlined on our website <https://westscot.co.uk/complaints-feedback/>.

4.0 Mid Market Rent

Mid-Market Rent (MMR) properties have a unique specification which includes the provision of blinds, floor coverings and white goods. These differences will be accounted for when carrying out void works in a mid-market rent property (and is reflected in the Letting Standard). A deposit is also taken at the start of the tenancy and lodged with a tenancy deposit scheme within 30 working days of the beginning of the tenancy, which can cover the costs of tenant damage/neglect and bringing the property up to The Repairing Standard as set out in the Housing (Scotland) 2006 Act:

- the property must be wind and water tight and in all other respects reasonably fit for people to live in
- the structure and exterior (including drains, gutters and external pipes) must be in a reasonable state of repair and in proper working order
- installations for supplying water, gas and electricity and for sanitation, space heating and heating water must be in a reasonable state of repair and in proper working order
- any fixtures, fittings and appliances that the landlord provides under the

tenancy must be in a reasonable state of repair and in proper working order

- any furnishings that the landlord provides under the tenancy must be capable of being used safely for the purpose for which they are designed;
- the property must have a satisfactory way of detecting fires and for giving warning in the event of a fire or suspected fire, and
- the property must have satisfactory provision for giving warning if carbon monoxide is present in a concentration that is hazardous to health.

At the end of a private rented tenancy, WSHA will make a claim to the Tenancy Deposit scheme for any damage etc caused to the property by the tenant.

5.0 Health and Safety

The Association will ensure that all inspections and work undertaken at properties will be carried out in accordance with our health and safety responsibilities.

6.0 Complaints

The Association has a comprehensive approach to handling complaints and monitoring outcomes. Tenants and service users wishing to complain about our void management process can expect their concerns to be responded to as detailed in our Complaints Handling Procedure. A guide to our complaints process is outlined on our website <https://westscot.co.uk/complaints>

7.0 Next Review

This Policy will be reviewed every three years or sooner if required by statutory, regulatory or best practice requirements.

Appendix 1

TENANT GUIDE TO REPAIRS

INTRODUCTION

This is a guide to our repairs and maintenance service.

It tells you about:

- repairs that we must carry out by law (part 1);
- repairs that we will carry out as part of our landlord responsibilities (part 2);
- repairs that you must carry out as part of your tenant responsibilities (part 3);
- damage to your home (part 4);
- reporting a repair (part 5); and
- other matters (part 6).

If you have any questions, please contact our housing property services team at West of Scotland Housing Association. Our staff will be pleased to help you.

1. REPAIRS THAT WE MUST CARRY OUT BY LAW

This section tells you about the repairs that we must carry out by law.

We only repair things that we have supplied or fitted, or that we have agreed to maintain.

Inside your home we will repair:

- ceilings, floors and internal walls;
- hot and cold water systems (including boilers, immersion heaters and storage tanks);
- kitchen fittings (including drawers, shelves and work tops);
- the bathroom suite (including bath or shower, toilet and wash-hand basin – where these have been provided by us);
- room-heating systems;
- gas supply pipes and appliances (including water pipes, radiators, thermostats, pumps, etc.);
- the electrics (including sockets, switches and hard-wired smoke detectors); and
- ventilation systems.

Outside of your home we will repair:

- the structure of the house – for example, walls, the roof, chimneys, windows (including glass), front and back doors, gutters and down pipes;
- door locks and fittings;
- drains;
- Solar panels
- stair lighting (if not adopted by the Council) ; and
- rubbish chutes and bin stores.

2. REPAIRS THAT WE WILL CARRY OUT AS PART OF OUR LANDLORD RESPONSIBILITIES

Each year we decide how much money we can afford to spend on other repairs. This means that our policy on these items may change.

We only repair items that we have supplied or fitted, or that we have agreed to maintain.

Inside your home we are responsible for:

- testing smoke detectors and replacing batteries, as requested;
- fire place kerbs and surrounds;
- electric or gas focal point fires;
- toilet seats, plugs and chains;
- handles and latches to inside doors;
- internal banisters;
- adaptations provided for disabled people – for example, handrails and showers;
- insulation – for example loft insulation, pipe lagging and jackets on hot- water tanks;
- ventilation systems, including extractor fans (except where the tenant has installed these
- shared TV aerials;
- shared laundry equipment; and
- insect infestation, at our discretion.

Outside of your home we are responsible for:

- door entry systems;
- glazing;
- floor tiles in common closes;
- light fittings above outside doors;
- communal stair lighting;
- footpaths, steps and driveways (except where the tenant has built these);
- slabs or chippings in shared drying areas;
- fences and gates;
- rotary driers ;
- bin stores;
- coal bunkers;
- external stores (except where the tenant has built these);
- garages (except where the tenant has built these);
- communal parking areas;
- chimney stacks, pots and cowl;
- external meter cupboards;
- paintwork;
- district heating systems
- play areas (provided by us); and
- retaining walls (provided by us).

3. REPAIRS THAT YOU MUST DO AS PART OF YOUR TENANT RESPONSIBILITIES

This is not a full list, but it shows some of the things that you are responsible for. This means that you must arrange to pay for this type of repair yourself.

Inside your home you are responsible for:

- things that you have added or improved (without our permission);
- decorating;
- pelmets, curtain rails, coat hooks and pulley/pulley ropes;
- ventilation systems, including extractor fans (where the tenant has installed these);

- electric plugs and fuses;
- light bulbs (except for sealed units); and
- public utility supply meters.

Outside of your home you are responsible for:

- replacement keys and key fobs,
- the garden unless stated otherwise in the tenancy agreement;
- footpaths, steps and driveways (where the tenant has built these);
- garden sheds, greenhouses and external stores (where the tenant has built these);
- garages (where the tenant has built these);
- TV aerials;
- public utility supply meters; and
- refuse bin/s.

4. DAMAGE TO YOUR HOME

If you damage your home (even by accident) or do not take care of it, you will usually have to get the repair done and pay for it.

We will repair damage caused by vandals, but you need to report it to the police first and provide us with a crime reference number.

Insurance

If you do not have contents insurance, we would strongly recommend that you get some. For example, if your home was damaged by a fire or flood we would repair the building. However, we would not be responsible for decorating the inside or replacing your belongings. Similarly, if your floor requires to be lifted to access an issue, we would not be responsible for relaying any carpets normally, wooden, laminate, LVT or vinyl flooring. This also applies where you have been granted permission from us to install this type of flooring. You might be able to claim back the cost of some of the repairs from your contents insurance. This depends upon your insurance contract. Check your policy to see if you are covered for 'accidental damage'.

5. REPORTING A REPAIR

You should let us know as soon as possible if a repair needs done so we can fix it before it gets worse. We are generally open from Monday to Friday during office hours. If you want to report a repair you can:

- phone us on 0141 550 5600 and select option 1;
- use our [Customer App](#)
- Email us at online.repairs@westscot.co.uk
- visit West of Scotland Housing Association's office;

What we need to know

You will need to give your name, address, contact details, the nature of the problem, how it happened, which room is affected and when you can give access for the repair. Most repairs can be identified without an inspection. In some cases a Housing Officer or Technical Officer will call at your home to see exactly what is needed before a repair can be ordered.

Dealing with your repair

When you report a repair, we will decide if:

- it is our responsibility or yours;
- it is an emergency or a non-emergency repair; and
- one of our officers needs to see it before we can start work.

We will tell you if one of our officers needs to visit you. We will offer an appointment where possible.

Reporting an emergency repair

We run a 24-hour emergency service for any repairs that could be a risk to health or safety, or could lead to serious structural damage to your house. Some examples of this are:

- no heating or hot water;
- no electricity; or
- burst pipes.

Please only use the emergency service for real emergencies. If you report an emergency without good reason, you will have to pay for the repairs that you have asked for.

What to do

- If you need to report an emergency repair, phone on **0141 550 5600**.
- Tell us:
 - your name, address and contact details;
 - what repair is needed; and
 - Where the repair is needed.

Burst pipes

You can help us by finding out where your main water stopcock is. If you are not sure, please ask us and we will come and show you.

Gas leaks

If you think that you have a gas leak, phone British Gas immediately for free on **0800 111 999**.

- Don't smoke.
- Don't use naked flames.
- Don't turn electric switches on or off.
- Do open doors and windows to get rid of the gas.

Power cuts

If a customer has a a power cut, they should contact Scottish ower on **0800 092**

9290. Security

If anyone calls at your door to do a repair, ask to see their identification before you let them in.

Do not let anyone into your home unless you are sure that they are genuine. If you are in any doubt, ring West of Scotland Housing Association's office.

6. OTHER MATTERS

Right to repair

Tenants have a right to have small, urgent repairs carried out within a given timescale. If we do not complete the work on time, tenants have a right to ask another contractor approved by us to carry out the work and may also be eligible for compensation. This is called the Right to Repair scheme. Further information is available within our Tenant's Handbook, on our website or on request at West of Scotland Housing Association's office.

Right to compensation

This enables tenants to claim compensation for certain improvements that have been made to their home. Tenants must receive written permission before they can make any improvements. Compensation can only be claimed after the tenancy has ended.

The right to compensation applies to improvements such as:

- bath or shower;
- cavity wall insulation;
- sound insulation
- double/secondary glazing;
- draught proofing of external doors and windows;
- insulation of pipes, water tanks, cylinders and loft;
- kitchen sink including base unit;
- mechanical ventilation in bathroom/kitchen
- rewiring, providing power and lighting or adding other electrical fixtures (including smoke detectors)
- space or water heating;
- storage cupboards in bathroom or kitchen;
- thermostatic radiator valves;
- wash hand basin;
- water Closet (WC); and
- work surface for food preparation:
- security measures other than burglar alarms

Tenants will not be eligible for compensation if we have had to repossess their home.

Further information on the right to compensation for improvements is available within our Tenant's Handbook, on our website or on request at West of Scotland Housing Association's office.

Customer feedback

We are committed to improving our repairs service and may contact you to find out what you thought of our service.

Appendix 2

WEST OF SCOTLAND HOUSING ASSOCIATION REPAIRS & MAINTENANCE POLICY – KEY PERFORMANCE INDICATORS

Key Performance Indicators (subject to annual review)	Target
Cumulative percentage of emergency repairs completed within 4 hour target	96%
Average length of time taken to complete emergency repairs (with exception reporting of failures)	4 hours
Cumulative percentage of non-emergency repairs completed within 6 working day target	96%
Average length of time taken to complete non-emergency repairs	6 working days
Percentage of properties that require a gas safety record which have had a gas safety check and record completed by the anniversary date	100%
Percentage of repairs by appointment kept	96%
Percentage of tenants who have had repairs or maintenance carried out in the last quarter, satisfied with repairs and maintenance service	96%
Average number of repairs completed per occupied property	3
Percentage of reactive repairs carried out that were completed right first time	96%
Percentage of existing tenants satisfied with the quality of their home	95%?
Percentage of stock meeting SHQS	95%?
Percentage of properties at or above the NHER or SAP ratings specified in element 35 of the SHQS as at 31 March each year	95%?
Average length of time taken to re-let properties	22days
Percentage of tenants satisfied with the standard of their home when moving in	95%
Post inspection reactive repairs random sample	10%
Complaints management/response time	5 or 20 working days

Appendix 3

WSHA Repairs Responsibilities between Tenant and Landlord

Description	Landlord	Tenant	Comments
Back Boiler	✓		
Balconies	✓		
Banisters (internal)	✓		
Barges, fascias, soffit boards, etc.	✓		
Bath panels	✓		
Bathroom suites	✓		Unless installed by tenant
Baths	✓		
Bin shelters	✓		
Brickwork, block work	✓		
Carbon monoxide detector	✓		
Ceilings	✓		
Chimney stack / pots / cowls	✓		
Cisterns	✓		
Communal areas to flats	✓		
Communal TV systems	✓		
Damp proof course	✓		
Decoration – internal		✓	
Door bell	✓		
Door entry system	✓		
Door name plates		✓	
Doors internal	✓		

Description	Landlord	Tenant	Comments
Driveways	✓		Unless installed by tenant
Drying areas	✓		
Electric central heating system	✓		
Electrical appliances & plugs		✓	
Electrical wiring, sockets & switches	✓		
External door lock, fittings & furniture	✓		
External drainage	✓		
Fences & gates - boundary	✓		
Fences & gates – divisional	✓		Where H & S concerns or part of upgrade
Finishing timbers	✓		
Fire – electric & gas	✓		Unless installed by tenant
Floor tiles	✓		Unless installed by tenant
Floor coverings (mid-market rent properties only)	✓		
Garages	✓		Unless installed by tenant
Gas central heating, water pipes, radiators, timers, thermostats, pumps, etc.	✓		
Glass – external	✓		
Glass to internal doors / screens	✓		
Heat detector	✓		
Immersion heaters	✓		
Keys & keys fob replacements		✓	
Kitchen fittings / worktops	✓		
Kitchen units & sink	✓		

Description	Landlord	Tenant	Comments
Landing & stairs (communal or internal)	✓		
Lift / elevator repairs	✓		
Mirrored / built in wardrobes	✓		
Parking area (communal)	✓		
Path & steps giving access to property	✓		
Play area and equipment	✓		Only if owned by WSHA
Plugs & chains		✓	
Public utility supplies / meters		✓	
Refuse chutes	✓		
Refuse / recycling / garden Waste Wheelie bin		✓	
Retaining walls	✓		
Roof coverings	✓		
Roof lights / skylights	✓		
Ropes for clothes drying		✓	
Ropes for windows (sash cords)	✓		
Rotary drier	✓		
Roughcast	✓		
Shower & enclosure	✓		Unless installed by tenant
Shower unit	✓		Unless installed by tenant
Sink unit top	✓		
Skirting	✓		

Description	Landlord	Tenant	Comments
Smoke detectors inclusive of batteries	✓		
Stair lighting (communal)	✓		
Taps	✓		
Toilet seats	✓		
TV aerial communal sockets	✓		Unless installed by tenant
Extractor fan	✓		
Vermin infestation	x	✓	
Wash hand basin	✓		
Washer on Taps	✓		
Water Heating	✓		
Water Storage Tanks	✓		
Water Supply	✓		
WC	✓		
White Goods	✓		Only if supplied by WSHA
Window frames, sills, fittings	✓		
Window blinds (mid-market rent properties only)	✓		

Appendix 4

TYPICAL EMERGENCY REPAIRS WITH A 4 HOUR RESPONSE TIME

- significant water ingress to property where the tenant is unable to stem the ingress;
- significant leaks from water or heating pipes, tanks or cisterns where the tenant is unable to stem the flow;
- burst pipes;
- no water supply;
- no heating or hot water (see item 2.6 for varying timescales)
- blocked or leaking foul drains or soil stacks;
- choked toilet, where there is only one toilet in house;
- toilet not flushing, where there is only one toilet in house;
- blocked sink or bath;
- partial loss of electrical supply;
- blocked flue to boiler;
- loss or partial loss of gas supply;
- full loss of lighting and / or power, where the household includes a child or vulnerable adult;
- dangerous or unsafe electrical power or lighting socket, or electrical fitting;
- no lighting or power;
- faulty cooker control unit;
- unsecured external door or windows on a lower level;
- broken windows;
- unsafe timber flooring or stair treads;
- loose or detached banister or handrail; and
- any Health & Safety related issue.

Appendix 5

QUALIFYING REPAIRS – RIGHT TO REPAIR SCHEME

Tenants have a right to have small, urgent repairs carried out within a given timescale up to a value of £350. If we do not complete the work on time, tenants have a right to ask another contractor approved by us to carry out the work and may also be eligible for compensation.

Qualifying defects / repairs	Maximum timescale
• Blocked flue to an open fire or boiler	1 day
• Blocked / leaking foul drains, soil stacks, toilet pans (where there is no other toilet in the house)	1 day
• Blocked sink, bath or basin	1 day
• Complete loss of electric power	1 day
• Loss of electric power	1 day
• Partial loss of electric power	3 days
• Insecure external window or door lock	1 day
• Unsafe access path or step	1 day
• Significant leaks or flooding from water or heating pipes, tanks or cisterns	1 day
• Loss or partial loss of gas supply	1 day
• Loss or partial loss of space or water heating, where no other source of heating is available	1 day
• Toilet not flushing (where there is no other toilet in the house)	1 day
• Unsafe power or lighting socket or electrical fitting	1 day
• Complete loss of water supply	1 day
• Partial loss of water supply	3 days
• Loose or detached banister / handrail	3 days
• Unsafe timber flooring or stair treads	3 days
• Mechanical extractor fan in internal kitchen or bathroom not working where a window or door is not present	7 days

Appendix 6

EXAMPLES OF QUALIFYING WORKS – TENANT RIGHTS TO COMPENSATION FOR IMPROVEMENT SCHEME

This enables tenants to claim compensation for certain improvements that have been made to their home. Tenants must receive written permission before they can make any improvements. Compensation can only be claimed after the tenancy has ended. Compensation is based on the value of works carried out and notional life of improvement since works completed.

The right to compensation applies to improvements such as:

- bath or shower;
- cavity wall insulation;
- sound insulation
- double/secondary glazing;
- draught proofing of external doors and windows;
- insulation of pipes, water tanks, cylinders and loft;
- kitchen sink including base unit;
- mechanical ventilation in kitchen/bathroom
- rewiring, providing power and lighting or adding other electrical fixtures (including smoke detectors)
- space or water heating;
- storage cupboards in bathroom or kitchen;
- thermostatic radiators valves;
- wash hand basin;
- water Closet (WC); and
- work surface for food preparation:
- security measures other than burglar alarms

Appendix 7 – Letting Standard

BATHROOM SUITE	Bathroom suite should be checked for chips/cracks. Where these are deemed to be a potential health and safety risk the item should be replaced. If all items colours do not match then all items should be replaced with a white bathroom suite. All taps to be operational and plugs to be intact and in place. Overhaul WC cistern and leave operational. All seals to baths and WHB to be intact and free from mould. Toilet seat to be replaced.
CARBON MONOXIDE ALARMS	All properties with a gas supply must have a mains operated carbon monoxide alarm fitted next to the boiler or gas cooker if no gas boiler.
DECORATION	WSHA is generally not responsible for the condition/level of decoration in a property. However, where the condition of the decoration is deemed to be sufficiently poor to affect the likelihood of the property being allocated, then a minimum decoration allowance may be given. In certain situations, WSHA may remove the decoration and provide the new tenant with a decoration allowance or undertake decorative works before letting the property which would be works over and above the Letting Standard.
ELECTRICS	<p>All electrics checked and certified. EICR certification to be passed to WSHA for placing in the house file. Any alteration to the electric system not undertaken by WSHA must be removed unless certified as fit on the compliance certificate. Certification and a report should confirm that the following works have been undertaken:</p> <ul style="list-style-type: none"> • Cleaned and serviced extract fans indicating quantity and locations and that they were left in working order • Cleaned and serviced two mains operated smoke detectors and that they were left in working order • Cleaned and serviced mains operated carbon monoxide detectors • That the electrical installation within the flat is safe for use, electrical contractor to ensure that all necessary checks have been carried out to ensure this • Remove and replace any non-standard light fittings, switches and sockets • Supply and fit LED bulbs to all light fittings • Remove and dispose of all light shades

	<p>All fittings repaired as required</p> <ul style="list-style-type: none"> • Repairs of a more costly nature should be reported to WSHA in order that approval can be granted • Electrician to complete void safety sheet when returning keys to the WSHA • Existing electric fires have been disconnected and removed • Electric storage heaters serviced, tested and functional • Electric wet boilers tested and functional • Hot water cylinders tested and functional • Gas boiler heating controls tested and functional. <p>Standard electrical fittings to MK Logic Plus or equivalent, with a plastic finish. Any fittings which are coloured, chrome or brass finish should be replaced. Any fittings that are covered in paint to be replaced if paint cannot be removed. Fluorescent strip lights to be replaced with single 1200mm LED replacement. Bathroom pendant to be replaced with 2D drum fittings. Where bathroom extractor fan is fitted in Zone 1, it should be replaced with an SELV equivalent to comply with current BS7671 regulations. Energy efficient light bulbs to be provided if not already in situ.</p>
ENERGY PERFORMANCE CERTIFICATE (EPC)	<p>An Energy Performance Certificate (EPC) assessment will be carried out on each void property where the existing certificate is not valid and the certificate handed to WSHA as part of the handover procedures. A copy of the EPC showing the Energy Efficiency Rating and (CO2) Rating will be passed to the new tenant by WSHA at sign up and data explained. WSHA will endeavour to resolve minor issues highlighted within the EPC which fall within budget. Issues which fall out with budget will be addressed through our planned and major repair programme. Certificates will be held centrally within WSHA.</p>
FLOORS	<p>All loose and missing floorboards to be re-secured/ replaced. Floor surface to be even to allow carpets to be laid.</p>
FRONT DOOR	<p>Minimum one mortice and one yale on timber doors or security lock on double glazed door. Letterbox and back flap on all front doors. External finish should complement other doors in the block or street. If door</p>

	cannot be made wind, watertight and lockfast, replace existing door with similar or improved component which would be over and above the minimum Letting Standard.
FURNISHINGS/FIXTURES (MMR ONLY)	<p>Any furnishings or fixtures (including floor coverings and blinds) that WSHA provides under the tenancy must be capable of being used safely for the purpose for which they are designed and must be in reasonable condition, clean and free from dust, dirt/grime.</p> <p>If more than 30% of the floor coverings are damaged and cannot be repaired, full replacement should be considered.</p> <p>Blind pull cord system works correctly. Material has no holes/tears in, it is not stained or discoloured. Total replacement should be considered if the blind does not function properly and is beyond repair.</p>
GARDENS	<p>Gardens attached to the property, which are for the sole use of the tenant, should be cleared of rubbish and if required, grass cut as one-off before tenant moves in. In addition:</p> <ul style="list-style-type: none"> • The garden and any sheds or outhouses, if there are any, are safe and free from rubbish • All drainpipes, guttering and manhole covers are safe and in good condition • Any lawns and shrubs are not overgrown • There's no graffiti on external surfaces, like walls • Pathways and driveways, within the boundary of your property, are safe.
GAS	<p>All houses with a gas supply to be checked, open ends blanked off and certified. CP12 certification to be passed to WSHA. Disconnect and remove all gas appliances that are not the property of WSHA. Where a gas fire is fitted, this should be removed, the opening bricked up and vent fitted and the supply pipe capped under the floor. Where necessary, properties will be considered for a new/replacement heating system.</p>
GENERAL CLEANLINESS	<p>The house must be cleared of furniture, carpets and underlay, vinyl floor coverings, laminate floor coverings and belongings/ rubbish including white goods left by the previous tenant, unless supplied originally by WSHA. Floors should be swept out, kitchen cupboards and surfaces and bathrooms surfaces, gas radiators and electric storage/panel heaters etc to be washed down and windows</p>

	washed. Occasionally Housing Officers may request for some carpets/vinyl floor covering to be retained and re-fitted.
GENERAL CONDITION	<ul style="list-style-type: none"> • the property must be wind and watertight and in all other respects reasonably fit for people to live in • the structure and exterior (including drains, gutters and external pipes) must be in a reasonable state of repair and in proper working order • installations for supplying water, gas and electricity and for sanitation, space heating and heating water must be in a reasonable state of repair and in proper working order • the property must have a satisfactory way of detecting fires and for giving warning in the event of a fire or suspected fire, and • the property must have satisfactory provision for giving warning if carbon monoxide is present in a concentration that is hazardous to health • the property must be free from odours/infestations • the loft (if there is one) must be free from rubbish
GENERAL ENVIRONMENT	Conduct environmental audit, highlighting any health and safety issues and provide copy to WSHA for placing copy of the form in the house file for handover to new tenant during sign up process.
INTERNAL PASS AND CUPBOARD DOOR	All pass doors should be intact and operating properly, with damaged doors being replaced and non-standard doors being replaced where they do not meet current Building Regulations in relation to fire resistance. Living room and kitchen doors should have functional door-closers where fitted. Bathroom doors should have a lock. Where ironmongery is replaced, it should best match the existing fittings, or if necessary, all ironmongery should be replaced to the same standard.
KEYS	Every tenant will receive two full sets of house keys, two front close door keys or fobs and one rear close door key. Contractor will be re-imbursed for cost of supplying close door keys or fobs and rear close door if instructed to be provided.
KITCHEN UNITS	All kitchen units to be thoroughly checked and hinges replaced/adjusted where necessary. Damaged drawers and doors should be replaced. Damaged

	worktops as a result of burning/water ingress should be replaced. Taps to be operational. Seal to worktop to be intact and free from mould.
MEDICAL ADAPTATIONS	All medical adaptations should be inspected to ensure they are fully operational.
REAR DOOR (Where fitted)	Minimum one mortice on timber doors or security lock on double glazed door. Existing finish should complement the other door in the block or street. If door cannot be made wind, watertight and lockfast, replace existing door with similar or improved component which would be over and above the minimum Letting Standard.
SHOWER	Any instantaneous electric shower installed by WSHA or the tenant should be included in the electric check. Any damaged wallboards or tiles to be replaced. Grout to tiles to shower cubicle to be free from mould and shower tray sealant to be intact and free from mould. Shower to be installed if one is not already in place.
SKIRTINGS/FACINGS	Missing or badly damaged skirtings/facings to be replaced. If possible to repair; should be resecured and filled where necessary.
SMOKE ALARMS/HEAT DETECTORS	<p>Smoke alarm(s)/heat detectors should be tested as part of the electric safety check. Each property should have:</p> <ul style="list-style-type: none"> • one smoke alarm in the room the tenant spends most of the day, usually the living room • one smoke alarm in every circulation space on each storey, such as hallways and landings • one heat alarm in the kitchen. <p>All smoke and heat alarms should be mounted on the ceiling and be interlinked.</p>
WALL/CEILING FINISHES	Wall and ceiling plaster/plasterboard surfaces made good to receive decorative finish with all holes/cracks filled and patched. The Housing Officer (Voids) or Technical Officer will determine at inspection if required plaster repairs over and above the minimum Letting Standard.
WATER SUPPLY	WSHA does not anticipate lettable voids being vacant for a long period of time. However, consideration should be paid to whether stopcocks should be shut off and the water supply drained down during winter months or severe cold spells. Where feasible, the cold water supply should be converted to run off the main supply, and where necessary include for a stopcock for incoming main

	<p>and/or isolation of cold water storage tank: tank to be disconnected and remove if practical. All dead legs to be removed as far as possible.</p>
<p>WHITE GOODS (MMR ONLY)</p>	<p>Must be in a reasonable state of repair and in proper working order. Must have an appropriate Fixed Appliance Test (FAT) certificate before letting the property.</p> <p>Cookers/hobs/hoods must be:</p> <ul style="list-style-type: none"> • Free from obvious defect or damage. • Interior and exterior fittings are clean; free of food and grease that may also discolour glass screens. • Oven racks and oven floor is clean – no burnt food fixed to surfaces. <p>Individual components should be replaced if they are damaged or hazardous, for example, oven doors not closing properly. Individual components should not be replaced if the issue is solely related to poor cleaning.</p> <p>Total replacement of the oven/cooker/hood should be considered if the oven/cooker/hood does not function and is beyond repair – for example the ignition does not work so the oven or hob cannot produce heat.</p> <p>Washing machine must be:</p> <ul style="list-style-type: none"> • Free from obvious defect or damage. • Interior and exterior fittings are clean – free from dirt, grime, dust, hair, excessive liquid/powder. • Appliance is not obviously leaking. • Drawers or dispensers for liquid/powder soap in proper working order. <p>Individual components should be replaced if they are damaged or hazardous, for example, washer doors not closing properly.</p> <p>Individual components should not be replaced if the issue is solely related to poor cleaning.</p> <p>Total replacement of the appliance should be considered if it does not function and is beyond repair – for example there are serious leaks, or the temperature does not work for washing clothes at different settings.</p>

	<p>Fridge/freezer must be:</p> <ul style="list-style-type: none"> • Free from obvious defect or damage. • Interior and exterior fittings are clean. • No broken shelves or trays. • Trays and doors function correctly. • Temperature control functions as expected (this item should be left cleaned and defrosted but check that temperature control does work) • Appliance is not obviously leaking. <p>Individual components should be replaced if they are damaged or hazardous, for example, broken shelves or door does not close properly.</p> <p>Individual components should not be replaced if the issue is solely related to poor cleaning.</p> <p>Total replacement of the fridge/freezer should be considered if it does not function and is beyond repair – for example the temperature control does not work which would mean food cannot be stored at safe temperatures.</p>
WINDOWS	<p>All windows should be fully operational, safety catches/safety restrictors checked and operational. Window keys should be issued to tenants where there are fitted locks (WSHA will provide keys to tenant). All ground floor flats to be fitted with lockable handles if not already installed.</p>