REPAIRS & MAINTENANCE POLICY

Introduction

Ore Valley believes that the quality of its repairs and maintenance service should be of the highest standard not only to deliver high tenant satisfaction but to also protect and maintain the value and long term life of its stock.

This policy covers all repair activities undertaken by the Group and applies to all properties owned by us or where we have a repairs responsibility. Where we lease and manage properties the relevant works will be undertaken in accordance with the terms of the lease.

Ore Valley tenants have the right under the Housing (Scotland) Act 2001 to have certain qualifying repairs carried out within a specified time. Qualifying repairs are those defined in the Scottish Secure Tenants (Right to Repair) Regulations 2002 Tenants will be reminded of their rights under these Regulations by means if annual notification.

We will where appropriate (insert factoring bit) carry out maintenance to common parts and open spaces in order that they are safe and fit for use by tenants, owner occupiers and visitors to these areas.

We are committed to sustainable development and will recognise sustainability aims and principles when implementing this policy. This will include where possible the use of sustainable materials, products and specification to help drive improved energy efficiency levels of our properties.

Aims of the Policy

Underpinned by our Asset Management Strategy this policy aims to ensure that:

- Tenants remain satisfied with their homes
- Our properties and estates are well managed and maintained to a good standard ensuring compliance with all relevant statutory and regulatory requirements
- Our homes are safe by taking all reasonable steps to minimise the risk of defects placing anyone in potential danger

Principles

- Provide a prompt, economic and efficient reactive repairs service, including an out of hours emergency service, for all our tenants
- Establish and maintain a comprehensive and systematic programme of cyclical and planned maintenance
- Allocate work only to contractors who are competent, financially sound and can achieve the standards we require.
- Achieve high standards of customer care and satisfaction by monitoring our contractors' performance regularly and enabling tenants to comment on every repair undertaken

- Minimise the proportion of expenditure on day-to-day repairs, and maximise investment in planned maintenance
- Provide a 'value for money' service by seeking competitive quotes or tenders for all contract work, and/or by developing 'partnering' arrangements with contractors who are able to deliver a high standard of service
- Provide opportunities for tenants to be involved in the decision making process, in accordance with our tenant participation policy and strategy, when we review this policy or any of the related procedures which directly affect tenants
- Ensure that all of our tenants are given clear information on the division of responsibility for repair and maintenance between ourselves as landlord and themselves as tenants
- Ensure that all internal procedures supporting this policy are clear, comprehensive and available to all staff, enabling a consistent approach to managing, implementing and budgeting all aspects of our repairs and maintenance service

Statutory and Regulatory Compliance

We will ensure that we fully comply with our legislative and regulatory compliance obligations when delivering our repairs and maintenance service. We will provide compliance solutions and where necessary force access to ensure vital compliance works are carried out.

Mechanical and Electrical (M&E) Management

We will ensure lift inspections in accordance with the agreed schedule to meet ins

Response Times

Our maintenance response aims to minimise the uncertainty surrounding when repairs will be carried out, the inconvenience caused by undertaking repairs and the number of "no access" calls made by contractors. Repair categories and response times for the completion of repairs are set out in our repairs reporting procedure.

Response times are one of the principal areas in which the Association and their contractors' performance will be measured. Data is recorded on the date reported, ordered and completed. In this way the progress of each maintenance report can be traced and delays detected. This will help to identify areas which require improvement. Delays reported to the Association by contractors i.e. parts on order etc. will be notified to the tenant, with the details added to the work order in SDM.

OVHA maintenance policy aims to promote good standards of care by tenants and clarify the position with regard to who is responsible for each type of repair that is likely to occur. This should clearly inform tenants of their rights and responsibilities and reduce the occurrence of disputes.

Reactive Repairs Definition

Reactive repairs covers all routine 'breakdown' repairs and repairs for faults which cause an inconvenience or a safety risk that is reported by a tenant, or a member of staff,

Repairs & Maintenance Categories

Emergency, non emergency, Cyclical, Adaptations, Gas Safety, Fire Safety, Asbestos Management

Reactive repairs are prioritised according to their urgency, with a set response time for each category approved by the Board, through consultation with our tenants and publicised through our Tenant Handbook, Newsletters and on our website.

Emergency Repairs

We define an emergency as a problem that may pose a serious threat to the health, safety or security of the tenant and their household, or to the security or integrity of the property – Appendix A provides further details.

During office hours staff will contact the appropriate Contractor and arrange for the work required to be carried out within the set response time. Emergencies can be reported out of hours (call out) by calling our telephone line and being offered a choice to be forwarded to the emergency contractor.

Void Repairs

We will carry out the repairs required following the termination of a tenancy to ensure that a property is 'fit to let' according to the Associations letting standard Letting Standard

Minor works may be carried out after the tenant has moved into the property. Where appropriate, we will ensure that the costs of any work that should have been carried out by the former tenant are charged to them.

We will carry out all necessary gas and electrical safety checks and ensure that any resulting repairs are carried out before the property is re-let.

Defects

Faults which occur within defect liability periods, generally 1 year, will be attended to by the contractor who carried out the work in accordance with our Defect Reporting Procedure.

Inspections

We will inspect a repair prior to arranging for work to be carried out where;

- Clarification of the problem is required
- Where there is a history of the same problem being reported
- Where deliberate or malicious damage is suspected
- Where the repair may result in an insurance claim

We aim to inspect 10% of completed repairs, inspections will be carried out by our Technical Officer as part of our monitoring of contractors' performance. This is outlined in the Post Inspection Procedure. Inspections Procedure

5.0 CYCLICAL MAINTENANCE

Cyclical painting

5.1 The external painting of windows and doors, the internal painting of communal areas and the cleaning and painting where required of external rainwater gutters and downpipes, carried out under a planned programme covering every property over a five year period.

5.2 The purpose of the cyclical painting programme is to ensure that all painted areas, both external and, where appropriate, internal, are kept in a good condition

5.3 We will carry out pre contract inspections of properties included in the annual programme to ascertain painting requirements, to ensure that painted areas remain in good condition and not deteriorate during the 5-year period of the total programme.

Gas servicing

5.4 To comply with current legal requirements, all properties will have an annual inspection and service of all landlord's gas appliances, including associated pipework, fire, boiler etc. Details of related procedures are contained within the Gas Procedure **https://docs.google.com/document/d/19dIHY7UNt3E9axXjvjGRg1VVq7lq6cBrT5CUIlvrQBM/edit**

Electrical Testing

5.5 Electrical wiring, consumer units and electrical fittings will be included in a 5 year programme of inspection, testing and remedial works so that every property will be tested at least once within every 5 year rolling cycle

Other Work

5.6 Other cyclical work, such as cleaning of gutters, will be carried out as identified by the Association.

Planned Maintenance

Planned Maintenance is the replacement of items in a building which have come to the end of their useful life, where the replacement can be predicted and planned for and where the new items are either of a similar or higher standard.

6.2.1 The major objectives of the programme are:

- To establish an appropriate and comprehensive information base, enabling us to have a detailed knowledge of our properties, their components, and identify future planned maintenance requirements;
- To establish priorities which ensure maximum value for money and the most effective use of resources;
- To ensure that adequate sources of finance are available;
- To ensure that best maintenance practice is utilised, to maximise value for money;
- Where appropriate, to incorporate the principles of ‘sustainability’ in the choice and use of materials etc.

Process

6.3 The current condition of building components and finishes will be assessed through a system of sample inspections (stock condition surveys) every 5 years. The results of the stock condition surveys will be incorporated into an ongoing programme of planned maintenance or improvement works, broken down into annual sections for approval by the Board each year

6.4 Funding proposals will be submitted to the Board for inclusion in the annual budget - setting process. The Board may amend the proposed programme by delaying or bringing forward particular elements of work.

6.5 The stock condition survey results will also inform the Association's 30-year Plan and provide estimates of the cost of future maintenance requirements.

Major Repairs

Major Repairs refers to work required to bring a property up to an acceptable standard, due to the unforeseen failure of a building component.

The need for major repairs will normally be identified as a result of significant damage to a property or group of properties, or following routine inspections as part of the cyclical painting or planned maintenance programmes.

The need for major repairs may also result from a change in legislation requiring work that had not previously been anticipated or planned for.

Consultants, Contractors and Contracts

OVHA currently works with Rogersons Heating and Plumbing in delivering our reactive repairs service. There are some times however where they cannot carry out the repair and in these circumstances we will issue the work request to an approved contractor.

Wherever possible, locally based contractors will be used, subject always to performance and 'value for money'.

Tenders may also be advertised on 'Public Contracts Scotland'

The Board will approve the inclusion of Consultants or Contractors where tenders are being issued or partnering arrangements are being entered into.

Contractors must have Public Liability Insurance and must provide the association with a copy of this prior to commencement of any work onsite.

Contracts

We will seek to enter into partnering arrangements where appropriate and where the Contractor can demonstrate the required performance standards. Where we need to tender a contract, we will use one of the following forms:

- Contract documentation;

- Exchange of letters;
- Minor Works Contract (to be used where no quantities are provided, i.e. where there are drawings and a specification only);
- The current Scottish Building Contract (with or without quantities) with Scottish Supplement incorporating the JCT standard form;
- The current Scottish Measured Term Contract.

Any of the above may be used in conjunction with a partnering agreement.

STAGE 3 ADAPTATIONS (MEDICAL ADAPTATIONS)

Subject to the receipt of funding from the Scottish Government, we will carry out specific modifications to individual properties to enable identified individuals to continue to occupy them.
Details of the processes involved in identifying the adaptations required, securing funding, arranging for the work to be carried out, monitoring progress and expenditure are contained in our Stage 3 Adaptations Procedure.

RIGHT TO REPAIR

We will comply with the requirements of the statutory 'Right to Repair' scheme in accordance with The Housing (Scotland) Act 2001 and subsequent regulations and guidance.

Information on the scheme will be contained in our Tenancy Agreement and Tenant Handbook, OVHA reception and on our website.

Details of how we will operate the scheme are contained in our Repair Reporting Procedure.

12.0 RECHARGEABLE REPAIRS

12.1 We will charge the tenant with the costs of repair work required due to the carelessness, neglect or deliberate damage by a tenant, a member of their household or a visitor.

12.2 We will however take a sympathetic approach to minor repairs which would normally be charged to the tenant, where the tenant is elderly, physically, or mentally impaired (i.e. having a clinically diagnosed illness or disability) is otherwise frail or there are other circumstances approved by the Technical Officer, Housing Manager or CEO.

12.3 Full details of the processes involved in identifying rechargeable repairs, obtaining payment etc. are contained in the Rechargeable Policy, Rechargeable Procedure and the Rechargeable Guidance documents Guidance for Recharges

13.0 LANDLORD & TENANT OBLIGATIONS

Landlord & Tenant Responsibilities

A summary of our responsibilities and those of our tenants is detailed below.

Landlord:

We have a legal duty to repair and maintain our properties for social rent

13.1 We will ensure that our responsibilities for the repair and maintenance of our properties are described clearly in plain English.

13.2 We will ensure that the responsibilities of our tenants for specific repairs and the care and maintenance of their property are clearly explained in the Tenancy Agreement and Tenant Handbook, and that tenants are reminded of their responsibilities from time to time through articles in the Associations' newsletter and through the various forms of communication with tenants or their representatives which are established through our Tenant Participation Policy and Strategy Tenants Handbook (draft)

Tenant Engagement and Feedback

Consultation

Through the consultation arrangements established under our Tenant Participation Policy and Strategy, we will give tenants the opportunity to comment on this policy when it is being reviewed, and on any individual procedures that have a direct impact on tenants, when these are being drafted and/or reviewed

Whenever possible we will involve the tenants concerned in choices relating to planned works, e.g. of colours or types of kitchen fitments.

We will liaise closely with the tenants involved over the arrangements for carrying out individual contracts, e.g. of cyclical painting, planned maintenance etc.

Satisfaction

For reactive repairs we will give all our tenants the opportunity to comment on the standard of the repairs carried out to their property by providing a copy of the works order and satisfaction survey to the tenant, each time a repair is reported. Once these have been returned to OVHA these should be entered onto SDM by following Input of Tenant Satisfaction Survey. We also collect and report on this data by calling tenants who reported a repair the previous month and asking them the questions provided on satisfaction.

We will conduct surveys of the tenants involved following completion of contracts for planned maintenance works.

We will conduct a general survey of all of our tenants on the overall standards of our repairs and maintenance service, normally as part of a wider Tenant Satisfaction Survey undertaken every 3 years.

Alterations and Improvements

Tenants may apply for our written permission to carry out alterations or improvements to their property. Permission will normally be granted, subject to the proposed work complying with all current statutory requirements and also with our current conditions and standards. All work should be post inspected on completion.

A tenant who has carried out an approved improvement may, when giving notice that they wish to terminate their tenancy, apply for a compensatory payment where the work carried out is to be left, benefiting both the property and the incoming tenant.

Full details are contained within Stage 3 Adaptations Leaflet

Owners

We will consult with all owners who are likely to be affected by any substantial work we plan to do on our tenanted properties. We will not include any owners' property in a contract unless there are shared or mutual areas for which an owner is partly responsible.

New Housing Development

We will undertake the repair and maintenance of newly built properties as required by this policy and the supporting procedures, subject to the responsibility of the contractor to remedy defects during the defects liability period, generally 1 year.

Details of our responsibilities and the processes involved in ensuring that the contractor fulfils their responsibilities, are contained in the Defects Liability Period Repairs Procedure.

AUTHORISATION – SCHEME OF DELEGATION

In relation to the day to day running of the Association all staff are authorised to commit expenditure up to £500 excluding vat in relation to reactive and void maintenance.

Where proposed expenditure may exceed £500 (exc VAT) authority must be sought from the Technical Officer, Deputy CEO or CEO, who will be able to commit expenditure up to £5,000 for emergency repairs eg. Boiler replacement major roof leak etc. wherever possible quotes will be obtained in advance.

If the Technical Officer, Deputy CEO or CEO are not available other members of the Management Team may also authorise emergency orders prior to them being placed.

Expenditure exceeding £2500 (exc VAT) will normally require a minimum of two quotes prior to any commitment. The CEO will have authority to initiate repair orders as required up to £15,000.

Proposed expenditure within the range £15,000 - £50,000 will be subject to either competitive quotes or full tender by a minimum of three tenderers. All expenditure over £50,000 + vat will require to be authorised by the Board. In an exceptional emergency situation where there is not time to adhere to these limits, authorisation should be sought from the most senior officer available.

A tender register will be maintained by the ESO, both formal tenders and quotes will be recorded within this log. Any situation requiring quotes or formal tenders must be reported to the CEO so that the Tender Register can be updated. A separate policy for tendering will be maintained which will provide further detail.

Health & Safety

Ore Valley has adopted the Employers in Voluntary Housing's Health & Safety Control Manual: Landlord Facilities Health, Safety and Welfare Management System which covers the policies and procedures relating to specific hazards, risks and topic specific legislation including:

- Electrical Safety
- Gas Safety
- Fire Safety in Housing Stock and Common Areas
- Play Parks Safety
- Water Systems and Legionella
- Asbestos
- Infestations
- Lighting
- Dampness and Mould

Funding

Our repairs and maintenance activities will be funded from our rental income stream, own resources, subsidiary donations and external grant funding.

Consultation

We will provide advance notice of major planned or cyclical works and advice on details t
Satisfaction surveys will be issued after the completion of repairs, planned or cyclical maintenance works and the survey returns will be analyzed to identify any areas for improvement.

Equality, Diversity & Inclusion

Ore Valley Housing Association is fully committed to equal opportunities and ensuring equality of treatment for all stakeholders, employees, customers and suppliers without discrimination or prejudice based on an individual's protected characteristics as defined in the Equalities Act as follows :-

- age
- disability
- gender identity
- marriage and civil partnership
- pregnancy and maternity
- race
- religion or belief
- sex
- sexual orientation

The Association will always seek to follow best practice in order to ensure that the above group needs are understood, considered and accommodated wherever possible.

Complaints

If a tenant is unhappy with any aspect of the adaptation process, a complaint can be made in accordance with the Association's Compliments and Complaints Policy.

General Data Protection Regulations (GDPR)

When dealing with repairs and improvement works the Association may need to share tenant data with contractors and consultants. Anyone who receives this data will be asked to comply with the Association's GDPR Policy.

8. General Data Protection Regulations (GDPR)

When dealing with acquisitions and disposals we may need to share personal data with contractors, consultants and supporting agencies. Anyone who receives this data will be asked to comply with the Association's GDPR Policy.

9. Equality, Diversity & Inclusion

We are fully committed to equal opportunities and ensuring equality of treatment for all stakeholders, employees, customers and suppliers without discrimination or prejudice based on an individual's protected characteristics as defined in the Equalities Act as follows:

- age
- disability
- gender identity
- marriage and civil partnership
- pregnancy and maternity
- race
- religion or belief
- sex
- sexual orientation

We will always seek to follow best practice in order to ensure that the above group needs are understood, considered and accommodated wherever possible.

10. Monitoring and Review

This policy will be reviewed at least every 5 years. More regular reviews will be considered when there is a need to respond to new legislation, policy guidance or business planning. Reviews will consider strategic objectives, legislation, regulatory guidance, performance standards and good practice.

11. References

- Ore Valley Disposal Consent Procedure (PN001); Asset Management Strategy (ST001) & Business Plan
- The Scottish Housing Regulatory (SHR) Framework – February 2024
- Housing (Scotland) Act 1987, 2001, 2006, 2010 & 2014
- SHR Recommended Practice on Integrated Asset Management 2023
- SHR Notifiable Events Guidance 2024
- Fife Council Local Housing Strategy 2022-27

The Scottish Social Housing Charter Outcomes and Standards:

- Equalities (1); Repairs, Maintenance & Improvements (5); Tenancy Sustainment (11); Value for Money (13)

Prepared By: Julie Watson, Development & Asset Manager

Legislation, Policy, Regulation and Good Practice

This policy is aligned to our Asset Management strategy, current legislative, regulatory and good practice guidance. To meet legislative requirements Ore Valley has developed a suite of supporting policies and procedures.

Our external auditor will carry out regular audits of high-risk areas of business including asset management to ensure compliance and best practice is being achieved.

Training

Ore Valley will ensure that the relevant staff have the appropriate level of skills and knowledge to deliver the requirements of this policy.

2.0 AUTHORITY AND CONTROL

2.1 The Board is responsible for:

- Approving the overall policy for repairs and maintenance;
- Approving the overall budget for repairs and maintenance as part of the annual budget setting process;
- Monitoring expenditure against budget for day-to-day repairs, cyclical and planned maintenance, through consideration of quarterly management accounts and exception reporting by officers.

2.2 The CEO has delegated authority from the Board, for implementing this policy, developing and implementing the procedures that support the policy, and for the management and administration of the repairs and maintenance service.

Authorisation of Expenditure

2.3 Authorisation of expenditure on individual repair or maintenance items, within the overall annual budget, is delegated to individual members of staff. The current levels of delegated authority are specified in the Financial Regulations. These levels will be reviewed regularly, particularly with regard to the impact of inflation on cost levels.

Estimates, Quotations and Tenders

2.4 The cost levels for each item of work above which an estimate, quotation or tender must be obtained is specified within the Financial Regulations & Tendering Procedures. These levels will be reviewed regularly, both to take account of inflation and also to take into account the results of any review of our policy and procedures on placing orders for goods and services.

Monitoring and Review of the Policy

The Asset team will be responsible for the implementation of this Policy and for providing regular updates on performance and progress to the Board and the Management Team.

Financial performance in relation to repairs and maintenance will also be subject to regular budget monitoring and reporting to the Board by our Finance Director.

Our performance will also be benchmarked against other comparable Registered Social Landlords.

This policy will be reviewed at least every 5 years. More regular reviews will be considered when there is a need to respond to new legislation or policy guidance. Reviews will consider legislation, guidance, performance standards and good practice.

REPAIRS AND MAINTENANCE POLICY

References:
The Housing (Scotland) Act 2001, 2006, 2010 & 2014
Ore Valley Asset Management Strategy
Ore Valley Policies & Procedures including: Tendering & Procurement Procedures
EVH Landlord Facilities Health, Safety and Welfare Management System Control Manual

The Scottish Social Housing Charter Outcomes and Standards:
Equalities (1)
Communication (2)
Quality of Housing (4)
Repairs, Maintenance & Improvements (5)
Tenancy Sustainment (11)
Value for Money (13)

Prepared by: Julie Watson, Development and Asset Manager

Previous Policy Approved: February 2018

Next Review Date: September 2029

This Policy should be cross referenced to the following documents:

- Financial Regulations
- Completion of Work Orders
- Jobs Awaiting Completion
- Repair Reporting Procedure
- Post & Pre Inspection Procedures
- Stage 3 Medical Adaptations Policy & Procedure
- Right to Repair Procedures
- Recharge Policy
- Guidance to Rechargeable Repairs

- Tenant Satisfaction Survey Procedure.
- Defect Liability Period Repairs
- Allocation Policy
- Recording Gas Services on SDM
- Complaints Handling Policy
- Tenant Participation Policy and Strategy
- Procurement Policy
- Tendering Procedure
- OVHA and tenant repair responsibilty.xls
- Repair Timescales
- Risk Management
- Asbestos Management Policy
- Legionella Management
- Health & Safety Control Manual

Reactive Repairs

Routine
Emergency
Urgent
Voids

APPENDIX A

GUIDANCE ON WHAT CONSTITUTES AN EMERGENCY REPAIR

We define an emergency as a problem, which is a threat to life or property, i.e. it is a problem that may pose a serious threat to the health, safety or security of the tenant and their household, or to the security or integrity of the property.

Typical Qualifying Emergency Repairs:-

- Serious flooding or leaks
- Blocked toilet (if it is your only toilet)
- Blocked foul drain (internal) backing up into property
- Unsafe access, including no lighting in common stairs or corridors
- Loss of gas supply
- Complete loss of heating
- Complete loss of water supply
- No electrical power
- Major electrical fault
- Unsafe power or lighting socket, or electrical fitting
- Smoke alarm not working (where it needs more than a new battery)
- Unsecured front and rear external property door or window at ground level (not including communal stairwell doors)
- Gas Leak/smell of gas – contact Transco in the first instance Tel. 0800 111 999 (This is a 24 hour emergency line)

This list may not cover every emergency situation and is intended as a guide only.

Typical Non Emergency Repairs

- Dripping/running taps
- Minor leaks below sinks, from cisterns etc. where it can be contained or is causing little or no damage, then its an urgent job for next working day.
- Cistern over flows running
- Toilet blocked where there is a second toilet in the house
- Toilet not flushing (tenant can use pot/pail of water to flush)
- Toilet seat broken, tenants responsibility to replace, immaterial of how it broke.
- One room without light
- Kitchen light not working – only needs a bulb, tube or starter often but even if it's a fault with the light, as long as its safe its not an emergency
- One light out in an otherwise well lit stairwell
- CO Detector beeping constantly every few seconds (warning that battery is low in sealed unit detectors) tenant destroy detector and report to OVHA on next working day.
- Smoke detector requiring new battery – tenant responsibility
- Partial loss of heating
- Power tripped due to faulty appliance, appliances are tenant's responsibility, in the few cases where its Ore Valley HA's appliance, then appliance should be switched off and the fault reported the next working day.
- Broken windows where they are only cracked.
- Internal joinery repairs e.g. Kitchen units etc.

APPENDIX B

LETTING STANDARD

These guidance notes are to ensure that properties let to tenants meet OVHA's Letting Standard.

Legal Obligations

Under the Housing (Scotland) Act 2001 Schedule 4, the landlord of a Scottish Secure tenancy must:

- Ensure that the property is, at the commencement of the tenancy, wind and water tight and in all other respects, reasonably fit for human habitation
- Keep the property in such condition throughout the tenancy.
- Inspect the house and identify any work necessary to comply with the duty in 1a.
- Notify the tenancy of such work.

Gas Installations

Where an existing gas pipe is fitted to a cooker position, the Association is responsible for this pipe up to and including the bayonet connection (if fitted). Where there is no pipe, responsibility of installation lies with the tenant. As with all tenant permissions, responsibility will transfer to the association at the end of the warranty period.

The flexible hose connection from the bayonet to the cooker is the responsibility of the tenant in all circumstances.

Artex or other suspect materials.

Staff should ensure that they adhere to the procedure outlined in the guidance note on asbestos.

Decoration

In deciding whether decoration is to an acceptable standard the following questions should b asked:

Wallpaper:
Is paper hanging off?
Is paper torn?
Is paper marked or stained?
If paper is emulsioned, is colour acceptable?
Is workmanship acceptable?

Woodwork:
Is woodwork marked or chipped, particularly if there is evidence of several coats of paint?
Is the colour acceptable?
Is workmanship acceptable?

Where the decoration in a room falls below standard, the new tenant is entitled to receive the appropriate decoration allowance. These allowances are only to be paid where the decoration falls below the standard and should not be considered a standard payment.

Kitchens Units

If kitchen units require replacement, where possible, address any of the safety hazards listed below.

- Where the Cooker Control Unit (CCU) is directly above the cooker space, it should be moved to at least 100mm to the side of the cooker space.
- There should be a gap of at least 300mm between cooker space and the sink bowl.
- Any sockets directly behind or within 500mm of the sink bowl should be moved.
- Gas meter should not be under sink bowl, however below the drainer is ok.

General

As a matter of course the locks should be changed on all properties, WC seats should be replaced along with a shower curtain.