



Craigdale
HOUSING ASSOCIATION

REPAIRS & MAINTENANCE POLICY

Date of Review: September 2026

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Date of Next Review: September 2029

Craigdale Housing Association can provide this document on request, in different languages and formats, including Braille and audio formats.

1. Introduction and Policy Statement

Craigdale Housing Association is committed to providing safe, warm, comfortable, well-maintained homes and a repairs service that is accessible, responsive, tenant-focused and provides value for money.

This policy sets out the principles and standards governing responsive repairs, planned and cyclical maintenance, landlord safety, property condition, void works, adaptations, contractor quality and associated asset information. Detailed operational processes are contained in supporting procedures.

Our approach is based on early intervention, clear communication, getting repairs right first time and learning from tenant feedback, complaints, repeat repairs and property-condition data.

2. Scope

This policy applies to Craigdale's rented housing stock, common parts and other property for which the Association has a repairing or maintenance responsibility. It applies to Board members, staff, contractors, consultants and agents involved in delivering or overseeing the service.

Where owners are affected by common or planned works, the Association will act in accordance with title conditions, factoring arrangements and relevant legislation.

3. Legal and Regulatory Framework

Craigdale will comply with all applicable legislation, statutory guidance, tenancy obligations and regulatory requirements. The framework includes, as relevant:

- Housing (Scotland) Act 2001 and associated Right to Repair provisions and regulations;
- Housing (Scotland) Act 2010 and subsequent housing legislation;
- Investigation and Commencement of Repair (Scotland) Regulations 2026 (Awaab's Law), effective from 6 October 2026;
- Scottish Secure Tenancy obligations and the current Model Scottish Secure Tenancy Agreement;
- Scottish Housing Quality Standard (SHQS);
- Scottish Social Housing Charter, particularly outcomes on communication, quality of housing, repairs, maintenance and improvements, participation and value for money;
- Scottish Housing Regulator Regulatory Framework and Regulatory Standards of Governance and Financial Management;
- Gas Safety (Installation and Use) Regulations 1998;
- Health and Safety at Work etc. Act 1974 and relevant health and safety regulations;
- Control of Asbestos Regulations 2012;
- water hygiene and Legionella duties under applicable health and safety law and guidance;
- electrical, fire, smoke, heat and carbon-monoxide safety requirements applicable to social housing;
- Equality Act 2010, Human Rights Act 1998 and relevant accessibility duties;
- Data Protection Act 2018 and UK GDPR where repairs, vulnerability, monitoring or property data contains personal information;
- procurement legislation and Craigdale's Procurement Policy.

Energy efficiency investment will take account of the Scottish Government's current interim EESSH2 guidance and the developing Social Housing Net Zero Standard. Craigdale will not treat the temporary suspension of EESSH2 milestones as a reason to cease appropriate investment in its homes.

4. Our Repairs Service Principles

Craigdale will:

- put tenant safety, health and wellbeing at the centre of repair decisions;
- provide straightforward ways to report repairs and maintain non-digital options;
- prioritise repairs according to risk, urgency and, where appropriate, the circumstances of the household;
- communicate clearly about appointments, timescales, delays and follow-on work;
- aim to complete repairs right first time and investigate repeat failures;
- use competent, appropriately qualified contractors and staff;
- inspect and quality-assure work proportionately according to risk, cost and tenant feedback;
- use repairs intelligence to improve stock condition and inform investment;
- provide reasonable adjustments and accessible communication;
- deliver value for money without compromising safety, legal compliance or quality.

5. Tenant and Landlord Responsibilities

Craigdale will carry out repairs for which it is responsible under legislation and the tenancy agreement. Tenants are expected to report defects promptly, take reasonable care of their home, provide reasonable access and carry out those minor responsibilities allocated to them by the tenancy agreement.

Where damage results from wilful, negligent or accidental actions by a tenant, household member or visitor, Craigdale may recharge reasonable costs in accordance with the Recharges Policy. Decisions will take account of individual circumstances, evidence, affordability and fairness.

The Association will make clear information available about landlord and tenant responsibilities and will provide support where a tenant cannot reasonably undertake a minor responsibility because of disability, frailty or other relevant circumstances.

6. Reporting Repairs and Communication

Tenants may report repairs by telephone, email, in person, through available digital channels or by any other published reporting route. Emergency repairs will remain reportable 24 hours a day, seven days a week.

For non-emergency repairs, Craigdale will provide an appointment or agreed attendance arrangement wherever practicable. Tenants will be told the repair priority, expected timescale, contractor details where appropriate and what to do if circumstances worsen.

Where a repair cannot be completed as expected, the tenant will be kept informed of the reason, any interim safety measures and the revised plan. Follow-on works will be linked to the original repair record wherever possible to preserve a clear audit trail.

Where digital repair reporting is available, Craigdale will seek to provide tenants with clear information on the progress and status of their repair, while retaining telephone, in-person and other non-digital routes for tenants who prefer or require them.

Craigdale will develop practical, accessible information to help tenants understand common repairs, what they can expect from the service, landlord and tenant responsibilities, Right to Repair and landlord safety requirements. This may include short guides, website content and appropriate video information.

7. Repair Priorities and Timescales

Craigdale will operate clear repair priorities. Detailed examples will be maintained in the Repairs Procedures and service standards so that they can be updated without unnecessary amendment of the Board policy.

Priority	Purpose	Attendance / Action	Completion
Emergency	Immediate risk to life, safety, security or serious damage	Attend/make safe within 4 hours, with faster response where risk requires	Complete at first visit where possible; follow-on work prioritised according to risk
Right to Repair	Qualifying statutory repairs	Within the applicable statutory period	In accordance with the Right to Repair Scheme
Urgent	Needs prompt attention but is not an emergency	Actioned promptly	Target: within 2 working days
Routine	All other responsive repairs	Appointment agreed	Target: within 10 working days

These are service standards, not a reason to delay action where the condition, household circumstances or risk requires an earlier response. Any legitimate extension or exception will be recorded, explained to the tenant and monitored.

Emergency 'attendance/make-safe' and full repair completion will be recorded separately to avoid ambiguity and ensure transparent performance reporting.

8. Right to Repair

Craigdale will comply fully with the statutory Right to Repair Scheme, including qualifying repair timescales, tenant information, alternative contractor arrangements and compensation where applicable.

Information about the scheme will be readily available and tenants will be advised when a reported repair qualifies. Records will be maintained to demonstrate compliance.

9. Damp, Mould and Property Condition

Craigdale will treat reports of damp and mould as potential property-condition and health issues requiring timely assessment. Reports will not be dismissed or attributed to tenant lifestyle without proper investigation.

From 6 October 2026, Craigdale will comply with the Investigation and Commencement of Repair (Scotland) Regulations 2026. In particular, the Association will:

- investigate reports of damp and mould within the statutory timescale, currently 10 working days;
- ensure investigations are undertaken by a person with appropriate knowledge and competence;
- provide the tenant with the required written summary of findings within the statutory timescale, currently 3 working days after the investigation;
- where substantial damp or mould is identified, commence required repair work within the statutory timescale, currently 5 working days after the investigation concludes;
- for social housing, complete applicable repair work within the statutory completion period, currently 20 working days from commencement, subject to lawful exceptions;
- take reasonable steps to prevent recurrence and identify underlying causes;
- record investigation, communication, repairs, follow-up and any exceptions in a clear audit trail.

Craigdale will consider temporary measures, additional support or alternative accommodation where the condition of a home presents a significant risk and occupation cannot reasonably continue while remedial works are undertaken.

Damp and mould cases will be followed up after works to confirm that the underlying issue has been addressed. Repeat reports will trigger escalation and root-cause review.

10. Vulnerability and Reasonable Adjustments

Repair priority is principally determined by the nature and risk of the defect, but Craigdale will also consider whether a household member's age, disability, health, communication need or other vulnerability materially increases the impact or risk.

Reasonable adjustments may include alternative communication methods, additional appointment support, prioritised attendance where justified, liaison with an authorised representative, additional reassurance before works or practical support to enable access.

Only information necessary for delivering the service will be recorded, and personal information will be handled in accordance with data-protection requirements.

11. Access and No Access

Tenants must provide reasonable access for inspection, repairs, servicing and safety work for which Craigdale is responsible. The Association will make reasonable attempts to arrange access and will consider communication needs and vulnerability before escalating.

For safety-critical work or serious property risks, Craigdale will use a documented escalation process. This may ultimately include legal action or controlled entry where lawful, necessary and proportionate. Every action will be recorded.

12. Contractor and Quality Management

Contractors will be procured and managed in accordance with Craigdale's Procurement Policy and contract-management arrangements. Contractor performance will be monitored using a balanced range of measures including:

- completion within target;
- right-first-time performance and repeat repairs;
- missed appointments and communication;
- quality and post-inspection results;
- tenant satisfaction and complaints;
- health and safety compliance;
- cost control, variations and value for money;
- recalls, defects and follow-on work.

Craigdale will maintain a proportionate inspection regime. As a minimum, a risk-based sample of completed responsive repairs will be post-inspected, with 100% post-inspection or equivalent assurance for specified high-risk, complaint, significant-cost, structural and damp/mould cases where appropriate.

All repairs linked to tenant dissatisfaction may be considered for inspection, and patterns of poor performance will be escalated through contract-management arrangements.

13. Voids and Lettable Standard

Craigdale will seek to minimise rent loss while ensuring every home is safe, clean and meets the Association's approved Lettable Standard before a new tenancy begins.

Void properties will be inspected, required works identified and completion quality checked. Relevant gas, electrical, fire-safety and other statutory compliance requirements will be completed before letting where required.

The Lettable Standard will be reviewed with tenant involvement, including through Craigdale's Tenants' Table scrutiny arrangements.

The Lettable Standard will reflect the Tenants' Table principle that an incoming tenant should receive a clean, safe and serviceable 'blank canvas' that allows them to make the home their own.

The Standard will be written in clear, plain language, avoid unnecessary repetition and focus on information that is useful to the incoming tenant. References that relate to future planned or cyclical investment rather than the condition required at letting will normally sit outside the Lettable Standard.

14. Planned and Cyclical Maintenance

Craigdale will maintain a planned and cyclical investment programme based on accurate stock-condition information, component life cycles, compliance requirements, repairs history, tenant priorities, affordability and long-term asset sustainability.

Tenants and owners, where applicable, will receive reasonable advance information about planned works, likely disruption, timescales and choices. Particular needs will be considered and reasonable adjustments made.

Procurement and contract management will seek quality, whole-life value and appropriate environmental performance.

Craigdale will provide tenants with clear and timely information about planned investment. Proposed programmes will not be presented to tenants as confirmed works until there is reasonable certainty about the scope, funding and likely delivery timetable. Where plans subsequently change, affected tenants will be informed promptly and the reasons explained.

15. Landlord Safety and Compliance

Craigdale will maintain robust compliance arrangements for all applicable landlord-safety duties, including gas, electrical safety, fire/smoke/heat and carbon-monoxide detection, asbestos, water hygiene/Legionella and other relevant statutory obligations.

Safety programmes will have clear responsible officers, accurate property-level records, exception reporting, escalation for access failures and Board assurance. Compliance failures or overdue safety actions will be treated as priority exceptions and escalated immediately in accordance with the relevant safety policy.

Craigdale will explain landlord safety programmes in accessible terms, including what checks or servicing are required, why they are necessary, how often they take place and what tenants need to do to provide access or report concerns.

16. Adaptations

Craigdale will support adaptations that enable tenants to live independently and safely, working with tenants, Occupational Therapists and relevant agencies. Adaptations will be procured and delivered in accordance with funding, technical, legal and procurement requirements.

Refusal will be exceptional and based on clear, recorded reasons such as technical infeasibility, property unsuitability, a more appropriate housing solution or other lawful constraints. Tenants will be informed of decisions and options.

17. Asset Data and Stock Condition

Accurate, complete and current property information is fundamental to good repairs and investment decisions. Craigdale will maintain appropriate records of stock condition, components, compliance, repairs, repeat failures, damp and mould, inspections and planned works.

Repairs data will be analysed to identify emerging defects, repeat repairs, component failure, contractor issues and opportunities for preventative investment.

Where digital or in-home monitoring technology is used, it will be deployed transparently and proportionately, with appropriate data-protection, cyber-security, ethical and tenant-trust safeguards. Technology will support, not replace, professional judgement and accessible tenant contact.

18. Tenant Scrutiny and Satisfaction

Craigdale recognises repairs as one of the services that matters most to tenants. Tenant feedback will be obtained through satisfaction monitoring, complaints, service reviews and direct engagement.

The Association will work with the Tenants' Table and other tenants to scrutinise the end-to-end repairs customer journey, contractor performance, communication, lettable standards and service improvement.

Scrutiny recommendations and agreed actions will be reported, monitored and fed back to tenants so that involvement results in visible service improvement.

This policy has been informed by the 2025/26 Tenants' Table scrutiny review of Craigdale's repairs service and its end-to-end customer journey. Craigdale will maintain an action plan for agreed scrutiny recommendations, monitor implementation and report progress back to the Tenants' Table and Board.

In particular, Craigdale will continue to act on scrutiny recommendations concerning repair acknowledgement and progress updates, online reporting and tracking where available, practical tenant information, Right to Repair information, planned-maintenance communication and the Lettable Standard.

19. Performance, Complaints and Continuous Improvement

Performance will be monitored using statutory, regulatory and locally determined indicators. Reporting will focus not only on speed but also quality, safety, tenant experience and whether the underlying problem has been resolved.

- emergency repair response/completion;
- non-emergency repair completion;
- right-first-time and repeat-repair performance;
- tenant satisfaction with repairs;
- appointments and missed appointments;
- damp and mould investigation, commencement and completion compliance;

- landlord-safety compliance and exceptions;
- void repair/re-let performance;
- pre- and post-inspection outcomes;
- contractor performance and expenditure;
- complaints, compensation and learning;
- stock-condition and SHQS compliance.

Complaints and service failures will be handled under Craigdale's Complaints Handling Procedure. Trends, upheld complaints and recurring causes will be analysed to identify systemic improvements.

20. Equality, Human Rights and Accessibility

Craigdale will deliver the repairs service fairly and without unlawful discrimination. Equality, accessibility and human-rights considerations will be embedded in service design and individual repair decisions.

The Association will consider reasonable adjustments, communication preferences, language, disability, digital exclusion and other barriers to accessing the service. Alternative formats and non-digital routes will remain available.

Relevant policy or significant service changes will be equality-impact assessed in accordance with Craigdale's arrangements.

21. Sustainability

Repairs and maintenance decisions will support the long-term sustainability of Craigdale's homes and communities. The Association will consider whole-life cost, energy efficiency, fuel poverty, carbon impacts, material durability and the avoidance of unnecessary waste.

During the current review of national social-housing energy standards, Craigdale will continue appropriate investment in energy efficiency and clean heating where this represents a sound, affordable and evidence-based long-term solution.

22. Risk and Board Assurance

Key risks include tenant harm, failure to meet legal or regulatory duties, damp and mould, landlord-safety non-compliance, inaccurate data, contractor or supply-chain failure, poor workmanship, excessive costs, cyber/system failure, repeat defects, rent loss from voids and reputational damage.

The Board will receive proportionate assurance on repairs and maintenance, including performance, statutory compliance, significant exceptions, damp and mould, complaints, tenant satisfaction, contractor performance, expenditure and material risks.

Serious or systemic compliance failures will be escalated promptly to the Chief Executive and Board and, where required, notified to the appropriate regulator or authority.

23. Responsibilities

Role	Responsibility
Board	Approve the policy, set appropriate oversight and obtain assurance on compliance, performance, risk and value for money.

Chief Executive	Ensure effective implementation, adequate resources, regulatory compliance and escalation of significant risks or failures.
Senior Housing Services Officer / responsible manager	Manage operational delivery, staff, contractors, performance, procedures and reporting.
Housing Officer/technical staff	Provide technical assessment, inspections, repair decisions, quality assurance and accurate records.
All staff	Identify and report property risks, follow procedures, communicate appropriately and support tenants to access the service.
Contractors and consultants	Meet contractual, quality, safety, conduct, data and communication requirements and cooperate with Craigdale's assurance arrangements.

24. Related Policies and Procedures

- Asset Management Strategy and investment plans
- Damp and Mould Policy/Procedure
- Void Management Policy and Lettable Standard
- Gas Safety Policy
- Electrical Safety Policy
- Asbestos Management Policy and procedures
- Legionella / Water Hygiene Policy
- Recharges Policy
- Procurement Policy
- Complaints Handling Procedure
- Equality and Diversity Policy
- Tenant Participation / Scrutiny Strategy
- Data Protection and Cyber Security policies
- Financial Regulations, Standing Orders and Scheme of Delegated Authority

25. Review

This policy will normally be reviewed every three years. An earlier review will be undertaken where there is a significant legislative or regulatory change, material service failure, change in organisational arrangements, significant learning from complaints or scrutiny, or other reason requiring amendment.

Operational procedures and repair schedules may be reviewed more frequently to reflect legislation, statutory guidance, contract arrangements and service learning, provided they remain consistent with this Board-approved policy.

Appendix 1 - Core Service Standards

We will	What this means
Make reporting easy	Provide telephone, in-person and digital routes, with 24/7 emergency reporting.

Keep tenants informed	Confirm priority and expected timescale, communicate delays and explain follow-on work.
Prioritise safety	Respond according to risk and consider household vulnerability where it materially changes impact.
Get it right first time	Monitor repeat repairs and escalate recurring defects for technical review.
Treat damp and mould seriously	Investigate, report, commence and complete work within applicable statutory requirements.
Respect the home	Require identification, appropriate conduct, care of possessions and reasonable cleanliness from contractors.
Check quality	Use inspections, tenant feedback, complaints and contractor data to assure workmanship.
Learn and improve	Use scrutiny, complaints and performance information to make demonstrable service improvements.
Acknowledge and track	Confirm reported repairs and, where digital facilities allow, enable tenants to see progress without having to repeatedly contact Craigdale.
Give practical information	Use clear guides and appropriate video/digital content alongside non-digital information to explain repairs, responsibilities and safety requirements.
Be careful about planned-work promises	Do not present proposed investment as confirmed until there is reasonable certainty on scope, funding and delivery.
Provide a clear lettable standard	Give incoming tenants a clean, safe and serviceable 'blank canvas' through a concise, plain-language Lettable Standard.
Show scrutiny makes a difference	Track agreed Tenants' Table recommendations and report progress back to tenants and Board.

Appendix 2 - Draft Board Assurance Dashboard

- Emergency repairs: volume, average response/completion and target compliance
- Non-emergency repairs: average completion and target compliance
- Right-first-time / repeat repairs
- Tenant satisfaction and key themes
- Damp and mould: open cases, statutory compliance, overdue cases and repeat cases
- Gas, electrical, fire detection and other landlord-safety compliance
- Void repair and re-let performance
- Post-inspection quality results
- Contractor KPIs, complaints, missed appointments and significant failures
- Repairs and maintenance expenditure against budget
- SHQS / stock-condition exceptions
- Complaints, compensation and service-learning actions
- Significant risks, incidents and regulatory notifications