



Item C1

Key Housing

Repairs and Maintenance Policy

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Introduction

Key Housing Association is committed to ensuring our stock is well maintained and to having a comprehensive repairs and maintenance service to achieve this.

The Repairs and Maintenance Policy has been developed to take account of legislative, regulatory and good practice requirements in relation to repairs and maintenance services. Key shall also ensure that its practices comply with these requirements and adhere to the requirements of the Scottish Secure Tenancy (SST), the Scottish Housing Quality Standard (SHQS), the Energy Efficiency Standard in Social Housing (EESH) and Social Housing Net Zero Standard (SHNZS).

Legislation & Guidance

The legislative requirements include complying with the range of health and safety duties required of landlords; and various landlord responsibilities set out in the 2001 and 2010 Housing (Scotland) Acts. Key shall ensure all its practices comply with these terms and requirements.

The Scottish Federation of Housing Associations (SFHA) has also developed good practice guidance relating to the provision and management of repairs and maintenance services. This policy has been drafted to take account of this guidance.

Scottish Housing Regulator Requirements

The Social Housing Charter came into effect in April 2012 and sets the standards and outcomes that all social landlords should aim to achieve when performing their housing activities.

The Social Housing Charter states in terms of maintenance, landlords relevant outcomes which include:

Communication:

Social landlords manage their business so that tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.

Quality of housing:

Social landlords manage their business so that tenants' homes, as a minimum, meet the Scottish Housing Quality Standard by April 2015 and continue to meet it thereafter, and when allocated, are always clean, tidy and in a good state of repair.

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.

Value for money:

Social landlords manage all aspects of their business so that tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.

Areas of Responsibility

Key areas of responsibility in relation to the Repairs and Maintenance Policy are detailed below:

Housing Development Review Group - has responsibility for ensuring that this policy complies with regulatory and legislative requirements and meets the Association's Business Plan and budget objectives.

Chief Executive Officer, Director of Housing and Housing Services Manager – has responsibility for ensuring that this policy is applied to ensure compliance with regulatory and legislative requirements and meets the Association's strategic plan and budget objectives.

Maintenance Admin Team Manager and Property Maintenance Team Manager – has responsibility for operational delivery of the policy and for the management, supervision and training of the staff responsible. They are also responsible for reporting performance information to the Housing Development Review Group on repairs and maintenance issues, including actions taken.

Maintenance Officer, Maintenance Admin Officer & Maintenance Admin Assistant – have responsibility for ensuring that appropriate technical support and advice is provided to Tenants, Support staff, The Board, Management Team and other relevant members of staff.

The Housing Development Review Group delegates all responsibilities for delivery of the repairs and maintenance services to Key housing services staff team. All staff involved in the delivery of our repairs and maintenance services will receive appropriate training to ensure compliance with legislative requirements, good practice.

Policy Aims

The specific aims of the Repairs and Maintenance Policy are to achieve the following:

- To provide an efficient and responsive reactive repairs service that is responsive to the needs of tenants and gets repairs done right, on time, first time
- To enable adaptation work to be carried out to meet the individual needs of tenants

- Achieve value for money in procurement.
- Minimise void repair periods.
- Ensure effective systems are in place for monitoring and recording information about stock condition. This information shall underpin the planning of maintenance and improvement work, and the financial planning process.
- Ensure effective systems are in place to monitor performance in relation to maintenance and repairs activities and services.
- Ensure effective staff training is in place

Reactive Repairs Service and Customer Service Standards

The reactive repairs service is delivered by the Maintenance Admin Team and Property Maintenance Team. Both teams are tasked with a range of duties relating to the inspection of requested repairs work; the instruction, inspection and monitoring of repair and servicing work; budget control; and general administration of the service.

Reactive repairs are repairs which cannot be predicted or preplanned. Key is committed to deliver a high-quality, efficient and effective reactive repairs service. It is important that repairs are carried out quickly and effectively to ensure the safety of the tenants and prevent further deterioration or early component failure. Reactive repairs are generally reported by tenants and support providers by telephone, e-mail, or through the website, and are prioritised according to the risk to health and safety of the tenants or on the potential to cause property deterioration and further damage if not attended to within a reasonable timescale.

Key also uses targets timescales linked to outcomes for the Social Housing Charter to manage contractor attendance. Key shall aim to implement a flexible approach to agreeing to requests for specific appointments to have repair work carried out. As a minimum standard we will aim to arrange for appointments on specific days and or dates, and at a time in either the morning or afternoon.

Pre inspections

As an organisation we understand the need for the repairs service to have technical expertise within our staff to undertake assessments on our properties that determine appropriate repair action to be taken.

In general Key will pre inspect the following types of scenarios (but not limited to):

- Any reported structural defect that has the potential to cause harm or deteriorate rapidly.
- Reports of damp and mould as per our policy.
- All jobs that have the potential to cost more than £1000 in value. For example, a request for a new door or window, or report suggests it would be a complex repair.

- Requests for major plastering repairs
- Requests for new fencing or garden drainage problems
- Where insufficient information has been provided on works required
- Reports of defective or broken fixtures such as a bath or sink unit

Appendix 5 provides scenarios where key will and will tend not to carry out a technical pre inspection.

Post inspections

In addition, maintenance officers carry out post inspections on all repair works monthly. This is required to be a minimum of 20% of repairs carried out. Defective or non-completed work will be reported immediately to the contractor and the work will be recorded unsatisfactory until resolved.

The outcomes of the inspection will be recorded in our IT systems including an assessment of the overall quality of the completed repair. This data will allow Key to monitor trends and to feedback performance to our contractors.

As standard Key will post inspect 100% of repairs that meet one of the following criteria. These inspections will normally be carried out by the Maintenance Officer:

- A completed repair that resulted in a formal complaint being made
- A completed repair with a cost/order variance of greater than £1000
- Repairs completed that have been subject to a claim with Key's insurers.
- Structural damage.
- Dampness/Condensation.
- Components within planned replacement program e.g. kitchens, bathrooms, windows, heating systems and roofs.
- Adaptations.

The overall quality percentage for post inspections will be monitored and managed by the Property Service Team Manager. Specific trends and performance of individual contractor's will be monitored by the Property Maintenance Team Manager and discussed with Maintenance Admin Team Manager and Housing Services Team Manager.

Access for Repairs and Maintenance

The association operates a repair by appointment system in order to minimise instances of no access being available. Where a tradesperson or maintenance officer, calls at an appointed time and access is not available, the tenant will be notified by a card left at their address, by a telephone call, e-mail or letter. The responsibility is on the tenant to rearrange a subsequent appointment.

If no new appointment is made, we will try to arrange access through support staff, guardians or other agencies. If no access can be arranged and the repair is noncritical, we will then cancel the repair within the Property Management system, with the reasons why the order has been cancelled.

Where no access is available in extreme emergency or unexpected situations, such as a serious flood, we will make every effort to locate the whereabouts of the tenant. In the event of this not being possible access to the property will be gained in the presence of the police, housing officer or property maintenance officer and where possible with a support member of staff, if tenant is supported. Maintenance will liaise with the housing management team, during all stages of this process.

Repair Completion Times

The Association shall categorise reported faults according to the level and nature of response required. The Association shall endeavour to apply a consistent approach to categorisation and ensure the staff team are appropriately trained to achieve this. It shall operate three categories, each with a different target completion timescale, as follows:

Repair Category	Target Timescale	Description
Emergency	8 Hours	This applies to any repair which is considered necessary to prevent serious damage to the building, danger to health, risk to safety, risk of serious loss or damage, or serious inconvenience to the tenant or tenant's property. Contractors will be instructed to attend within 8 hours and make safe. Any follow up work required will be allocated a routine / urgent job line depending on circumstances.

Urgent	24 hours	This applies to any repair that needs to be completed quickly but is not an immediate risk to health or safety of the property. e.g. partial loss of electricity.
Routine	10 Days	This applies to repairs to general dwellings as required in the normal and ordinary course of operation other than capital improvements.
Right to Repair*	Various	This applies to “qualifying repairs” under the “Right to Repair Regulations 2002” which must be carried out within a timescale from reporting to its completion. (See description below*)

* The Housing (Scotland) Act 2001 and the Scottish Secure Tenants (Right to Repairs) Guidance 2002 gives tenants the right to have certain types of repairs up to a value of £350 carried out within a given timescale. These are referred to as qualifying repairs and if the repair is not carried out within the required time period, tenant may be entitled to compensation. A list of ‘qualifying’ repairs and their associated timescales are available on our website and **appendix 1**.

A copy of the target timescales for each individual repair type is attached to this policy at **appendix 2**. The Association reserves the right to amend the completion category and timescale for individual repair works to take account of unforeseen or other specific circumstances. These include, for example, a requirement to order parts and materials, very specialist works, and additional works being identified when repairs are being carried out.

Appendix 6 categorises who’s responsible for example repairs, the association or the tenant.

Complex Repairs

The timescale of complex repairs will be at the discretion of Key Housing Association.

Complex repairs are repairs which may require investigation, insurance or specialist action and generally involve multiple trades. This category will also take into account materials that are discontinued and difficult to source. Timescales will be dependent on the complexity of works to be carried out and any tenant and support complexities. Tenants may require to be decanted during works. **Appendix 3** provides example complex repairs.

Rechargeable Repair Work

Key shall carry out repair work for which it is responsible in accordance with the tenancy agreement. Charges shall be applied where a repair becomes necessary as a result of the wilful, negligent or accidental actions of the tenant's household (rather than through fair wear and tear). Reference should be made to the Association's Recovery of Charges Policy.

Pest Control

This is the responsibility of your local Environmental Health Department, and you may be charged for this service. Key will only action pest control in communal areas, where more than one property is effected or where it may result in significant damage to its property.

Tenants' responsibility exceptions

Where a tenant indicated that they have difficulty in carrying out tenant responsibility repair works themselves because of a disability or a physical or mental health impairment, Key will undertake the repair. (This may be a chargeable service)

Void Properties

The Association aims to let void properties as quickly as possible in order to minimise loss of rental income. To achieve this, the Association shall undertake inspections and instruct necessary repair work as soon as possible and will monitor progress towards completion through monthly void management meetings. Key will instruct a gas safety check on any property that has a gas heating system, and this will be redone every 6 months until property is relet. Similarly, an electrical installation check, smoke detector service, portable appliance test when white goods remain, and water safety flush will be carried out in all void properties before the new tenant moves in.

Reference should be made to the Association's Void Management Policy.

Adaptations

Key is committed to meeting the mobility/medical needs of our tenants through providing adaptations to their homes where possible and where funding is available. Providing adaptations at the right time can be life changing for tenants, carers and families. Funding is limited; Adaptations will only be considered eligible for Scottish Government funding following a recommendation from an Occupational Therapist. In addition, Key has a small budget to fund the cost of more minor adaptations e.g. handrails.

The Association may not carry out adaptive work in exceptional circumstances this will include when:

- The location of the property or property layout and type makes it unsuitable.
- Suitable alternative accommodation can be made available.
- The adaptation is technically difficult to achieve without detriment to the property and other tenants.
- The specific advice from relevant agencies is that the proposed adaptation would not be appropriate.

Cyclical Maintenance

Cyclical maintenance is work or servicing that is required to be carried out periodically to maintain safety, prolong the life of the building components and avoid either expensive responsive repairs or a complete failure.

The following is a list of the Associations' cyclical maintenance components and frequency:

Component	Frequency
Gas Servicing	Annual
Close Cleaning	2 weekly
Landscape Maintenance	Ongoing annually
Fire Equipment Maintenance	Annual
Smoke Detectors	2 Yearly
Portable Appliance Testing	Annual
Water Hygiene Management	As per property risk assessment
Emergency Lighting	6 Monthly
Common Area Fire Safety Inspections	Annual
Electrical Installation Condition Reports	5 years
Internal Communal Area Painterwork	When required by Maintenance officer annual inspection

External Paint Work	5 Years
Energy Performance Certificates	10 Years
Hoists	6 Monthly
Thermostatic Mixing Valves	Annual
Door Operators	Annual
Lifts	2/3/6 monthly
Stairlifts	Annual
Sprinkler	Annual
Hot water cylinder	Annual
Closomat	Annual
Specialist Bath	6 Monthly
Specialist Bed	Annual

Refer to Tenant safety policy for full description of above cyclical maintenance

Tenant Satisfaction and Involvement

Repairs and Maintenance are a crucial area to tenants and we will regularly update tenants on policies and procedures in a number of ways, including but not limited to the following:

Topic	Source
How to report a repair	Newsletter Website
Response times	Newsletter Website
Emergency Numbers	Newsletter Website Annual mailout of updated contractor contact numbers
Date of completion of non-emergency repair	Repair confirmation receipt

The Association is committed to monitoring the experiences of tenants using the reactive repairs and other maintenance services. The Association carries out tenant satisfaction survey and a repairs survey, alternating each year. The results of these surveys are reported to our tenants in newsletters and our Housing Development

Review Group. The Association shall investigate individual complaints or causes for dissatisfaction and use information obtained in identifying potential service improvements.

Tenant Improvements

Tenants can carry out improvements to their property, if they are appropriate, and are prior approved by Key. Examples of a tenant improvement would be replacement of a kitchen or bathroom, boundary fencing alterations etc.

As a landlord, we will not unreasonably withhold consent, but will make it conditional that any proposed alterations meet the standards of health and safety, building regulations and or planning conditions, also materials and standard of workmanship required by us. The Association will, however, not be responsible for supervising the installation process.

Certain requests for alterations may also require building and or planning consent by the local authority. It is the responsibility of the tenant to ensure that all consents are in place before proceeding with the works.

Key currently has in place a procedure to allow tenants to apply for permission to undertake alterations or additions to their homes. Under the terms of the tenancy agreement, alterations, or improvement work to a property (other than internal decoration) should not be carried out without the written consent of the landlord.

The requests which we will require permission for, and to inspect include (but not limited to):

- A request to make structural changes to a property. For example, removing an internal wall or installing a sky light
- Requests from a tenant to install their own fencing to replace an existing boundary
- Loft renovations
- Requests to install a tenant's own style external or internal door
- Requests to fit a tenant's own bathroom or kitchen suite
- Requests to install tenants own electric fireplace or gas fire
- Alteration to Garden; Sheds, Slabbing/Decking

Requests in which we will tend not to inspect but still grant permission where it is possible to do so:

- Installation of a satellite dish (dependent on building and location)
- Requests to make minor alterations
- To fit an additional kitchen wall or base unit

- To install shelving in a cupboard space
- To replace a gate with tenants own
- Replace door handles with tenants' choice
- Outside tap
- Kitchen cabinet/worktop vinyl wrapping
- Make minor alteration to garden layout

Compensation for Improvements

In general terms you may qualify for compensation if you have written approval for your alteration, and it is contained within a prescribed list of improvements. The tenancy must have ended but not through repossession or a housing transfer with the same landlord.

The Association have procedures in place to comply with legislation contained within the Housing (Scotland) Act 2001 in relation to compensation for improvements. Scottish Government guidance is available on request from the Association. (Scottish Governments Right to Compensation for Improvements).

Compensation paid cannot be lower than £100 or greater than £4000 for each improvement made.

Claims must be made in writing to the Association within the period starting 28 days before and ending 21 days after the tenancy comes to an end.

Planned Maintenance

Planned Replacements are when we replace larger items in the building (such as heating systems, windows etc) and are carried out during an organised programme. This is known as the Planned Replacements Programme.

The Association shall implement a robust and transparent system of planning and costing future maintenance work. This shall be based upon the recording of detailed, accurate and up to date stock information on its properties (internal and external) and their components and features within our asset management database.

The Associations property maintenance database holds install dates and comprehensive details of our assets, kitchens, bathrooms, roofs, windows and heating systems. This information is updated on a quarterly basis and is utilised in setting the planned replacement programme and in updating the 60-year life cycle costings.

Regular technical inspections shall be undertaken as a means of collecting this information, while all members of the staff team shall be actively encouraged to

feedback information about the condition of any properties they visit.

The Association shall ensure that information on repair work carried out will be used to inform the system for planning future maintenance requirements.

Monthly team meetings are held to ensure that we effectively plan and efficiently resource the current years planned replacement programme. A detailed process of this is in our asset management procedure.

Our replacement cycle below is a guide for how often we expect to replace an item. We consider 2 other things when looking at this programme:

1. How old the part is.
2. What condition the part is in. We do not replace parts that are working well. We always try to make sure we are making best use of the available budget.

Item	Replacement Time
Heating Systems	15 years
Kitchens	18 years
Bathrooms	20 years
Windows	25 years
Roofs	60 years

The Association shall tender contracts for planned maintenance work in accordance with our Procurement Policy.

As a matter of course, the Association shall give tenants advance notice of any cyclical and planned maintenance works due in their property. Detailed information about the nature of the work, specification, timescales and any disruption likely to be caused, shall be provided.

As far as possible, tenants shall be given the opportunity to exercise choice in the colour selection of products and works. The Association shall respect the needs of tenants that are vulnerable or disabled, and as far as practical, adopt flexible working practices that recognise their particular requirements.

On completion of individual works the views of tenants involved will be sought via a satisfaction survey. This information will be used to assess the performance of contractors and to identify possible future service improvements.

Scottish Housing Quality Standards

The Scottish Housing Quality Standard (SHQS) is the principal measure of housing quality in Scotland and our stock is compliant with all aspects of the 55 criteria outlined within the SHQS apart from three properties which do not meet the specific criteria for energy efficiency and where it is not feasible/cost effective to provide an upgrade. The Association will continue to review our stock to ensure that this continues to meet all SHQS criteria.

Energy Efficiency Standard for Social Housing (EESH) and Social Housing Net Zero Standard (SHNZS)

We provide each new tenant with an Energy Performance Certificate which gives information on current property energy ratings, suggested energy efficiency improvements to the property (both low cost and higher cost options) and typical annual energy running costs. This allows us to monitor our compliance with the minimum SAP rating, both for SHQS and for the requirement of EESH.

Our compliance in meeting the specific EESH compliance milestone in December 2020 (which was a target of an Energy Performance Certificate (EPC) rating of a minimum rating, dependent on dwelling type and fuel type) was that we had one property where there were no economically viable options available to achieve compliance and where we sought an exemption from the standard.

Following on from the 2020 standard there were further milestones for EESH2 at 2025 and 2032.

The 2025 Milestone for EESH2 was that by the end of the year no social housing could be re-let below EPC Band D, and no energy efficiency improvements should worsen either the environmental impact rating of a home, or the air quality of a home.

The 2032 Milestone for EESH2 was that all social housing met EPC Band B, or is as energy efficient as practically possible, within the limits of cost, technology and necessary consent.

This standard has since been temporarily placed on hold by the Scottish Government, pending a wider review of the position and a consultation was undertaken in 2024 on proposals for a new Social Housing Net Zero Standard (SHNZS) to replace EESH2.

Key will continually review and compare our stock with these standards and endeavour to meet or exceed these where practicable.

Gas Safety Management

The Association recognises the critical importance of ensuring gas heating and hot

water systems in its properties are in good safe working order. It will meet all statutory duties in relation to gas safety management and associated health and safety legislation. In doing so, it will maintain effective administrative systems, via the associations Property Management system, to ensure all gas systems in tenanted properties are subject to an annual service (CP12 certification). The associations Gas Servicing Policy within our Tenant Safety Policy will be followed at all times.

In fulfilling its legal responsibilities, the Association will pursue a clearly defined process in order to secure access to properties for the purpose of enabling servicing work to be carried out. Where necessary this will include taking appropriate action to gain entry, to fulfil its legal and statutory obligations under health and safety. The maintenance team will liaise and work closely with the tenancy services team, during all stages of this process.

The contractor will carry out internal quality control audits of 10% of the systems serviced or repaired. The quality control audit shall incorporate a full strip down of the equipment and copies of the post check report and any additional Landlords Safety Certificates will be provided to the Association.

Appointments will be offered in order to promote maximum access. The maintenance team will liaise with the tenancy services team during all stages of this process.

Fire Safety

All alarms will be interlinked, mains powered, and provided with an integral stand-by power supply. This standard is an enhanced LD2 standard (LD2 standard has been required to be fitted in all residential properties as of February 2022). Key also provide fire monitoring units connected to a monitoring station who will action any activations. The association has a policy for fire safety, this is held within our Tenant Safety Policy.

Asbestos Management

The Association recognises the dangers presented by asbestos and shall have an Asbestos Management Policy in place. This is held within our Tenant Safety Policy. These shall describe the general approach and particular steps it shall take in order to meet relevant legal, health and safety, and best practice requirements.

Legionella Management

The Association will carry out its legal duties to consider, assess and control the risks of exposure to Legionella to our tenants. This requirement primarily stems from the Control of Substances Hazardous to Health Regulations 1989; Section 3(2) of the Health and Safety at Work Act 1974 making provision for the legislation to apply to landlords of both business and domestic premises. The association has a policy for

Legionella Management, this is held within our Tenant Safety Policy.

Insurance

The Association will maintain comprehensive buildings insurance for all its properties. Tenants are responsible for arranging home contents insurance to cover their own possessions. The Association advises tenants to take out home contents in our new tenancy pack and tenants handbook

New Developments/purchased properties and remodeling of existing accommodation

The Association receives a Practical Completion certificate for each property at handover. Commissioning information, including the Benchmark Book, is passed from the Sub-contractor to the Main Contractor and is retained by the Association in the Health and Safety File.

Contractor Selection

All reactive, planned, and cyclical work will be awarded in line with the Associations Procurement policy. This will be consistent with relevant legislation and Scottish Government guidance. This will demonstrate an open and transparent process with a focus on achieving best value.

We will have a focus on both price, quality, tenants feedback and will ensure that the associations contractors meet all relevant legal requirements. We will consider references of quality workmanship and ensure that our contractors have agreed to the Associations expected standards of conduct. Details of these are contained within **appendix 4**.

Contractors performance will be monitored and reviewed taking into consideration customer complaints and satisfaction, recalls to works orders, feedback from staff, administration processes, post inspection, and orders completed right first time.

Performance Monitoring and Reporting

The Association shall maintain internal information systems which are based around ensuring effective monitoring, control and reporting of its repairs and maintenance activities. Comprehensive records of all repairs and maintenance work shall be held with a view to demonstrating transparency in the way work has been carried out and authorised.

Regular performance monitoring and statistical reports shall be presented to the Housing Development Review Group for consideration on a quarterly or annual basis. The structure and content of these reports shall be reviewed periodically to ensure HDRG members are able to make informed strategic decisions.

Regulatory Performance Indicators reported to HDRG:

- Number and average time taken to complete Emergency repairs.
- Number and average time taken to complete Non-Emergency repairs.
- Percentage of Non-Emergency repairs completed right first time.
- Tenant satisfaction with repairs and maintenance services.
- How many times in the reporting year did you meet your statutory obligations to complete a gas safety check within 12 months of a gas appliance being fitted or last checked.
- How many times in the reporting year did you not meet the requirement to complete an electrical installation condition report (EICR) within five years of the last EICR.
- Average length of time taken to resolve cases of damp and/or mould by cause
- Percentage of cases of damp and/or mould resolved during the reporting year that were reopened by cause
- Number of open cases of damp and/or mould at the year end
- Number of homes that do not have 'satisfactory equipment for detecting fire and giving warning in the event of fire or suspected fire' installed at the year end.
- Total stock failing the SHQS (as at 31 March)
- Total stock failing the EESSH (as at 31 March)

Local Indicators – monitored by management team:

- The number of post inspections carried out
- All repairs expenditure against specific budgets which is reviewed for our annual rent setting
- Contractor conduct and expenditure

Complaints

We aim to get things right first time and provide a good quality service to our tenants and other customers. However, we acknowledge that things can go wrong and that some tenants or other customers may be unhappy with the service provided.

We promote our Complaints procedure through our website and newsletters. An information leaflet on complaints is also issued to all new tenants as part of the signing up pack.

We are required to report specifically to both our Board and the Scottish Housing Regulator on any complaints concerning equalities issues. We report on a quarterly basis on our complaints performance to our Board via HDRG and publish annual report on our website.

Policy Review

Policy will be approved by the Housing & Development Review Group. It will be reviewed on a 3 yearly cycle. The review will incorporate changes in legislation, complaints, comments, and feedback from customers.

This policy will be made available on our website, internal staff HUB and sent to any tenant or interested party.

Equal Opportunities Statement

Key Housing Association is committed to encouraging diversity and eliminating discrimination by providing equality of opportunity for all. Within Key there will be a consistent approach in promoting equality and diversity across all areas of service delivery, including Housing, in accordance with the Equality Act 2010. Tackling inequality is not something new. Key has a long-standing track record and remains committed to tackling discrimination and promoting equality and to illustrate its compliance with legislation and support the government's policy aim of promoting a culture of dignity and respect for all and eliminating discrimination. We are committed to ensuring that no tenant or housing applicant, service user or member receives less favourable treatment on the grounds of sex (including gender re-assignment), marital or civil partnership status, pregnancy or maternity, religion or belief, sexual orientation, age, disability, colour, race, nationality, or ethnic or national origins. Key seeks to ensure that the policies and procedures adopted in relation service provision (housing and support) allow people to be afforded equal opportunity in the way they are treated by Key.

Data Protection

Key Housing Association is committed to high standards of data protection and compliance with the requirements of the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. Together, these regulations place a greater responsibility on us to ensure that your personal data is managed lawfully, fairly and securely. If you require more information, please request a copy of our Data Protection Policy.