

Appendix 1 - Repair Responsibilities

Environmental

Item	Co-op	Tenants	Comment
Garden clearance & maintenance		x	
Metal fencing/gates	x		unless erected by tenant
Timber fencing/gates	x		unless erected by tenant
Brick walling	x		unless erected by tenant
Whirligigs		x	
Clothes poles (common areas)	x		
Clothes drying ropes		x	
External drainage	x		
Driveways	x		
Paths	x		
Steps	x		
Decking		x	
Car ports	x		unless erected by tenant
Insect/vermin infestation		x	Environmental Health
Communal bin stores	x		
Individual wheelie bins		x	

External Structure of Building

Item	Co-op	Tenants	Comments
Roof	x		
Chimney stacks/pots/cowls	x		
Roof anchors	x		
External walls render/brickwork/cladding	x		
Window frames/hinges	x		
Glazing	x		Unless damaged by tenant
External doors	x		
Damp proof course	x		
Stair lighting (communal)	x		
Sky lights	x		
Guttering	x		
Down pipes	x		
Door entry system	x		
Replacement keys/fobs		x	

Handrail common stairs	x		
Common stair flooring	x		
Balcony	x		
Balcony balustrades	x		
Loft hatch	x		
Door canopies	x		

Internal of Building: Electrical

Item	Co-op	Tenants	Comments
Electric wiring/sockets/switches/lights	x		Unless altered by tenant
Electric distribution board/circuit breakers	x		
Electric meter		x	
Light bulbs/starters/strip lights		x	
Electrical appliances		x	
Smoke alarms	x		
Heat Alarms	x		
Electric storage heaters	x		
Electric panel heaters	x		
Doorbell	x		Unless installed by tenant
Mechanical extract fans	x		
Electric immersers	x		
Fuse to plugs		x	
Door entry phones	x		

Internal of Building: Plumbing

Item	Co-op	Tenants	Comments
Baths	x		Unless installed by tenant
Wash hand basin	x		Unless installed by tenant
Shower	x		Unless installed by tenant
WC & cistern	x		
Sink	x		
Hot water cylinder	x		
External taps		x	
Waste plugs & chains to bath/WHB/sink		x	
WC seat		x	
Water supply	x		

Chokes to bath, shower, sink, WHB, WC	x	x	Tenant must first try to clear. If due to misuse they must clear at own cost
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Internal of Building: Gas

Item	Co-op	Tenants	Comments
Gas piping	x		
Gas meter		x	
Gas central heating	x		
Cooker bayonet fixing		x	
Gas cooker		x	Unless supplied by Co-operative
Gas fire	x		Unless installed by tenant
Carbon monoxide Detector	x		

Internal of Building: Joiner

Item	Co-op	Tenants	Comments
External doors	x		
Internal doors	x		
External door locks	x		Unless you have lost the keys
Door name plate		x	
Door letter plate	x		
Internal door handles/latches		x	
Window handles	x		
Internal stair banisters	x		
Floorboards	x		
Laminate flooring		x	
Floor coverings		x	Unless supplied by Co- operative
Kitchen units/worktops	x		Unless altered/ changed by tenant
Internal stairs	x		
Internal stair handrails	x		
Skirting boards/door facings	x		

Internal of Building: Other Items

Item	Co-op	Tenants	Comments
Internal decoration		x	

External painting	x		
TV aerials/dishes	x		
TV aerials/dishes (individual)		x	
Telephone installation		x	
Telephone extensions		x	
Broadband service		x	

Appendix 3 - DHC Gas Servicing Certificate Process Updating

1. First save a copy of the certificate in the Gdrive New Maintenance Section Records- Cyclical-Gas-CP12-Address Folder.

All gas certificates should be saved with the file name
CP12 ADDRESS DETAILS DATE (FORMAT 00-00-0000)

2. Open SDM.
3. Open Repairs & Maintenance Module.
4. Go to File Maintenance top left hand corner.
5. Drop down to Property File.
6. Search Address.
7. Go to Appliance Tab.
8. Click on GB00 record.
9. Enter expiry date which will be one day before anniversary date.
10. Further Description- Ensure the make and model of the boiler matches the certificate - if the boiler or heating system has been upgraded description should start with
New Boiler Installation - name of boiler
New Heating Installation – name of boiler
11. Certificate- Enter certificate number from CP12 form or the contractors job number.
12. Last service date- This is the date the gas certificate was completed on the CP12.
13. Contractor- Right click and drop down to the contractor. This should match the CP12
14. Order Number – Work order number issued to contractor in advance if applicable (should be for all new boilers and void properties).
15. Save Record and always create a history record when asked on the pop up.
16. Click on HA01 record in the appliance tab for Fire Protection Record.
17. Enter expiry date which will be one day before anniversary date. Alarms are tested annually.
18. Certificate- This should match the number and type of alarms on the test certificate.
19. Last service date- This is the date the smoke alarm certificate was completed (should be same date as gas service)
20. Contractor- Right click and drop down to the contractor.
21. Save Record and always create a history record when asked on the pop up.
22. Select Diary tab on property.
23. Insert property diary – bottom left corner.
24. Select Diary Category - MGAS
25. Select action code – MG11 – Gas Service Record
26. Summary description- Will be a description on what you are logging.
Example- CP12 & FP DATE (00-00-0000)
27. To attach document, click +insert box.
28. Browse your folders.
29. Once documents identified double click on it.
30. This will move documents to the selected box.
31. Click okay which will close the window.
32. Click okay to close and save the diary entry box.

Appendix 4 - Gas Maintenance Process

Gas repairs – CP4

Asset Management Officer

Stage 1

1. All CP4's are received daily from City Building once repair gas jobs have been completed.
2. CP4's contain the following information about the job-
 - Date engineer attended the job.
 - Time engineer arrived on site.
 - Time engineer left site.
 - Information description about the job.
 - At the moment, job reports do not contain the day and time the job was reported to City Building.
3. Contact City Building gas section once the CP4 is received to confirm the call log time on the job sheet (bullet point 5)
4. CP4's should be logged on SDM within 3 working days of receiving them.
5. Should there be a delay in receiving information from City Building and CP4'S cannot be processed within 3 working days, please inform the Senior Maintenance Officer.
6. CP4'S should be saved in the New Maintenance Section Reports/Cyclical/Gas/CP4 folder.
7. CP4's should be saved under the address and not in date ranges and with the description example "CP4 110 2-1 Linkwood Drive 01-08-2023"

Stage 2

1. Raise a work order on SDM to match the details on the CP4, including the call log time.
2. This should include any jobs which were no access.
3. Work orders should be saved and not emailed to City Building.
4. A note of the work order number should be taken down at this stage.
5. Work Order should be completed to match details on the CP4.

Stage 3 – Can be carried out at the same time as Stage 2

1. Save CP4 on to SDM.
2. Procedures – Modify Job – All jobs in order sequence.
3. Tick on History Jobs
4. Enter job number – highlight (don't double click)
5. Check diary – Insert order diary.
6. Diary category – MGAS
7. Diary Action – MG12
8. Action date – Should match the date of the completed CP4.
9. Summary – Should read "CP4" "DATE" Example CP4 01-08-2023.
10. Click 'insert' to add attachment.
11. Find CP4 (where saved)
12. Double click and 'OK'
13. CP4 is now saved to diary entry within job.

Gas safety checks – CP12

Asset Management Officer

1. CP12's should be processed within 3 working days of receipt.
2. Completed CP12's should be saved to both SDM and the gDrive - New Maintenance Section Reports/Cyclical/Gas/CP12 folder.
3. Follow the "DHC Gas Servicing Certificate Process Updating" procedure notes.
4. Any CP12's which were expected and have not been received should be raised as a concern with the gas service contractor.
5. Progress follow up actions with guidance from Senior Maintenance Officer.

Senior Maintenance Officer

Provide guidance to Asset Officer on any highlighted actions on CP12's.

Gas servicing

Asset Management Officer

1. Weekly - monitor DHC gas maintenance dashboard to check pending service dates G:\17 - NEW MAINTENANCE SECTION RECORDS\Dashboards\Gas Servicing refresh s/sheet twice and check last service date oldest to newest.
2. Weekly – action gas servicing callout sheet provided by City Building to Gas Maintenance Mail GasMaintenance@drumchapelhc.org.uk which details service dates 8 weeks prior to expiry.
3. Call tenant day before to ensure access for engineer.
4. Any alternative arrangements to be e-mail to:
CBGasServicing@Citybuildingglasgow.co.uk or phoned through to City Building Gas Section.
5. On notification of the second no access from City Building, the Asset Management Officer will issue "no access letter A"
6. The Asset Management Officer will also attempt to contact the tenant by phone, and/or email to make arrangements for access for this work. When calling by telephone, 3 attempts will be made (one a.m., one p.m. and one late call, and dates/times recorded).
7. The Asset Management Officer will also contact the Housing Officer to ascertain if there are extenuating circumstances such as serious health issues which may impair the tenant's ability to allow access,
 - to assess any risks which may be present during forced entry,
 - to gain alternative contact numbers/email addresses or
 - To ascertain any other circumstances why access has not been provided – such as abandonment, custodial sentences or long term hospital stays.
8. If no response after 5 working days the Asset Maintenance Officer will issue 'no access letter B'
9. If no response after 3 working days the Asset Management Officer will complete the "PRO FORMA FOR FORCE ENTRY" and email Senior Maintenance Officer

with the completed form for authorisation to proceed with the Force Access letter.

10. Once the form has been authorised the Asset Maintenance Officer will:
 - issue 'forced access letter'.
 - book the service with City Building.
 - arrange standby joiners to attend.
 - Email Senior Maintenance Officer to confirm arrangements and expiry date.
 - diarise, monitor and check arrangements are in place on day of forced access.
11. The Asset Management Officer will attend the forced access to ensure that safety check progresses – apply notice to door and retain keys at office for collection during working hours. Tenants require to bring Identification. Should tenants call out City Building out of hours to obtain access, a recharge should be implemented – see notice in templates.

NB: all forced access dates should be minimum of 7 days prior to expiry to accommodate unforeseen circumstances and prevent non-compliance in relation to statutory requirements.

12. Should the gas supply meter be located externally we will still proceed with the force access to test the Fire Protection Equipment.
13. Minimum of 2 members of staff/contractors, to remain in attendance whilst gas service is carried out, property vacated and secured all as Forced Entry Procedure.
14. Where there is no gas supply (quantum meter) present at time of forced entry and service, the supply piping from the meter will be disconnected and capped on the Co-operative's side of the meter.
The tenant will have to contact us direct to have this supply reinstated and the appliance serviced during the same visit.
15. When forcing entry a member of the Co-operative staff present will photograph any pre-existing damage as well as record what was done in the house and any damage caused by the HC and/or its contractors as a result of the process of breaking in.
16. If a tenant makes, then breaks an arrangement for access the HC will move on to the next stage as if no arrangement had been made.
17. All documentation, letters and photographs must be attached to SDM at each stage of the process.

Senior Maintenance Officer

1. Monthly - monitor DHCL gas maintenance dashboard to check pending service dates G:\17 - NEW MAINTENANCE SECTION RECORDS\Dashboards\Gas Servicing refresh s/sheet twice and check last service date oldest to newest and liaise with Asset Management Officer in relation to anomalies/actions.
2. For any force access, ensure details are correct on completed form before confirming authorisation.

Quality Checks

Asset Management Officer

Monthly – select 10% of servicing/repairs carried out in previous month and liaise with Argontech to progress audits kirstie@argontech.co.uk cc Senior Maintenance Officer into Emails. This should be carried out on the 1st of the month or first working day of the month.

Senior Maintenance Officer

1. Review audit findings with Asset Management Officer and Liaise with Argontech as appropriate.
2. Issue report to City Building and seek feedback on corrective action and steps to be taken in accordance with audit report.

Performance monitoring

Asset Management Officer

Review monthly performance reports from City Building, audit reports, complaints and late jobs identified from ARC dashboard and attend meetings with City Building to discuss performance.

Senior Maintenance Officer

1. Review accuracy of data held within the gas servicing data and action were appropriate.

Report and present gas servicing and repairs data to the Senior Management Team, Board and Audit & Risk Sub Committee.

Appendix 5 - Updating Electrical Inspection Certificate Process

1. Save a copy of the certificate into the Maintenance Section Records Folder on G Drive – Cyclical -EICR-Certificates – Full Electric Records - Select address folder.

***All certificates should be saved with the file name
EICR ADDRESS DETAILS DATE (FORMAT 00-00-0000)
Example – EICR 76 0-2 Southdeen Avenue 01-03-2023

2. Open SDM.
3. Open Repairs & Maintenance Module.
4. Go to File Maintenance top left hand corner.
5. Drop down to Property File.
6. Search Address.
7. Go to Cyclical Tab.
8. Double click Cyclical code – EC001.
9. Further Description- Type of certificate EICR (Electrical Inspection Condition Report) EIC (Electrical Installation Certificate).
10. Last service date- This is the date the inspections was completed not the date the certificate was processed.
11. Contractor- Right click and drop down to select the contractor.
12. Order Number – Work order number issued to contractor in advance.
13. Save Record and always create a history record when asked on the pop up.

Attaching the Certificate

14. Go back to Property File Maintenance.
15. Select Diary tab at bottom of page.
16. Insert property diary – This opens a new tab.
17. Diary Category - Right click – Select MDOC.
18. Action – Right click – Select MD03.
19. Summary – Type – EICR OR EIC and the date the inspection was carried out Date format(xx-xx-xxxx).
20. Action Date – Should be same date of the certificate.
21. To attach certificate, click +insert box.
22. Browse your folders.
23. Once document identified double click on it.
24. This will move document to the selected box.
25. Click okay which will close the window.
26. Click okay to close and save the diary entry box.

Please note, any new EICR certificates that report that are reported to be UNSATISFACTORY should be highlighted to the SMO and C1, C2 and FI should be issued to the contractor to rectify.

For adding a minor work electrical certificate or smoke alarm installation please follow **Attaching the Certificate** stages.

Diary category – MDOC

Action code - MD17 or MD19

Summary will either be – MWC DATE or Smoke Alarm Upgrade DATE

Note Added 26-06-2023 - Letters for EICR access should be saved as a diary note as below:

Diary Category - MPIN – Property Inspection

Action Code- COM6 – Correspondence

Summary – ET (What stage of letter) Access letter 1

Action Date – To match date of letter.

Appendix 6 - Operational Procedure Electrical Inspection Condition Reports (EICR)

- **All EICR will be carried no longer than 5-year intervals or at the change of a tenancy.**
- Tenants will be lettered in advance making them aware there EICR is due, and they will be contacted by our Electrical contractor in due course. This process will continue throughout the financial year and will be carried out in advance of the electrical contractor receiving their list.
- **All letters should be attached to SDM diary against correct addresses.**
- **Operatives should sample check addresses for letters to ensure SDM mail merge has been successful.**
- Electrical contractor will be issues 3 months of due EICR 3 months in advance of their due date along with individual work order numbers for each job – On April 1st, 2023, we will issue EICR due for July, August & September 2023.
- On the 1st of July 2023 we will issue any EICR due in October 2023 – then on the 1st August we will issue November's list.
- Our electrical contractor should make access arrangements with the tenant and each property should be visited at least twice over the 2-month period.
- No access cards should be posted through the door of the property and dates and times recorded at their office.
- Any EICR not completed a month before their due date will be past back to our Asset Management Officer for action – Example, a EICR due on the 10th July 2023 which the electrical contractor has been unable to complete will be passed back to the Asset Management Officer no later than 10th June 2023.
- Electrical contractor will continue to keep us updated weekly via a completed spreadsheet returned on a Monday each week.
- Completed electrical certificates will be issued within one week of completion date then added to our system using the procedure note for "Updating Electrical Inspection Certificates."
- Once outstanding EICR are returned to the Asset Management Officer they will start our no access procedure beginning with letter two of our process.
- The Asset Officer will keep the Senior Maintenance Officer updated on access and letters on a weekly basis.

Appendix 8 – Re-let Standard

This checklist outlines the minimum standard which all Drumchapel Housing Co-operative properties must meet to be relet.

	Please Tick (√)
The property is wind and watertight.	
The property is safe and secure.	
The property is clean and cleared of previous tenant's personal belongings including loft space.	
The garden is neat and tidy and cleared of all rubbish.	
Doors and windows have been inspected and are in good working order.	
Gas and electrical supplies are checked and in good working order.	
Internal glazing intact and compliant with safety standards.	
There will be no polystyrene tiles in the property.	
The property has a functioning bath and/or shower, toilet and wash-hand basin with plug and chains intact. If a shower unit in place this will be included in the electrical check & legionella check. The shower must have a shower screen, rail and curtain.	
Works Minimum Lettable Standard Kitchen Units - All kitchen units will be thoroughly checked, repaired or replaced, as necessary. All worktop veneers which have excessive damage should be replaced – worktops with indentations or knife marks will not be replaced or repaired.	
Fire protection alarms and any other alarms are in working order.	
Extractor fans are operational.	
Floors will be checked, and all loose and missing floorboards will be secured or replaced. In extreme cases 6mm plywood will be fitted to the surface.	
Woodwork (skirting, facings, door checks) are intact.	
Handrails and banisters are safe.	
Plaster on walls and ceilings has been checked.	
There is no major works required (fire, flood, insurance etc.)	
A minimum of 2 sets of keys are given to new tenant.	
Installations by former tenants will be left if they are safe and the new tenant is prepared to accept responsibility* for future maintenance.	
*You should ensure that a disclaimer has been signed and copy filed in house file.	