KNOWES HOUSING ASSOCIATION LTD	
Policy Name	**Maintenance Policy**
Policy Category	**Property Management**
Policy Number	**MDS03**
Date to Management Committee	**May 2026**
Previous Review	**March 2023**
Next Review Date	**May 2029**
Links to other Policies	**Procurement Strategy, Maintenance & Procurement guide for maintenance contracts.**
Consultation	**Staff and Committee**

1. POLICY AIMS & OBJECTIVES

1.1 Through timeous inspection and planned preventative / protective care, maximise the useful economic life of the Association's properties / component parts. To minimise the amount spent on Reactive Repairs by having a robust Planned Preventative Maintenance system.

2. LEGAL FRAMEWORK

2.1 The legal framework relating to this policy the Procurement Reform (Scotland) Act 2014 and the Procurement (Scotland) Regulations 2016

3. RISK ASSESSMENT/MANAGEMENT SECTION

3.1 Risks to the Association's policy, as stated above, would arise if the Association does not properly maintain its properties resulting in non-compliance with legislation, and/or, deterioration that renders them unsuitable for letting. There is also a risk that without proper management and budgeting there could be insufficient funds available for maintenance when required.

4. POLICY REPORTING

4.1 Reports will be presented to the committee at each Operations Sub-Committee meeting.

5. EQUALITIES STATEMENT

5.1 Knowes Housing Association Ltd is committed to tackling discrimination on the grounds of sex or marital status, racial grounds, or grounds of disability, age, sexual orientation, language, social origin, or of other personal beliefs or opinions, such as religious beliefs or political opinions

5.2 Knowes' HA seeks to embrace diversity, promote equal opportunities for all and eliminate any unlawful discrimination in all areas of the Association's responsibility.

5.3 The Association's policy statement is available free of charge in a variety of formats, including, large print, translated to other languages or on audio tape.

6. LIFE CYCLE COSTS/STOCK CONDITION SURVEYS

6.1 The Association produced a 30-year life cycle costing based on a stock condition survey at the Association's inception in 1998.

6.2 The life cycle costing will be updated at 5 yearly intervals after inspection of the stock and updating of costs for works identified as necessary on a cyclical basis. Where funding allows works will be carried out that address energy efficiency issues e.g. Replacing electric central heating with gas heating; upgrading single glazing to double glazing. The life cycle costs incorporate works required to maintain the Scottish Housing Quality Standard and The Energy Efficiency Standard for Social Housing (EESSH)

7. PROPERTY INSPECTIONS

7.1 Planned Inspections will be carried out at five-year intervals either by the Association's technical staff, or, external consultants, who will inspect a 20% sample of each property type.

7.2 The process of gathering information regarding the properties will comply with the requirements of the Technical Guidance for the delivery of the Scottish Housing Quality Standards (SHQS). For a summary of the 5 broad criteria (A-E) and the 55 Elements and 9 Sub Elements of the Scottish Housing Quality Standard see Appendix 3.

8. AD HOC INSPECTIONS

8.1 Information for the Association's Asset Management plan will be compiled through ad hoc inspections. All void properties are inspected, and 10% of other properties are inspected on a reactive basis utilising pre and post repair inspections.

9. COSTINGS

9.1 Costs for each component renewal will be calculated using updated historical tender information. The updated 30-year life cycle costing will feed into a revised business plan and provide the basis for the relevant 5-year period. (The 30-year life cycle costing now incorporates the Scottish Housing Quality Standard Delivery Plan).

10. ANNUAL PLANNING AND BUDGETING

10.1 A programme proposal will be presented to the Committee prior to the start of each financial year. The programme will be based on the life cycle costing and Scottish Housing Quality Standard Delivery Plan. The annual programme will take into account any issues resulting from inspections or recurring reactive repairs.

11. CYCLICAL MAINTENANCE

11.1 The Association will carry out planned cyclical maintenance in the following sequence:-

- All gas heating appliances will be serviced on a ten month cycle in accordance with the gas servicing procedure.
- All properties will have an electrical safety check every 5 years.
- The external painted areas and common parts of flatted properties will be inspected, repaired and painted once every 5 years. The Association will divide its housing stock into 5 similarly sized areas and carry out the above maintenance on a

rolling cycle in order to maintain expenditure at a similar level each year and to ensure all properties are painted at least once in the 5-year cycle where required.

12. APPROVED LIST OF CONTRACTORS AND CONSULTANTS

12.1 The contractor will be asked to supply information required to complete the new supplier form (see appendix 1)

12.2 All legal requirements regarding Health & Safety, and Equal Opportunities will be supplied as part of the PCS tender process or as part of the appointment via the Procurement Framework

12.3 Contractors will be required to submit financial statements and insurance details annually when involved in ongoing contracts.

12.4 Consultants will be assessed on the quality of service they can provide in conjunction with cost.

12.5 The Head of Property Services will assess the overall suitability of the contractor or consultant. This assessment will involve references being supplied where appropriate, evaluating previous work carried out for the Association and other clients of the contractor. Where a contractor is involved in ongoing works there will be no requirement to take up references annually provided the quality of the work carried out is acceptable.

12.6 Will report to the Operations Sub-Committee with recommendations for approval in relation to each contract issued. Included in this will be details of the nominated contractors/consultants from the list. This process will be repeated on a contract to contract basis.

12.7 On completion of the tender process contractors will be notified that they have or have not been successful

12.8 Contractor's/consultant's performance will be monitored by the Head of Property Services and any failure to meet the Association's targets or quality standards will result in the contractor/consultant being advised that failure to improve will result in removal from the contract.

12.9 Any contractor/consultant who consistently fails to perform, or who breaches safety legislation or is guilty of misconduct will be removed from the contract and notified in writing of the reasons why.

13. OBTAINING, RECORDING AND ASSESSING TENDERS

13.1 Knowes Housing Association will receive tenders in such a way as to ensure probity and establish an audit trail. Tenders will be received via the electronic system. The method for receiving tenders will be set out for each contract prior to issuing the tenders. (Procedure on tendering is detailed in MPR29 Maintenance and Procurement procedure'. See also appendix 4 'Tender Procedure').

14. REQUIREMENT TO TENDER FOR MAINTENANCE WORKS

14.1 Procurement Strategy

Choosing the appropriate procurement strategy is a key strategic decision of the Committee under the terms of the remits and powers conferred upon them. The Committee must consider the most appropriate method of procurement for each project to balance quality with price. Dependent on the size and nature of the project the consultants can be appointed by negotiation, fee tender or balancing quality and price. As maintenance work tends to be repetitive there are obvious advantages in re-using the same consultants to provide contract documentation for similar contracts from one year to the next provided a quality service is provided and value for money is demonstrated.

The Association must take into consideration the value and scope of the contract to be procured, where contracts fall under the Scottish procurement thresholds of £70,788 (includes VAT) for services and £884,720 (includes VAT) for small lots. The Association should consider for small one off contracts using the quick quote process which allows the association to accelerate procurement by inviting contractors who are already on the associations approved suppliers list to tender and allows the PQQ/ESPD to be circumvented allowing tenders to be returned as quickly as two weeks. This procurement route still requires the tender process to be adhered in terms of contractor evaluation regards quality and award in accordance with the current Scottish procurement legislation.

Association will look to use either a framework arrangement or a restricted procurement process. A framework arrangement will allow contractors to tender under the normal procurement process but gives the Association the ability to issue works packages to the other contractors who tendered and cease to provide any further works to the successful contractor, this reduces the risk associated with under-performing contractors. In addition, a framework arrangement can be in place for up to four years and eliminates the requirement for the association to continually re-tender.

15. EVALUATION OF QUALITY

15.1 On completion of each project the performance of the consultants and the contractor will be assessed. The Head of Property Services will provide a written report on the consultant's performance and the contractor assessment pro–forma (appendix 2) will be completed within 2 months of practical completion this will include an assessment of final cost in relation to budget.

The Association's internal auditors will examine the maintenance function from time to time and report on the above

16. CUSTOMER SERVICE

16.1 The Association will consult residents and offer choice when designing maintenance works. The most appropriate method of doing this will depend on the nature of the work. For example when renewing kitchen fitments tenants will be consulted individually and given a choice of kitchen layout (where applicable) and kitchen units and worktops from a range. For painter work in closes the residents will be given a range of colour choices and, within reason, the majority choice will apply. For some projects there will not be an element of choice, e.g., renewal of gutters etc.

The Association will carry out satisfaction surveys of all tenants involved in contracts following completion of each contract.

The results of the surveys will be reported to the Operation Sub-Committee and action taken based on the survey results.

All tenants whose homes are included in maintenance work will be notified of the work and likely date. For tenants who are due to receive component replacements, ie new kitchens, bathrooms windows etc they will be notified of the nature of the work, the contractor involved and the date of the initial survey prior to installation of the component.

17. SCOTTISH HOUSING QUALITY STANDARD

17.1 The Association's maintenance plans will incorporate the requirements of the Scottish Housing Quality Standard and will adopt the Associations Standard Delivery Plan. The Standard Delivery Plan will be updated in line with stock condition surveys.

18. PROCUREMENT

18.1 Building maintenance, gas maintenance and reactive repairs maintenance contracts will be procured in accordance with the Procurement Reform (Scotland) act 2014. In this context the reactive maintenance contract is considered to be a works contract and the threshold is £884,720 (include VAT) (correct as at March 2026 but subject to Procurement Directive).

The Gas Maintenance Contract is considered a service contract as much of the works involves servicing. The threshold for this type of contract is £70,778 (correct as at March 2026 but subject to Procurement Directive).

The procedure related to procuring and administration of contracts is contained in the Maintenance & Procurement Procedure, (MPR29). In addition the Associations procurement strategy will annually set out the correct procurement route for each individual contract.

For further supporting information to ensure the Association remains compliant please refer to the following for all contract procurement.

- Public Contracts (Scotland) Regulations 2015
- Procurement (Scotland) Regulations 2016

Appendix 1

Requested By:		**Date:**	
Supplier/Contractor Name:			
Form of Notice (e.g. letter/email) attach notice to form			

Change	**Yes**	**No**
New supplier to be added to system		
Change of address		
Change of Bank Account Details		
Name Change		

New Supplier/Contractor Details			
Company Name:			
Contact Details			
Address:			
VAT Registered	Is this company VAT registered?		
Telephone No:			
Email:			
Bank Account No:		Sort Code:	
Bank Account Name:			
KHA Account Code:			
Signed:			

Investigation:

Letter head	Yes/No	Directory check to verify telephone number	Yes/No
Follow up telephone call:			
Name:		Date:	
Position in company:		Call made by:	
Signature:			
Obtain permission to hold this information on our system in order to make payments			Yes/No
Outcome:			

Checked with contact of company:	Yes	No
Bank Details confirmed as correct:	Yes	No
If there are any suspicions that the answer to the above is no, refer the matter to the Head of Finance or the Director)		

Authorised by:			
Name:		Position:	
Date:		Signature:	
To be authorised by a member of the Management Team – must be different from the member of staff requesting the change			

Part 3 Updating system

	Date updated on	Member of staff	Signed
QLx Purchase Ledger			
QL Contractor Details			

Appendix 2

Knowes Housing Association

Contractors Performance Appraisal

Contractor ……..... **Contract Sum** ……

Project …… **Final Cost** ……

Site Start …… **Comments** ……

Practical Completion Date ……

Performance Indicators (scale of 1 – 5 where 1 = excellent and 5 = unsatisfactory	**1**	**2**	**3**	**4**	**5**
Quality of Workmanship					
Adherence to Programme					
Contract Administration					
Head Office Organisation					
Site Administration					
Co-operation with Design Team					
Control of Sub Contractors					
Attitude to Problem Solving					
Attitude to Claims					
Efficiency of Hand-over Arrangements					
Attention to Snagging					
Health & Safety Issues					

Additional Comments:-

Signed …… Date …….

Appendix 3

SCOTTISH HOUSING QUALITY STANDARDS (SQHS) are as follows:

A – Must be compliant with the current Tolerable Standard. (12 Elements).

1. Structural Stability
2. Rising damp and penetrating damp
3. Lighting, ventilation and heating
4. Wholesome water supply
5. Sink with hot and cold water
6. Water or Waterless closet
7. Bath and/or shower and wash hand basin with hot and cold water
8. Foul and surface water drainage
9. Facility for cooking food
10. Access to external doors and outbuildings
11. Electrical installations
12. Thermal insulation

B – Must be free from serious disrepair (4 Primary Elements).

13. Wall structure
14. Internal floor
15. Foundations
16. Roof structure

(Secondary Building 14 Elements)

17. Principal roof coverings
18. Chimney stacks
19. Flashings
20. Rainwater goods (gutters and downpipes)
21. External wall finishes
22. Common access decks/galleries/balustrades
23. Common access stairs and landings
24. Individual dwellings balconies and verandas
25. Attached garages of individual dwellings
26. Internal stairs of individual dwellings
27. Damp proof course
28. Windows and doors of individual dwellings
29. Common windows and common roof lights
30. Underground drainage

C – Must be Energy Efficient (Effective insulation 3 Elements).

31. Cavity wall insulation
32. 100mm minimum of existing loft insulation (e.g. glass wool or equivalent for 270mm for first time additional insulation or as a further measure to reduce carbon emissions).
33. Hot water tank, pipe insulation and cold water tank insulation as an ancillary measure.

Full, efficient central heating (1 element, 2 sub elements).

34a. Full central heating
34b. Efficient central heating system

Minimum energy efficiency rating (1 element).

35. Standard Assessment Procedure (SAP) 2012 as determined by method of heating

D - Must have Modern Facilities and Services.

Bathroom Condition (1 Element, 4 Sub Elements)

36a. Bathroom condition: wash hand basin and related fittings
36b. Bathroom condition: bath and/or shower and related fittings
36c. Bathroom condition: main WC and fittings
36d. Bathroom condition: Hot and cold water supply to wash hand basin and bath/shower.

Kitchen Condition (1 Element, 3 Sub Elements)

37a. Kitchen Condition: sink and related fittings
37b. Kitchen Condition: storage cabinets and worktops
37c. Kitchen Condition: hot and cold water supply to sink

Kitchen Facilities (3 Elements)

38. Kitchen Facilities: safe working arrangements
39. Kitchen Facilities: adequate electrical sockets
40. Kitchen Facilities: adequate food storage space

E – Must be Healthy, Safe and Secure.

Healthy (3 Elements)

41. Lead free pipe work
42. Mechanical Ventilation in kitchen and bathroom (only if more than 5% of the surface area is affected by condensation or mould).
43. External noise insulation (under a limited range of circumstances)

Safe (9 Elements)

44. Presence of smoke alarm/detectors
45. Safe electrical system
46. Safe gas/oil system and appliances
47. Safe lifts (lift car only)
48. Safe lobbies, halls passages (internal only)

49. Safe individual dwelling/common paths, paved areas, courts, laundry and drying areas external to the dwelling
50. Safe refuse chambers (multi-storey flats only)
51. Safe bin stores
52. Common/public lighting (both internal for flatted properties in particular and external for all property types

Secure (3 Elements)

53. Individual dwelling doors (both front and rear doors)
54. Common door entry system (common front doors only)
55. Secure Common external front and rear access doors in a good state of repair (flatted properties only)

The information gathered from this will be entered into the Asset Management System and a 5 year maintenance programme will be produced.

Appendix 4

TENDER PROCEDURE

For projects where competitive tendering has been adopted as the preferred procurement method the following will be applicable: -

Work of less than £20,000 in value:
Competitive quotations from a minimum of three contractors will be obtained.

Work in excess of £20,000 in value:
Full tendering procedures, in line with the code of procedure for single stage selective tendering will apply.

Where partnering or negotiation has been adopted, referral to the Procurement Strategy will apply.

TENDERS

Tenders shall be returned to the Association's offices with the tender return label attached.

Tenders will be stored unopened in a locked cabinet until the time of tender opening.

At the time of tender opening a committee member and the Property Services Manager Officer/Head of Finance, or, in their absence, Director or other Senior Manager will open tenders and record the results in the Register of Tenders.

The Register of Tenders will be signed by both parties opening the tenders, and dated.

The relevant page in the Register of Tenders will be lined off as soon as the tender details are entered.

The tenders will thereafter be analysed by the Quantity Surveyor, or, if no Surveyor has been appointed, the Property Services Manager in accordance with the code of procedure for single stage selective tendering.

Alternatively, electronic tenders may be received via the Public Contracts Scotland Portal for Tendering. In this situation the tenders will be opened electronically and recorded as detailed above.

It is worth noting that changes in procurement legislation outlined that hard copy submissions ceased on 18th October 2018 and that all procurement is be carried out via the Public Contracts Scotland portal.