

CLYDESDALE HOUSING ASSOCIATION LIMITED

Policy: Repairs & Maintenance Policy

Date: September 2026

Lead Officer: Depute Chief Executive

Review Date: September 2029

Regulatory Standards: Standard 2

The RSL is open and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users, and stakeholders. And its primary focus is the sustainable achievement of these priorities.

Guidance

- 2.1 The RSL gives tenants, service users and other stakeholders' information that meets their needs about the RSL, its services, its performance, and its future plans.
- 2.2 The governing body recognises it is accountable to its tenants and has a wider public accountability to the taxpayer as recipient of public funds and actively manages its accountabilities.
- 2.3 The governing body is open and transparent about what it does, publishes information about its activities and, wherever possible, agrees to requests for information about the work of the governing body and the RSL.
- 2.4 The RSL seeks out the needs, priorities, views and aspirations of tenants, service users, and stakeholders. The governing body takes account of this information in its strategies, plans, and decisions.
- 2.5 The RSL is open, co-operative, and engages effectively with all its regulators and funders, notifying them of anything that may affect its ability to fulfil its obligations. It informs the Scottish Housing Regulator about any significant events such as a major issue, event or change as set out and required in notifiable events guidance.



1. INTRODUCTION

1.1 Statement of Objectives

The Repairs & Maintenance Policy aims to ensure that the Association provides an effective housing maintenance service that complies with its landlord obligations in respect of housing maintenance.

Our objectives include:

- delivering a clear, comprehensive, and fair housing maintenance service.
- ensuring that all properties are safe, secure, and meet relevant standards.
- maintaining our stock in accordance with the relevant and applicable legal requirements placed on us and our responsibilities as set out in our tenancy agreement.
- providing an efficient, effective and value for money housing maintenance service aimed at prolonging the useful life of our properties and delivering customer satisfaction through high standards of service.
- collecting and using business intelligence on the condition of our stock and demonstrate that we are using this to make informed financial decisions to maintain and improve our stock.
- regularly reviewing our arrangements for the procurement of repairs and maintenance works, in line with current procurement legislation; and
- Taking positive steps to inform and listen to tenants about continuous improvements to our housing maintenance service.

1.2 Charter Indicators

In terms of the Scottish Social Housing Charter, the Scottish Housing Regulator has identified a number of key indicators relevant to housing maintenance by which it will measure landlord performance, including the following:

- Quality of housing –tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) when they are allocated; are always clean, tidy and in a good state of repair; and meet the relevant Energy Efficiency and Zero Emission Standard.
- Repairs, maintenance, and improvements – 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 – tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay
- Equalities - every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services.

1.3 Business Plan Themes

The following Business Plan themes are relative to this policy:

- Quality of Homes
- Our People

1.4 Expected Outcomes

Key outcomes of operating an effective Repairs & Maintenance Policy include:

- ensuring that properties are well maintained, safe, secure.

- The Association will monitor and prepare for future regulatory and statutory standards relating to energy efficiency, decarbonisation, and net zero housing requirements, subject to them being affordable.
- optimising customer satisfaction with service delivery
- delivering value for money
- providing an accessible, responsive, and efficient repairs service

1.5 Equality, Diversity and Inclusion

Clydesdale Housing Association operates under the overarching duty of a Registered Social Landlord to provide housing accommodation and related services in a manner which encourages equality of opportunity. The observance of equal opportunity requirements as specified in the Housing (Scotland) Act 2001 and the Equality Act 2010.

We do not discriminate against applicants or tenants in any way either directly, indirectly or by association because of their age, disability, gender identify (reassignment), marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.

To support our commitment to equality of opportunity an equalities impact assessment has been carried out on this policy.

1.6 Informing and Involving Stakeholders

We will promote our Repairs & Maintenance Policy through our newsletter, website, and Guide to Repairs. Where we plan to make significant changes to the policy, we will consult tenants or the Clydesdale Registered Tenants Organisation in line with our Tenant Participation Strategy.

1.7 Corporate Fit

Legislation and best practice

We will comply with all relevant legislation and associated regulations, including:

- The Scottish Social Housing Charter.
- The Housing (Scotland) Act and all subsequent amendments and regulations in force at the date of review
- Investigation and Commencement of Repair (Scotland) Regulations 2026 subject to commencement and any subsequent amendment
- Property Factors (Scotland) Act 2011

Common law, statute, and the contractual obligations within our tenancy agreement set out our responsibilities as landlord and those of our tenants. These are summarised in our 'Guide to Repairs' (see Appendix 2).

Our Repairs & Maintenance Policy is consistent with policies noted below and all legislation contained within same:

- Business Plan.
- Asbestos Management Policy.
- Stage 3 Medical Adaptations Policy.
- Asset Management Strategy.
- Risk Management Strategy.

- Procurement Policy & Strategy.
- Internal Financial Controls Policy.
- Void Management Policy
- Rechargeable Repairs Policy
- Factoring Services Policy
- Complaints Handling Policy
- Damp, Mould & Condensation Policy
- Fire Safety Policy
- Legionella Policy
- Electrical Safety (and Smoke Detection) Policy

The following operational procedures are used to implement this policy on a daily basis:

- Gas Servicing procedure
- Electrical Safety procedure
- Right to Repair procedure
- Right First Time procedure
- Contractors Code of Conduct
- Alterations & Improvements Procedure
- Payment of Decoration Grants & Compensation procedure
- Decant & Insurance Claims procedure
- Rechargeable Repairs Procedure
- Monthly tenant safety scorecard & report

Confidentiality

The Association recognises that confidentiality is important to tenants and will treat their tenancy information in the strictest confidence under the Data Protection Act 2018 and in line with The Association's Privacy Policy.

Business Plan and risk management

Our Business Plan reflects that the repairs & maintenance service is a key landlord responsibility. We seek to mitigate against business risk through managing our repairs & maintenance service in an efficient, effective, and economic manner.

Delivery

The Association aims to provide an efficient and responsive service to our tenants, which achieves Value for Money.

To ensure our service is accessible a variety of methods can be used by our tenants when reporting repairs. Tenants will be provided with clear information to enable them to understand the importance of reporting a repair and how this can be done.

The Depute Chief Executive will oversee the implementation of the Repairs & Maintenance Policy and is responsible for key aspects of the day-to-day service delivery with delegation of specific tasks to appropriate staff.

We clearly define budgetary responsibilities and delegation of authority for Technical Services functions within our Internal Financial Controls Policy and Procurement Policy & Strategy.

The Scottish Housing Regulator has introduced ARC indicators in relation to tenant safety. The Association will ensure it meets the requirements of these indicators. This

will include Asbestos Management, Electrical Safety, Fire Safety, Gas Safety, and Water Management together with ensuring our homes are damp & mould free.

Training

All colleagues will receive appropriate training to enable them to carry out their responsibilities as stated in this policy.

We will ensure any contractors carrying out any works on our behalf will be qualified to the appropriate standards. The qualifications will be recorded and checked as described above, as part of the procurement process.

Record keeping

The Association's systems and procedures will record all maintenance requests, orders instructed and associated costs.

In addition, the records maintained by the Association will include:

- a property register, recording all properties in ownership and management
- a repair record for each individual property
- a record of all repairs instructed and the subsequent cost arising
- details on all approved contractors
- a record of all insurances held by the Association and any claims made
- a record of any known asbestos in the Association's properties
- records relating to the inspection and servicing of gas installations, including copies of inspection certificates, correspondence relating to access requests, and action taken in cases where tenants fail to provide access
- records relating to the inspection of electrical installations, including copies of inspection certificates, correspondence relating to access requests, and action taken in cases where tenants fail to provide access
- details of all alterations and improvement works for which permission has been requested and approved
- a record of all contracts entered by the Association.

Monitoring

The Technical Services Officer will carry out a monthly desktop review of repairs ordered as follows:

- review a random 5% sample of response repairs ordered.
- address any anomalies and take appropriate action, including updating procedures if necessary; and
- Note and review any significant fluctuations in the nature or volume of repairs ordered and take appropriate action.

To monitor the effectiveness of this policy, departmental targets, which are in line with the Scottish Housing Charter, will be used to measure a number of associated outcomes (see Appendix 1). We will routinely review and analyse the outcomes and make recommendations where changes are required.

The Association's Management Committee will receive regular updates on the implementation of the Repairs & Maintenance Policy in order that they can have reasonable assurance that it is operating effectively in practice. The Audit Sub Committee may also seek assurance in this regard.

Tenant Engagement

We will use feedback from our tenants, which allows us to continually improve our Repairs and Maintenance service. We also consult with our tenants on the service through a variety of methods and look to incorporate good practice where appropriate.

Assurance

The Management Committee receives monthly assurance on all maintenance and tenant safety indicators such as contractor performance, repairs performance, tenant satisfaction, and statutory compliance, via the Balance Scorecard and Tenant Safety Scorecards.

Non-Compliance

Any material non-compliance with statutory safety requirements will be reported through the Association's risk management framework and considered against Scottish Housing Regulator notifiable event guidance.

2. KEY PRINCIPLES – REPAIRS & MAINTENANCE POLICY

2.1 Tenant Requirements

All tenants are provided with clear and simple information about our maintenance service. This information will be provided in the Guide to Repairs and published on our website.

The Association will work to deliver maintenance services in line with the objectives set out below:

- Diagnose repairs and respond within an appropriate timescale
- Monitor satisfaction with the maintenance service and respond to feedback
- Carry out safety checks required by law to keep homes safe
- Ensure that homes meet the Scottish Housing Quality Standard
- Invest in and replace major components based on up-to-date stock condition data

2.2 Vulnerable Tenants

We will make every attempt to identify vulnerability at the earliest stages of the repairs process and, where appropriate, will take an individual's circumstances into account when delivering the service.

We will make reasonable adjustments for tenants who require assistance accessing repair services. Examples of this can be language support, hearing impairment, digital exclusion, and cognitive impairment.

2.3 Reporting and handling repairs

We have a number of elements within our Asset Management Strategy to ensure that our housing stock and related assets meet the needs and standards required now and in the future:

- planned renewals – replacing components towards the end of their life and before there is a requirement for significant response repairs.
- cyclical maintenance – complying with statutory tenant safety requirements and preventing deterioration in the physical condition of the stock through routine maintenance programmes.

- Reactive repairs – addressing necessary day to day repairs as they arise and thereby preventing deterioration of the stock condition; and
- Void repairs – carrying out necessary repairs to houses as they become empty so that they meet the minimum lettable standard.

Our Technical Services team will deliver all aspects of our Repairs & Maintenance service, including pre inspections as necessary, repairs ordering and post inspection of completed works.

Tenants can report repairs through a variety of methods which are:

- In person at our offices
- By freephone
- By email
- Via the online enquiry form through our website
- By contacting any member of staff in person

We will carry out all repairs, which are necessary to:

- maintain the property in a wind and watertight condition.
- ensure that there is constant provision of services such as water, gas, and electricity; and
- Maintain fixtures and fittings installed by us.

The Association has an Out of Hours Service, which is available for emergency repairs only. Under this service, we will attend to an emergency repair if there is an immediate danger to a tenant's health and safety or further damage will be caused to the property if the repair is delayed. If a tenant's repair is not classed as an emergency, we will advise the tenant to contact the office to report the repair within normal working hours.

2.4 Arranging Access

Our contractors will arrange access, to carry out reactive repairs, on working days. A choice of morning or afternoon timeslots will be offered. Morning timeslots will cover 8am to 12 noon and afternoon timeslots will cover 12 noon to 5pm. They will contact tenants within 24 hours of the repair being reported.

Where more than one trade is required to repair a defect, the contractor will coordinate the work required and contact the tenant direct to agree suitable access arrangements.

If due to unforeseen circumstances a contractor is unable to keep the appointment, they will contact the tenant before the specific appointment time to explain the difficulty and to make an alternative appointment or access arrangements. We will continuously monitor how the contractor arranges access to refine how the service works and minimise service failures in the future.

The Association will always provide tenants with advance notification in writing of any works that directly affect their home (for example, cyclical painting works).

The Depute Chief Executive may determine that there are circumstances, such as severe weather, where we may need to temporarily suspend our repairs service. Where this occurs, we will notify tenants, seek to minimise the period of suspension and reschedule appointments as quickly as practically possible once normal service resumes.

2.5 Tenant responsibilities

Tenants have responsibilities to keep their property in a reasonable condition so that the need for repairs is minimised.

Certain repairs are the responsibility of tenants, and these are detailed within our Guide to Repairs. The tenant will be advised in cases when such a defect is reported or inspected.

We expect our tenants to conduct their tenancies in a reasonable manner and not damage or allow any member of their household or visitor to their home to damage the property, either internally or externally. If a tenant has damaged their property or failed to take care of it, we will charge for the costs of repair.

2.6 Rechargeable repairs

The cost of some repairs will be charged to the tenant. These are called 'rechargeable repairs.' The following items are classified as a rechargeable repair by the Association:

- Where a "reactive" repair becomes a rechargeable repair. For example, where a contractor reports that he considers the damage was caused by the tenant.
- The Association will not carry out repairs specified as the tenant's responsibility contained within the relevant section of the Scottish Secure Tenancy Agreement
- Repairs identified as being the tenant's responsibility during the end of tenancy visit or void inspection
- Where a tenant has failed to provide access to a contractor and this has been validated by the Association
- Failure due to a component belonging to the tenant
- Where a tenant has carried out unauthorised alterations which require to be made good by the Association.
- Emergency repairs for outright owners and sharing owners where failure to do so would adversely affect the condition of an adjoining Clydesdale Housing Association property.
- Ad hoc reactive repairs where agreement has been reached between Clydesdale Housing Association, adjoining owners or sharing owners for example, a repair to a roof.
- Common repairs as defined by the Factoring Policy.
- Damage resulting from unlawful acts or behaviour attributable to the tenant, household member or visitor may be recharged following investigation and consideration of all relevant circumstances

These definitions do not apply to damage caused by fair wear and tear or for acts of vandalism, provided the Police were called.

The Technical Services team will determine whether a repair is rechargeable based on the list noted above and in line the tenant/landlord responsibilities noted in Appendix 3.

For outgoing tenants, where possible, we will arrange for a pre-termination visit to assess the condition of the property and advise, as far as possible, on any issues that

would be deemed as rechargeable repairs and offer them the chance to make good before terminating their tenancy. The outgoing tenant will be advised that failure to do so will result in them being pursued for costs incurred by the Association.

The Association will seek to recover all money due through rechargeable repairs. Where a tenant does not pay, their details will be passed to a Debt Collection Agency for recovery.

Where a tenant disagrees with a rechargeable repair decision, they have the right to challenge this through the Association's Complaints Handling Procedure.

This process will:

- Provide a clear explanation of how the decision was made
- Allow tenants to submit additional information
- Ensure a formal review in line with the SPSO Model Complaints Procedure

Information on how to raise a complaint will be clearly communicated to tenants.

2.7 Prioritising repairs

Repairs requests will be prioritised based upon their urgency. We will use the following repairs categories and target timescales for responding:

Category	Type of repair	Overall timescale
Emergency repairs	To make safe or repair any defect/s that may deteriorate quickly into a health and safety issue or cause significant damage to the property if not attended to.	• Attend within 5 hours and make safe
Urgent repairs	To repair any defects that significantly detract from the tenant's use of the property, and which would cause rapid deterioration if not attended to.	• Attend and complete within 48 hours
Routine repairs	Any repairs which are identified as responsive repairs and which cannot be delayed until a future cyclical maintenance programme or planned programmed renewal.	• Attend and complete within 7 working days
Right to Repair	Qualifying repairs as per legislation	• 1, 3 & 7 working days

Examples of 'Emergency Repairs' include the following:

- significant leaks from water or heating pipes, tanks, or cisterns where the tenant is unable to stem the flow.
- significant water ingress to property where the tenant is unable to stem the ingress.
- choked toilet (where there is only one toilet in house).
- full loss of lighting and / or power dangerous electrical power or lighting socket, or electrical fitting; and
- Unsecured external door or window on a lower level.

- no heating
- no water supply (no water coming from taps).
- unsafe power or lighting socket or electrical fitting.
- broken windows.

Examples of 'Urgent Repairs' include the following:

- no hot water
- blocked sink, bath, or basin.
- toilet not flushing (where there **is** more than one toilet in house).
- loose handrail.
- containable leaks from water or heating pipes, tanks, or cisterns
- unsafe timber flooring or stair treads

'Routine repairs' include all other repairs that are the landlord's responsibility and that cannot be delayed until a future cyclical maintenance programme or planned programmed renewal.

The above lists are not exhaustive, and the individual Tenancy Agreement should be referred to.

2.8 Right First Time

Due to the nature of some repairs, one or more visits may be planned by the contractor to carry out the works. If the works are delivered as planned and discussed with the tenant, the repair is considered completed right first time. This includes all non-emergency repairs completed during the reporting year with the following exceptions:

- Emergency repairs
- Repairs where the work will be done as part of cyclical or planned maintenance
- Repairs to void properties
- Repair jobs where the tenant has failed to give access as arranged
- Rechargeable repairs for which the tenant is responsible
- Repairs deemed as "**complex**" by the Association. The following list of works are deemed to be **complex only**:
 - *environmental works such as one-off grass cuts*
 - *pest control treatments.*
 - *estate management requests such as removal of fly-tipping*
 - *Works which are the subject of an insurance claim*
 - *Works classified as Minor Works which require time to dry out before another trade can complete or have a value of over £750*
 - *Stage 3 adaptations*
 - *Asbestos works – testing and/or removal*
 - *Where weather conditions do not permit work to be undertaken safely (i.e., roof repairs in severe winds)*
 - *Scaffolding or specialist equipment is required*
 - *Where work is subject to the provision of planning permission, building warrants or notification periods*

In order to meet the definition of 'completed right first time' a reactive repair must be completed:

- Within the appropriate target timescale agreed locally; and
- Without the need to return a further time because the repair was inaccurately diagnosed and/or, the repair has failed within the same financial year.

2.9 Service interruption

The Depute Chief Executive may determine that there are circumstances, such as severe weather, where we may need to temporarily suspend our normal repairs service. Where this occurs, we will focus on tackling emergency repairs and suspend routine repairs and void repairs. When this happens, we will notify tenants, seek to minimise the period of suspension and reschedule repairs as quickly as practically possible once normal service resumes.

2.10 Pre inspections

Except for emergency repairs, we will inspect a repair if:

- the nature of the defect or source of the problem cannot be easily identified and requires further investigation.
- the required repair is a recurring defect in other similar property types and may therefore need to be included in a cyclical maintenance project or other planned investment work.
- we know, or suspect, that the tenant may have caused damage to the property; or
- The defect could lead to an insurance claim.
- If a tenant has reported an issue with damp, mould, or condensation.

2.11 Post inspections

We will post inspect a sample of repairs. The sample for inspection will be based upon the following:

- all completed repairs costing more than £750. We will carry out a minimum sample of 20% or two per month, whichever is greater
- all completed repairs where there are complaints from tenants about the quality of a repair; or
- Where there is evidence that the contractor has performed poorly.
- Where a void property has had complex repairs completed and cumulative costs are over £750.
- Works or monitoring in line with a report of damp, mould, or condensation.

2.12 Tenant Satisfaction

We will issue tenants with a satisfaction survey on completion of each repair. These will be sent via our digital tenant feedback platform, CX Feedback. Surveys are set up to only be sent once in a seven-day period, to avoid survey fatigue.

Surveys are used to gain insight into areas such as the quality of the repair, contractor access arrangements, ease of reporting the repair and overall satisfaction with the repairs service.

2.13 Right to repair

Tenants have a right to have small urgent repairs carried out within a given timescale. If we do not complete the work on time, tenants have a right to ask

another contractor approved by us to carry out the work and may also be eligible for compensation. This is called the 'Right to Repair' scheme. Qualifying repairs are:

Qualifying defects / repairs	Maximum timescale
• Blocked flue to open fire or boiler	1 day
• Blocked / leaking foul drains, soil stacks, toilet pans (where there is no other toilet in the house)	1 day
• Blocked sink, bath, or basin	1 day
• Complete loss of electric power	1 day
• Loss of electric power	1 day
• Partial loss of electric power	3 days
• Insecure external window or door lock	1 day
• Unsafe access path or step	1 day
• Significant leaks or flooding from water or heating pipes, tanks, or cisterns	1 day
• Loss or partial loss of gas supply	1 day
• Loss or partial loss of space or water heating, where no other source of heating is available	1 day
• Toilet not flushing (where there is no other toilet in the house)	1 day
• Unsafe power or lighting socket or electrical fitting	1 day
• Complete loss of water supply	1 day
• Partial loss of water supply	3 days
• Loose or detached banister / handrail	3 days
• Unsafe timber flooring or stair treads	3 days
• Mechanical extractor fan in internal kitchen or bathroom not working	7 days

2.14 Right to compensation for improvements

This enables tenants to claim compensation for certain improvements that have been made to their home. Tenants must receive written permission before they can make any improvements. Compensation can only be claimed after the tenancy has ended.

The right to compensation applies to the following improvements:

- bath or shower.
- cavity wall insulation.
- double glazing.
- draught proofing of external doors and windows.
- insulation of pipes and loft.
- water tanks or cylinders.
- kitchen sink.
- rewiring.
- space or water heating.
- storage cupboards in bathroom or kitchen.
- radiators or valves.
- wash hand basin.

- Water Closet (WC); and
- Work surface for food preparation.

Tenants will not be eligible for compensation if they purchase their house under the Right to Buy.

Further information on the right to compensation for improvements is available within our Tenant's Handbook, on our website or on request at our office.

2.15 Repairs involving neighbouring homeowners

Where repairs are required to common parts that involve neighbouring homeowners, we will contact homeowners to advise them. We will encourage homeowners to participate in any common repairs works and contribute towards the costs as appropriate. However, if emergency or essential works are required we may carry out the repairs first and recharge the homeowners afterwards in line with the Factoring Services Policy.

2.16 Repairs to vacant properties

We aim to relet our vacant properties quickly and to our Re-let Standard. This is covered within our Void Management Policy.

2.17 Damp, Mould & Condensation

The Association takes any reports of damp, mould, or condensation seriously. In line with the Investigation and Commencement of Repair (Scotland) Regulations, which will come into force in October 2026. If you report an occurrence, we must:

Investigate

Once a damp or mould issue is reported, we will:

- Arrange an investigation by a **competent person** within **10 working days** (starting the day after notification and subject to tenant access), and
- Provide the tenant with a **written summary of the findings within 3 working days** of the inspection.

Repair

If the investigation identifies a qualifying repair:

- Repairs must be **started within 5 working days** of the investigation being completed (subject to tenant access, detail of which are recorded).

Standard of repair

After works are completed, we must ensure:

- The property is **substantially free from damp and mould**, and
- So far as reasonably practicable, it will **remain that way**.

When deadlines can be paused

Timescales for investigations (10 days) or starting repairs (5 days) may be paused where circumstances are **out with the landlord's control**. In such cases, landlords must:

- Write to the tenant explaining the delay
- Confirm that the deadline is suspended

- Provide the reason and a revised expected timescale
- Take reasonable interim steps, where practicable, to reduce the impact of damp and mould

Completion times

Once works have started, repairs relating to substantial damp and mould must be completed within **20 working days**.

Compensation

Tenants will be entitled to **compensation where landlords fail to meet the required timescales**.

3. Planned & Cyclical Maintenance

3.1 Life Cycle Costings

Developing and delivering an effective repairs and maintenance system must include a strategic approach to planning and funding future maintenance requirements. We have long term financial plans in place which sets out when we will carry out major repairs and how we will fund them. The starting point for this exercise is finding out the condition our stock. To do this we carry out stock condition surveys on a large proportion of our stock which informs the timing of when they need to be replaced and how much this is likely to cost. This process is called life cycle costing.

The information held in the life cycle costings is, however, only an estimate and may change over time due to: components lasting for a longer or shorter period than originally anticipated, or replacement costs being affected by labour and/or material costs.

Failure to provide for planned maintenance represents a risk to the Association. To manage this risk, it is our policy to ensure that the information held is updated regularly. This is done by:

- Stock Condition Survey – The Association will seek to maintain up-to-date stock condition information through surveys, validation exercises, and risk-based inspection programmes
- Specialist Software – we have invested in a software package which has the detail of the condition of our stock contained in it. The software is an integral part of our strategic approach to planning future major repairs.
- Desk-top Review – this is carried out annually using our specialist software. We use the information gleaned from the stock condition surveys to determine, on an estate wide basis, if the life cycles should be changed.

3.2 Examples of Major Repairs/Planned Maintenance

Although not a complete list, the following provides examples of the type of work normally falling into this category:

- Replacement central heating systems
- Replacement boilers
- New gas/electric fires
- New windows (internally and close windows)
- New kitchen units
- New bathrooms

- New roofs
- Electrical re-wiring
- Replacement external doors and/or controlled entry doors

3.3 Funding for Planned Maintenance

Funding for planned maintenance primarily comes from rental income. It is therefore important that we achieve value for money in the contracts we enter to replace major components. The Association has 30-year financial projections, which is the management tool used to ensure funding will be in place to carry out the planned maintenance programme.

3.4 Cyclical Maintenance

It is important to differentiate between cyclical and planned maintenance. Our cyclical maintenance programme is a key component of preserving the condition of our properties and ensuring that they remain safe for tenants. Cyclical maintenance therefore sits between large scale planned repairs and reactive day to day repairs.

The following are examples of cyclical maintenance:

- Gas Safety check (annual)
- Electrical Safety Check (5 yearly)
- Air Source Heat Pump Servicing
- Hot water cylinder servicing (annually)
- Gutter cleaning
- External painter work

4. MISCELLANEOUS

4.1 Alternative Formats

On request, the Association will provide translations of all our documents, policies and procedures in various languages and other formats such as computer disc, tape, large print, Braille etc, and these can be obtained by contacting the Association's offices. The Association is a member of the Happy to Translate scheme.

4.2 Next Review

We will review the Repairs & Maintenance Policy every three years or sooner if required by statutory, regulatory, or best practice requirements.

Appendix 1

CLYDESDALE HOUSING ASSOCIATION LIMITED

REPAIRS & MAINTENANCE POLICY – TARGETS (Subject to change each financial year)

Key Performance Indicators	Response time from point of order	2026/27 Target
% of Emergency Repairs completed on time	5 hours	100%
% of Urgent Repairs completed on time	2 days	98%
% of Routine Repairs completed on time	7 days	98%
% of Right to Repair jobs completed on time (Response times: 1 working day; 3 working days; & 7 working days as per guidance)	100%	100%
% of Void Repairs completed on time	72 hours	98%

Appendix 2

GUIDE TO REPAIRS

August 2026

INTRODUCTION

This is a guide to our housing maintenance service.

It tells you about:

- repairs that we must carry out by law (part 1).
- repairs that we will carry out as part of our landlord responsibilities (part 2).
- repairs that you must carry out as part of your tenant responsibilities (part 3).
- damage to your home (part 4).
- reporting a repair (part 5).
- Other matters (part 6).

If you have any questions, please contact our Technical Services team at Clydesdale Housing Association. Our staff will be pleased to help you.

1. REPAIRS THAT WE MUST CARRY OUT BY LAW

This section tells you about the repairs that we must carry out by law.

We only repair things that we have supplied or fitted, or that we have agreed to maintain.

Inside your home we will repair:

- ceilings, floors, and internal walls (excluding floor & wall coverings).
- hot and cold-water systems (including boilers, immersion heaters).
- kitchen fittings (including drawers, shelves, and work tops).
- the bathroom suite (including bath or shower, toilet and wash basin – where these have been provided by us and are not damaged by the tenant).
- heating systems.
- gas supply pipes and appliances (including water pipes, radiators, thermostats, pumps, etc).
- the electrics (including sockets, switches, and hard-wired smoke detectors); and
- Ventilation systems

Outside of your home we will repair:

- the structure of the house – for example, walls, the roof, chimneys, windows (including glass), front and back doors, gutters, and down pipes.
- door locks and fittings.
- drains.
- stair lighting
- bin stores.

2. REPAIRS THAT WE WILL CARRY OUT AS PART OF OUR LANDLORD RESPONSIBILITIES

Each year we decide how much money we can afford to spend on repairs. This means that our policy on these items may change and we have to withdraw some services. Tenants will be notified if this is the case.

We only repair items that we have supplied or fitted, or that we have agreed to maintain.

Inside your home we are responsible for (except where the tenant has installed these):

- insulation – for example loft insulation & pipe lagging
- annual servicing of components such as gas boilers & air source heat pumps
- ventilation systems, including extractor fans
- handles and latches to inside doors.
- internal banisters.
- adaptations provided for disabled people – e.g. handrails and level access showers.
- common TV aerials

Outside of your home we are responsible for:

- door entry systems.
- glazing.
- floor coverings in common closes.
- light fittings above outside doors.
- communal stair lighting.
- footpaths, steps, and driveways (except where the tenant has built these).
- slabs or chippings in shared drying areas.
- fences and gates.
- clothes poles and common rotary dryers.
- bin stores.
- communal parking areas.
- chimney stacks, pots, and cowls.
- external meter cupboards.
- external paintwork.
- play areas (provided by us); and
- Retaining walls (provided by us).

3. REPAIRS THAT YOU MUST DO AS PART OF YOUR TENANT RESPONSIBILITIES

This is not a full list, but it shows some of the things that you are responsible for. This means that you must arrange to pay for this type of repair yourself.

Inside your home you are responsible for:

- things that you have added or improved.
- decorating including minor plaster repairs.
- pelmets, curtain rails, coat hooks, and pulley ropes.
- fireplace kerbs, tiles, and ash pans.
- electric or gas focal point fires.
- toilet seats, plugs and chains for sinks and baths.
- floor tiles, carpets, and floor coverings.
- electric plugs and fuses.
- light bulbs.
- tubes and starters for fluorescent lighting.
- testing smoke detectors and replacing batteries as required.
- gas and electric meter including teleswitch
- Insect/vermin infestation.

Outside of your home you are responsible for:

- replacement keys and key fobs,
- Doorbells
- the garden (including any sheds/structures in situ when you signed up)
- footpaths, steps, and driveways (where the tenant has built these).
- garden sheds, greenhouses, and external stores (where the tenant has built these).
- clothes lines / rotary drier lines.
- TV aerials and satellite dishes (not shared ones).
- Your gas and electric meter including the teleswitch.
- Refuse bin/s

A list of tenant and landlord repair responsibilities is attached at the end of this document.

4. DAMAGE TO YOUR HOME

If you damage your home, even by accident, or do not take care of it, you will have to get the repair done and pay for it.

However, on some occasions, if we think that it would be better for us to do the repair, we will carry it out and send you the bill. These are deemed to be rechargeable repairs.

The following items are classified as a rechargeable repair by the Association, the cost of which will be recovered by the tenant or former tenant:

- Where a “reactive” repair becomes a rechargeable repair. For example, where a contractor reports that he considers the damage was caused by the tenant.
- The Association will not carry out repairs specified as the tenant’s responsibility contained within the relevant section of the Scottish Secure Tenancy Agreement
- Repairs identified as being the tenant’s responsibility during the end of tenancy visit or void inspection
- Where a tenant has failed to provide access to a contractor and this has been validated by the Association

- Failure due to a component belonging to the tenant
- Where a tenant has carried out unauthorised alterations which require to be made good by the Association.
- Emergency repairs for outright owners and sharing owners where failure to do so would adversely affect the condition of an adjoining Clydesdale Housing Association property.
- Common repairs as defined by the Factoring Policy.
- Damage resulting from unlawful acts or behaviour attributable to the tenant, household member or visitor may be recharged following investigation and consideration of all relevant circumstances

These definitions do not apply to damage caused by fair wear and tear or for acts of vandalism, provided the Police were called.

5. REPORTING A REPAIR

We are open from Monday to Friday during office hours. If you need to report a repair, you can:

- phone us on 0808 175 6288
- call in to our office
- complete the form on our website at www.clydesdale-housing.org.uk • email us at: mail@clydesdale-housing.org.uk

Dealing with your repair

When you report a repair, we will decide if:

- it is our responsibility or yours.
- it is an emergency, an urgent or a routine repair; and
- if one of our officers needs to see it before we can start work.

We will tell you if one of our officers needs to visit you. We will offer an appointment where possible.

Reporting an Out of Hours repair

We run an Out of Hours emergency service for any repairs that could be a risk to health or safety or could lead to serious structural damage to your house. Some examples of this are:

- no heating.
- no electricity; or
- burst pipes.

Please only use the Out of Hours service for real emergencies. If you report an emergency without good reason, you will have to pay for the repairs that you have asked for.

If you need to report an emergency repair, phone free on 01555 435944

Tell us:

- your name, address, and phone number.
- what repair is needed;

You will be advised if this is deemed an emergency repair and that you need to be available for the duration of the repair response time, which is 5 hours.

Prioritising repairs

Repairs requests will be prioritised based upon their urgency. We will use the following repairs categories and target timescales for responding:

Category	Type of repair	Overall timescale
Emergency repairs	To make safe or repair any defect/s that may deteriorate quickly into a health and safety issue or cause significant damage to the property if not attended to.	Attend within 5 hours and make safe
Urgent repairs	To repair any defects that significantly detract from the tenant's use of the property, and which would cause rapid deterioration if not attended to.	Attend and complete within 48 hours
Routine repairs	Any repairs which are identified as responsive repairs and which cannot be delayed until a future cyclical maintenance programme or planned programmed renewal.	Attend and complete within 7 working days
Right to Repair	Qualifying repairs as per legislation	1, 3 & 7 working days

Examples of 'Emergency Repairs' include the following:

- significant leaks from water or heating pipes, tanks, or cisterns where the tenant is unable to stem the flow.
- choked toilet (where there is only one toilet in house).
- full loss of lighting and / or power dangerous electrical power or lighting socket, or electrical fitting; and
- Unsecured external door or window on a lower level.
- no heating.
- no water supply (no water coming from taps).
- unsafe power or lighting socket or electrical fitting.
- broken windows.

Examples of 'Urgent Repairs' include the following:

- partial loss of water supply.
- no hot water
- blocked sink, bath, or basin.
- toilet not flushing (where there is more than one toilet in house).
- loose handrail.
- containable leaks from water or heating pipes, tanks or cisterns;
- unsafe timber flooring or stair treads; and
- Door-entry repairs.

'Routine repairs' include all other repairs that are the landlord's responsibility and that cannot be delayed until a future cyclical maintenance programme or planned programmed renewal.

The Association **may** choose to adjust the timescales of urgent repairs depending on the needs of the tenant. Decisions will be made based on the nature of the repair, the vulnerability of the tenant and potential effect on the property.

Damp, Mould & Condensation

The Association takes any reports of damp, mould, or condensation seriously. In line with the Investigation and Commencement of Repair (Scotland) Regulations, which will come into force in October 2026. If you report an occurrence, we will:

Investigate

Once a damp or mould issue is reported, we will:

- Arrange an investigation by a competent person within 10 working days (starting the day after notification and subject to tenant access), and
- Provide the tenant with a written summary of the findings within 3 working days of the inspection.

Repair

If the investigation identifies a qualifying repair:

- Repairs must be started within 5 working days of the investigation being completed (subject to tenant access, detail of which are recorded).

Standard of repair

After works are completed, we must ensure:

- The property is substantially free from damp and mould, and
- So far as reasonably practicable, it will remain that way.

When deadlines can be paused

Timescales for investigations (10 days) or starting repairs (5 days) may be paused where circumstances are out with the landlord's control. In such cases, landlords must:

- Write to the tenant explaining the delay
- Confirm that the deadline is suspended
- Provide the reason and a revised expected timescale
- Take reasonable interim steps, where practicable, to reduce the impact of damp and mould

Completion times

Once works have started, repairs relating to substantial damp and mould must be completed within 20 working days.

Compensation

Tenants will be entitled to compensation where landlords fail to meet the required timescales.

Gas leaks

If you think that you have a gas leak, phone Transco immediately for free on 0800 111 999.

- Do not smoke.
- Do not use naked flames.

- Do not turn electric switches on or off.
- Do open doors and windows to get rid of the gas.

Power cuts

If you have a power cut, please contact Scottish Power on **105**.

Customer feedback

We are committed to improving our repairs service. We use an online platform called CX Feedback, to monitor tenant satisfaction. This platform links with our housing management system, and surveys are issued to the full population of tenants after repairs are completed.

We use this data to improve the repairs service, and we act on negative feedback to allow us to make things right.

Security

If anyone calls at your door to do a repair, ask to see their identification before you let them in. Do not let anyone into your home unless you are sure that they are genuine. If you are in any doubt, ring Clydesdale Housing Association's office.

Right to repair

Tenants have a right to have small urgent repairs carried out within a given timescale. If we do not complete the work on time, tenants have a right to ask another contractor approved by us to carry out the work and may also be eligible for compensation. This is called the Right to Repair scheme. Details of the qualifying repairs, and expected completions timescales, are noted in the table below:

Qualifying defects / repairs	Maximum timescale
• Blocked flue to open fire or boiler	1 day
• Blocked / leaking foul drains, soil stacks, toilet pans (where there is no other toilet in the house)	1 day
• Blocked sink, bath, or basin	1 day
• Complete loss of electric power	1 day
• Loss of electric power	1 day
• Partial loss of electric power	3 days
• Insecure external window or door lock	1 day
• Unsafe access path or step	1 day
• Significant leaks or flooding from water or heating pipes, tanks, or cisterns	1 day
• Loss or partial loss of gas supply	1 day
• Loss or partial loss of space or water heating, where no other source of heating is available	1 day
• Toilet not flushing (where there is no other toilet in the house)	1 day
• Unsafe power or lighting socket or electrical fitting	1 day
• Complete loss of water supply	1 day
• Partial loss of water supply	3 days

• Loose or detached banister / handrail	3 days
• Unsafe timber flooring or stair treads	3 days
• Mechanical extractor fan in internal kitchen or bathroom not working	7 days

When you report a repair, our staff will advise if it is registered as a qualifying repair and what the procedure is.

Alterations

We understand that tenants often wish to make alterations to their home to enhance their living space. Permission must be sought from the Association before proceeding with any works.

Failure to do so may result in you being billed for any necessary replacement repairs, and you may be instructed to restore the property to its original state at your expense. We may also take legal action against you for breach of your tenancy conditions.

Examples of general alterations include (not exhaustive):

- Wall-mounting a TV
- Installing laminate flooring
- Building conservatories, sheds, fencing, decking, or slabs
- Setting up a ring doorbell or CCTV
- Altering kitchen or bathroom fixtures, including shower installations
- Demolishing walls within the property or garden
- Modifying water, gas, or electricity fixtures (ensure qualified tradespeople are employed for gas and electrical work)
- Creating a drop kerb and hard standing
- Installing external security lighting
- Exterior painting
- Replacing electrical light fittings
- Installing EV chargers

Seeking permission does not guarantee automatic approval. Approval may be declined if the changes are deemed hazardous, will increase future maintenance costs, or diminish the property's value/aesthetics. Any alterations must comply with planning regulations and building codes, and charges may be applicable.

Laminate flooring

Laminate flooring can cause problems when we need to carry out repairs in your home. It is easy to pull up carpets if we need to get to the floorboards, but laminate flooring is normally nailed or glued to the floor and the skirting board. Not all laminate flooring can be used after it has been taken up.

If your repair requires laminate flooring to be removed, you must arrange for this to be taken up before we inspect or carry out the repairs which affect it. If you do not and we have to take it up for you, you will have to pay the costs. We will not be responsible for any damage to your laminate flooring (or any other floor coverings) should we be required to remove this to carry out your repair.

Please note laminate and hard wood flooring is not permitted in flats above ground level.

Right to compensation

This enables tenants to claim compensation for certain improvements that have been made to their home. Tenants must receive written permission before they can make any improvements. Compensation can only be claimed after the tenancy has ended, and if permission was sought beforehand.

The right to compensation applies to improvements as follows:

- bath or shower.
- cavity wall insulation.
- double glazing.
- draught proofing of external doors and windows.
- insulation of pipes and loft.
- water tanks or cylinders.
- kitchen sink.
- rewiring.
- space or water heating.
- storage cupboards in bathroom or kitchen.
- radiators or valves.
- wash hand basin.
- Water Closet (WC); and
- Work surface for food preparation.

Tenants will not be eligible for compensation if they purchase their house under the Right to Buy. Further information on the right to compensation for improvements is on request at Clydesdale Housing Association's office.

6. OTHER MATTERS

Pests & Vermin

Tenants are responsible for the removal and treatment of most insect infestations within their property unless there is clear evidence that the pests or outbreaks have arisen due to a failure or neglect by the Association to fulfil its responsibility as a landlord. Although not exhaustive, tenants are responsible for dealing with the following: ants, beetles, fleas, flies, moths, silverfish, and spiders. The Association may consider each case on merit and may intervene to assist by providing contractor assistance.

Bed bugs can spread into the fabric of the building. Where a customer feels they have a bed bug issue, the Technical Services team will advise the prompt washing of soft furnishings and bedding at high temperature and disinfection of beds and furniture. Should the problem persist after this initial clean up, or present in multiple properties in a block, the Association will refer to specialist for advice, inspection of the property and relevant treatment. We will recharge tenants if this is a result of poor housekeeping or other tenant actions

If a tenant reports a problem with rats or mice, we will advise them to report it directly to South Lanarkshire Council's Environmental Health Department. We will work in

conjunction with the Council in eradicating the issue, by carrying out works to fill gaps in the fabric of any buildings both internal and external to deter and prevent further ingress.

If rats have entered and are nesting within the dwelling, we will appoint pest control services to eradicate the issue. We will also engage with tenants to ensure that there are no lifestyle issues that may attract or encourage rodent activity. If this is the case, tenants will be recharged for treatment costs incurred.

We will remove wasp nests if they are attached to the building. We are not responsible for nests found in gardens or common areas.

Mobility & E-Scooters

You need to have our permission before operating, storing, or charging a scooter at your property. This is to keep tenants and staff safe. You must write to us to seek permission. You need to tell us about where you plan to store and charge your scooter – and your insurance.

We, as the landlord, will 'risk assess' the risk of fire from the storage and charging of your scooter.

We can advise you about your responsibilities for safe storage. We can advise you on possible solutions if there are any safety risks. Under-stairs spaces & communal landings must not be used to store mobility or e-scooters as they compromise the means of escape in the event of a fire.

We will only refuse permission if there is a good safety reason for doing so. We will explain this reason to you. If you can resolve the reason, then you can ask us again. If you already have a mobility scooter, you also need permission.

Electrical Mobility & E-Scooters should not be charged overnight or left on permanent charge and only charged for the manufacturer's recommended time. They must also be charged away from the building. Tenants are advised to refer to their mobility scooter manufacturers guidelines for further information

Insurance Claims

The Association is responsible for insuring the fabric of the building. We make sure we have adequate cover in place and revise the amount of cover we have on an annual basis.

It is the responsibility of the tenant to insure their contents – this includes all floorcoverings.

We will not automatically accept responsibility for damage caused to a tenant's contents where they do not have contents insurance, or if their own insurer will not accept the damage as a valid claim if the damage is caused by a fault in our property.

If you do not have contents insurance, we would strongly recommend that you get some. If your home were to be damaged by a fire or flood, we would repair the

building, but we would not be responsible for decorating the inside or replacing your belongings.

Damage caused due to maintenance work which is required (e.g. emergency events such as fire, flood, or storm) will be referred to the tenant's home contents insurer. Insurance claims rejected by the tenant's insurer on the grounds that damage has been caused wilfully or through the tenant's neglect will not be considered by the Association for compensation payments.

Claims for compensation will be considered from tenants where damage has been caused to home contents through the Association's failure to resolve maintenance issues previously reported by the tenant. These claims will only be considered where the tenant has not caused the disrepair through wilful or accidental damage or neglect, and in circumstances where the tenant's insurer has rejected their claim on the grounds that the Association has been negligent in its maintenance responsibilities in some way. Each compensation claim will be assessed individually by the Depute Chief Executive.

Decants

There may be occasions when it is necessary to decant a tenant. This is only likely to happen where there are major repairs being carried out or if the property has suffered damage because of a fire or flood, which cannot be carried out with the tenant in situ.

It is recognised that decanting is likely to cause inconvenience however, the Association will do what it can to minimise disruption to the tenant. A tenant will only be decanted out of necessity, and the choice of alternative accommodation will be determined by the empty property available to the Association at that time.

If a tenant refuses to decant due to personal circumstances (i.e. care package in place for address), and arranges their own alternative accommodation, the Association will assess if a disturbance payment is still payable based on what rooms are unusable during the required works.

The tenant would not be expected to pay rent if the Association were not providing them with alternative accommodation.

Disturbance Allowances

Disturbance allowances may be paid in the following circumstances:

- Following comprehensive modernisation when a tenant has been decanted
- Where a tenant has been required to be decanted for other reasons, e.g. fire, flood etc. where the tenant is not responsible

Winter Gritting

South Lanarkshire Council is responsible for many roads and footpaths throughout the Clydesdale area; this includes several of the Associations developments. These are commonly referred to as "adopted" areas

The Association is responsible for all "non-adopted" areas within our estates

The Association has installed grit bins in all non-adopted estates, and we replenish these bins with grit on an annual basis.

The Association **does not** carry out gritting on a reactive basis, i.e. at the request of tenants. The Association **does not** grit on a preventative basis, i.e. in anticipation of snow/frost

Tenants can use the grit provided in the grit bins to grit their own paths and common footpaths around their homes if they wish and at their own risk.

Tenants are asked to advise the Association if the grit bin in their area needs filled again as the winter season progresses, and the Association will arrange to have this done.

The Association asks all tenants to assess if they really need to leave their homes during freezing conditions and to only do if so if it is absolutely necessary, bearing in mind the gritting policy set out above.

Hard and Soft Landscape Maintenance

We own and manage a wide and varied range of soft and hard landscaped areas, the majority of which is our responsibility to maintain. We will employ suitably qualified staff, contractors, and consultants to undertake the required landscape maintenance, ensuring that these areas are maintained to a safe, clean standard. The scope of landscape maintenance contracts will set to maximise the safety and quality of each environment, while ensuring value for money is achieved for both tenants and private homeowners.

Appendix 3

Tenant & Landlord Repair Responsibilities

Electrical & Heating

Item	Responsibility	Comments
Electric central heating system	Landlord	
Gas central heating, water pipes, radiators, timers, thermostats, and pumps	Landlord	
Electrical wiring, sockets & switches	Landlord	
Immersion heaters	Landlord	
Communal TV systems	Landlord	
TV aerial communal sockets	Landlord	Unless installed by tenant
Door entry system	Landlord	
Smoke detectors	Landlord	
Stair lighting (communal)	Landlord	
Extractor fan	Landlord	
Water heating	Landlord	
Electrical appliances & plugs	Tenant	
Doorbell	Tenant	
Fire – electric & gas	Tenant	
Public utility supplies / meters / teleswitches	Tenant	
Smoke detector batteries	Tenant	
Keys & key fob replacements	Tenant	

Plumbing & Bathrooms

Item	Responsibility	Comments
Baths	Landlord	
Bathroom suites	Landlord	Unless installed by tenant
Bath panels	Landlord	

Cisterns	Landlord	
External drainage	Landlord	
Level access shower & enclosure	Landlord	Unless installed by tenant
Sink unit top	Landlord	
Taps	Landlord	
Wash hand basin	Landlord	
Washer on taps	Landlord	
Water storage tanks	Landlord	
Water supply	Landlord	
WC	Landlord	
Plugs & chains	Tenant	
Toilet seats	Tenant	
Over bath shower	Tenant	Unless a Stage 3 adaptation

Kitchen Fixtures & Internal Fittings

Item	Responsibility	Comments
Kitchen fittings/worktops	Landlord	
Kitchen units & sink	Landlord	
Banisters	Landlord	
Internal doors	Landlord	
Built-in wardrobes	Landlord	Unless installed by tenant
Skirting	Landlord	
Glass to internal doors/screens	Landlord	
Door name plates	Tenant	
Internal decoration	Tenant	
Floor coverings	Tenant	Covered by contents insurance
White goods	Tenant	

Building Structure & External Fabric

Item	Responsibility	Comments
Brickwork/blockwork	Landlord	
Ceilings	Landlord	
Chimney stack/pots/cowls	Landlord	
Damp proof course	Landlord	
Barges, fascias, soffits	Landlord	
Roof coverings	Landlord	
Roof lights/skylights	Landlord	
Roughcast	Landlord	
Retaining walls	Landlord	
Window frames, sills & fittings	Landlord	
Glass – external	Landlord	
External door locks, fittings & furniture	Landlord	

Grounds, Communal Areas & Access

Item	Responsibility	Comments
Bin stores	Landlord	
Clothes poles	Landlord	
Communal areas to flats	Landlord	
Driveways	Landlord	Unless installed by tenant
Drying areas	Landlord	
Boundary fences & gates	Landlord	
Divisional fences & gates	Landlord	
Landing & stairs	Landlord	
Communal parking areas	Landlord	
Paths & access steps	Landlord	
Play area and equipment	Landlord	Only if owned by Association
Rotary drier & clothes lines	Tenant	Unless in communal area
Ropes for clothes drying	Tenant	
Sheds/outbuildings	Tenant	

Tenant Owned Items, Pest Control, Insurance

Item	Responsibility	Comments
Contents insurance	Tenant	
Ant/insect infestation	Tenant	
Vermin infestation within home	Tenant	Environmental issue
Wasp nest	Tenant	Unless attached to exterior