



Asset Management Policy 2024-2027

Board Approved: 21 August 2024

Next Review: August 2027

1.0 INTRODUCTION AND BACKGROUND

1.1 Vision

Homes for Life Housing Partnership (HfL) is, a small RSL with a mighty passion, committed to providing our tenants with an affordable, tailored, responsive service where HfL will deliver more than “homes for life”. HfL will achieve this by investing in our people, our properties and communities assisting them to thrive and flourish.

1.2 Values

Our values define how HfL will operate.

- Compassion
- Collaboration
- Trust, encompassing integrity and openness
- Professionalism, encompassing, respect, knowledge, and learning

1.3 Business Plan and Objectives

The HfL Business Plan 2023-2026 sets out 4 clear Objectives. Key aims to meet those objectives which directly link to this policy are shown below:

Objective 1 – Invest in our Services

- Increase overall tenant satisfaction to above 90%
- Improve repairs performance above the Scottish average for all indicators

Objective 2 – Invest in our Homes

- Reduce the volume and costs of reactive repairs
- Improve the external maintenance of homes and communal spaces
- Increase tenants’ satisfaction with the management of our neighbourhoods

Objective 3 – Invest in our People

- Increase accredited learning

Objective 4 - Invest in our Future

- Ensure our rents remain affordable

HfL Summary Delivery Plan 2024-2026 sets out the requirement to establish a combined Asset Management Policy to include:

- **Reactive Maintenance Strategy** – contained within this document
- **Selection & Control of Contractors Policy** – incorporated into EVH Landlord Safety Manual (approved by Board Feb 2024)
- **Emergency Call Out Policy** – stand-alone staffing policy (presented to board Aug 2024) Emergency call out policy for tenants contained within this document
- **Alteration Policy** – contained within this document

- **Rechargeable Costs Policy** – contained within this document

1.4 Asset Management Strategy

The Asset Management Strategy 2022-2025 sets out the legal and regulatory framework which this policy sits within and sets out HfL approach to managing, maintaining and investing in its 305 wholly owned properties. See Appendix 1

1.5 HfL Service Standards

HfL service standards are based on the Scottish Social Housing Charter April 2017 and set out our commitment to tenants and other service users and what tools HfL will use to measure our compliance. See Appendix 2.

1.6 Tenant Satisfaction Survey Results 2024

The response from the **2024 Tenant Satisfaction Survey** listed the top three service priorities for tenants which all strongly link to Asset Management and Repairs Performance.

10.1 Top 3 service priorities (Q28)

Respondents were asked to select their top three service priorities. Most important for tenants was delivering an effective repairs service (76%) and improving the overall quality of their home (73%). These were also the top two priorities mentioned by tenants in 2022.

Q28. Which of the following priorities for you as a tenant is the most important? Please select up to 3		
Base: All respondents, n=151	No.	%
Delivering an effective repairs service	115	76.2%
Improving the overall quality of your home	110	72.8%
Good quality landscaping, security and maintenance of common areas	40	26.5%
Fair and efficient allocation of homes	25	16.6%
Providing information and advice in relation to housing issues	21	13.9%
Dealing with anti-social behaviour	18	11.9%
Helping you keep your tenancy through the providing the right support or working with partners to help you get the right help	12	7.9%
Support and advice on claiming welfare benefits and paying rent	7	4.6%
Enforcing tenancy conditions i.e. making sure tenants adhere to their tenancy conditions	2	1.3%
Other	17	11.3%

This policy aims to ensure the services linked to these priorities are successfully delivered.

1.7 HfL Customer Promise

This policy has been created in line with HfL Customer Promise – See Appendix 3.

- To work with our Tenants Panel to develop our Customer Promise
- To provide a safe place to live
- To deliver a reliable repairs service
- To care about you
- To help communities grow
- To tell you where your money goes
- To work together with customers and partners

1.8 Linked Policies

This policy links to many HfL Governance, Maintenance and Housing policies and so must not be read in isolation.

1.8.1 Operational Policies

- Procurement Policy
- Planned Maintenance Policy
- EVH Landlord Safety Manual - Section 5 Selection and Control of Contractors & CDM
- Compensation for Improvement Policy – Presented for approval alongside this Policy August 2024 – see Appendix 9
- Staff Code of Conduct
- Aids and Adaptations Policy

1.8.2 Tenant Safety Policies

- Gas Safety Policy
- Electrical Safety Policy
- Asbestos Policy
- Water Safety Policy
- Fire Safety Policy
- Damp, Mould and Condensation Policy

1.8.3 Service Standards

- Equality and Diversity
- Data Protection, Environmental Information Regulations and Freedom of Information Policies
- Complaints
- Costs covered by rental income
- Value for Money

2.0 LEGAL AND REGULATORY FRAMEWORK

2.1 Scottish Housing Regulator Standards and Outcomes

This policy works toward achieving the following regulatory standards and outcomes contained within the Scottish Social Housing Charter and as detailed below:

2.1.2 Standards

- **Standard 1:** The governing body leads and directs the RSL to achieve good outcomes for its tenants and service users
- **Standard 2:** The RSL is open about 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.
- **Standard 3:** The RSL manages its resources to ensure its financial wellbeing while maintaining rents that tenants can afford to pay.
- **Standard 4:** The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisations purpose.
- **Standard 5:** The RSL conducts its affairs with honesty and integrity.
- **Standard 6:** The governing body and senior officers have the skills and knowledge they need to be effective.
- **Standard 7:** The RSL ensures that any organisational changes or disposals it makes safeguard the interests of, and benefit, current and future tenants.

2.2 Outcomes

- **Outcome 3: Participation** - tenants and other customers are offered a range of opportunities that make it easy for them to participate in, and influence their landlord's decisions at a level they feel comfortable with
- **Outcome 4: Housing Quality** - tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.
- **Outcome 5: 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.
- **Outcome 6: Estate Management, Anti-social Behaviour, Neighbourhood Nuisance and Tenancy Disputes** - tenants and other customers live in well maintained neighbourhoods where they feel safe.
- **Outcome 11: Tenancy Sustainment** - tenants get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the landlord and by other organisations.
- **Outcome 13: Value For Money** - tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay
- **Outcome: 14/15: Rents and Service Charges** - a balance is struck between the level of services provided, the cost of the services, and how far current and prospective tenants and service users can afford them. Tenants get clear information on how rent and other money is spent, including details of any individual items of expenditure above thresholds agreed between landlords and tenants.

2.3 Scottish Housing Quality Standards (SHQS) and Energy Efficiency Standards for Social Housing (EESHS & ESSSH2)

Technical guidance for social landlords relating to housing standards and reported as part of ARC compliance.

- **Annex A: must be compliant with the current tolerable standard (14 Elements)**
- **Annex B: must be free from serious disrepair**
- **Annex C: must be energy efficient (1 element)**
- **Annex D: must have modern facilities and services**
- **Annex E: must be healthy, safe and secure**
- **The Energy Efficiency Standard for Social Housing pre 2020 (EESH)**
- **The Energy Efficiency Standard for Social Housing post 2020 (EESH2)**

3.0 APPROACH AND METHOD

3.1 Responsive Repair Service and Timescales

HfL will provide a comprehensive reactive repair service which covers the structure, exterior, security and safety of our tenant's homes. Tenants are responsible for the insurance of their own belongings and should seek professional advice to ensure cover is sufficient for their needs.

HfL responsive repair timescales are classified as below:

- **Right to Repair** (based on the Statutory Scheme) – **see 3.2**
- **Emergency** – High risk to safety or security - **4 hours to make safe** with follow ups categorised as below.
- **Urgent** – Medium risk to safety or security - **3 days to make safe** with follow ups categorised as below
- **Routine** – By tenant selected appointment - **10 working days**
- **Complex** – By tenant selected appointment - **30 working days**
- **Major Repairs, Unplanned Component Replacements, Insurance Claims, Defects, Guarantees and Warranties** – timescales may be out with HfL control, but tenants will be given regular and timely progress updates.

STANDARD SERVICE requirements will be restricted to the hours of 8.00am to 5.00pm Monday to Thursday and 8.00am to 4.30pm Friday.

HfL agrees to give the tenant at least 24 hours' notification of access for routine maintenance, although immediate access should be possible in emergencies.

OUT OF HOURS will be beyond these hours and cover all periods of office closure and will include but is not limited to 25th and 26th of December 1st and 2nd January, Good Friday,

Easter Monday, and the Early May and September Bank Holidays. These days do not count in the calculation of routine, complex or major responsive repair timescales.

Example repairs HfL will attend to out of hours listed below.

- Burst pipes/ badly leaking pipes causing flooding
- Blocked toilets (if there is only one toilet in the house)
- Blocked drain causing a leak or sewage ingress into home
- No heating
- Door or ground floor window not secure
- Serious roof leak (make safe)
- No electricity or no lights
- Smoke coming from an electrical fitting
- Faulty smoke / heat / carbon monoxide detector

Where a tenant reports an emergency repair which is either their responsibility or which is not a genuine emergency, the cost of the call out and the repair will be recharged as detailed at 3.8.

Our Responsive Repairs and Gas Safety Contracts have and will be procured to ensure that emergency repair calls will be taken 24 hours/365 days a year. HfL will procure using the M3NHF Schedule of Rates to ensure cost consistency and value for money for our tenants.

3.2 Right to Repair

From 30 September 2002 under the Housing (Scotland) Act 2001 Scottish Secure Tenants have the right to have small urgent repairs carried out by their landlord within a given timescale. This is called the Right to Repair Scheme.

The scheme covers certain repairs up to the value of £350. These repairs are known as “qualifying” repairs. A summary of the Right to Repair scheme is available in the “right to repair leaflet” attached as appendix 5 and full details of the Right to Repair Regulations can be found the Scottish Government website.

****Maximum period in working days is calculated from date immediately following the date of notification of qualifying repair or inspection**

Qualifying repairs include:

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

3.3 Home Safety

HfL inspect, survey and test various components within our tenant's homes. Some annually and others on a cyclical basis including:

- Electrical installations
- Gas installations and landlord owned gas appliances (boiler) - tenant appliances (cooker, fires etc) are tenant responsibility
- Water installations such as mixer valves and water tanks
- Energy Performance
- Landlord installed smoke alarms, heat alarms and carbon monoxide detectors**

HfL has a legal obligation to carry out this work. HfL are only able to keep our tenants safe and living independently; if they allow timely access to the home when needed. See also 1.8.2 Tenant Safety Policies.

**HfL recommend tenants test their smoke alarms, heat alarms and carbon monoxide detectors once per week. Each unit will have a test button which can be pressed to ensure the alarms are functioning as intended. The tenant should be able to hear the alarm in every room in the house, even with the doors closed.

Any tenants who have been registered deaf; should make this known to HfL so a review of the life safety and detection systems in their property may be carried out.

3.4 Quality Control

HfL will inspect no less than 10% of all repairs works to ensure they have been completed on time, right first time, to sufficient quality and as described.

HfL will also aim to obtain 100% tenant feedback on repairs services via in person, online, text or telephone survey.

HfL will use the feedback collected to report on the quality of different elements of the repairs services and can demonstrate that it is improving. This links to HfL and ARC and Key Performance Indicators attached as Appendix 11

3.5 Alterations

Tenants who wish to make alterations or improvements to their home must obtain written permission from HfL in advance.

See appendix 6 for Tenant Alterations & Improvement Guidance

See appendix 7 for Alteration or Improvement Application Form

See appendix 8 Electric Vehicle Charging Point (EVCP) Alteration Form

Examples of alterations may include but are not limited to:

- Alteration, improvement or enlargement of the home or of any fittings or fixtures.
- Addition of new fixtures or fittings (for example, kitchen and bathroom installations, central heating, light fittings, laminate flooring, satellite dish).
- Putting up a garage, shed or other structure.
- Decorating the outside of the house.
- Installation of an electrical vehicle charge point

HfL may approve, or withhold permission, or apply conditions for approval but permission will not be unreasonably withheld. HfL Maintenance Team will inspect the works on completion and ensure all conditions have been met including necessary planning permissions, and that the work complies with Health and Safety legislation.

Section 30 of the Housing (Scotland) Act 2001 gave "qualifying persons" a right to claim compensation for "qualifying improvements" at termination of "Scottish secure tenancies". Further details on eligibility and compensation levels was provided in The Scottish Secure Tenants (Compensation for Improvements) Regulations 2002 - Scottish Statutory Instrument 2002 No 312. See Appendix 9 for Compensation for Improvement Policy 2024.

Tenants who make changes without permission, will be required to return the property to its original state on ending the tenancy. Failure to do so may see recharges incurred for HfL reinstatement actions.

Examples of alterations which HfL do not allow are:

- Paint finishes to kitchen units or internal doors
- Timber linings to walls or ceilings
- Removal of room or cupboard doors
- Removal of kitchen units
- Paint finishes to gas or electric fire casings, including radiators
- Artex or textured finishings to ceilings or walls
- Polystyrene tiles or coving to ceilings
- Laminate flooring in upper flats

3.6 Adaptations

HfL is committed to Tenancy Sustainment by providing support to those tenants who require their home to be adapted to cope with age, disability, or caring responsibilities. HfL work on a case-by-case basis with East Lothian Council Occupational Assessment Teams and any affected tenanted household to find the best solutions available within HfL stage 3 adaptation funding limits. HfL will review Adaptation Policy and process as part of planned maintenance policy review in 2024.

3.7 Tenant Maintenance Responsibilities

It is a requirement of the Tenancy Agreement that tenants keep their property in a reasonable condition and that when they end their tenancy, they leave their property clean and tidy. The agreement sets out that tenants may be charged the cost of making good any damage that they have caused.

Tenants are responsible for the following items:

External

- Rotary driers (unless in communal areas)
- Clothes pole ropes (unless in communal areas)
- Garden sheds/greenhouses etc
- Tenant erected boundary fences

Internal

- Floor coverings
- Decoration (internal)

Electrics:

- TV aerials and sockets
- Resetting of circuit breakers
- Light bulbs and strip light tubes (internal and external)
- Plugs, fuses and all tenant owned equipment
- Battery operated equipment

Gas:

- Installation, service and repair of tenants own gas HfL permitted gas appliances by a Gas Safe registered contractor

Windows:

- Broken glass - unless caused by vandalism or attempted break in which has been reported to the police with Police reference number provided
- Curtain rails, poles and blinds
- Cleaning and decorating house windows

Doors:

- Doorbell batteries
- Door name plates
- Replacement of lost or broken keys
- Lock changes due to lost or broken keys
- Damage to front doors as a result of forced entry e.g. for annual gas inspection

Kitchen:

- White goods, including cooker, washing machine, fridge/freezer and tumble drier (unless covered by HfL initial purchase warranty)
- Replacement of plugs and chains
- Blocked sink

Bathroom:

- Replacement toilet seat
- Replacement of plugs and chains
- Blocked sink/bath waste
- Blocked toilet
- Shower unit or fittings if supplied and installed by the tenant

Services:

- Individual TV aerials
- Garden maintenance
- Cleaning and decorating house windows

Pest Control

- Infestations if found to be caused by the tenant's own actions

Other

- Damage caused by the police following a lawful raid at a property, which results in an arrest.
- The cost of removing any goods or belongings left at the property on tenancy termination.
- The service cost of removing unwanted items where a tenant has failed to do so correctly, e.g., Fly Tipping.
- Damage to the property, common areas, individual garden or access areas through neglect, accidental damage, or wilful vandalism, caused by the tenant, their family or their visitors.
- Damage as a result of includes adequate heating and ventilation of the property.
- Damages to property, fixtures or fittings as a result of tenant alterations are tenant responsibility even where HfL have approved an alteration request.

If the tenant fails in any of these responsibilities the HfL may carry out the work and recover the costs from the tenant as a Rechargeable Repair.

3.8 Rechargeable Repairs

There may be some circumstances where landlords have to carry out repairs on a tenant's behalf or meet other costs, which are not the responsibility of the landlord. These

costs can be passed on to the tenant and are defined as a rechargeable item. This can include repairs, enhancements, cleaning, re-decoration and court costs.

From time-to-time tenants may ask us to undertake work which is their responsibility. In these circumstances, the tenant will be informed that the work would be rechargeable and that we will require payment in advance (or agreement to a schedule of repayment) before undertaking the work. In emergencies, (e.g. gaining entry when the tenant has lost their keys), the requirement for payment in advance may be waived provided that the tenant agrees that they will meet the cost of the work.

- Emergency repairs which are the tenant's responsibility, e.g. lost keys, power loss due to defective appliances.
- Where tenants fail to give access for a repair, when a firm arrangement has been made, and a cost is passed to the landlord.
- Where emergency call outs are made for non-emergency repairs.
- Where tenants call out an emergency contractor and fail to provide access.
- Where tenants fail to keep a repairs appointment without giving reasonable notice to the contractor.
- Where landlords have to force entry to carry out statutory repairs, e.g. gas fire/central heating servicing (Only after reasonable opportunity has been given to the tenant to allow access).

Our repairs contractor will only attend to these repairs where the tenant confirms acceptance, they will be charged for the cost of carrying out the repair. HfL recommend costs are clarified beforehand.

Where a tenant has caused serious damage to their property or has caused damage to their property on repeated occasions, enforcement action may be taken for breach of tenancy, in addition to charging the tenant for the cost of the repair.

The Income Management and Debt Recovery Policy explains the actions, including legal action, which may be taken by HfL to ensure tenants meet their responsibility in paying rent and service charges for their tenancy. Where a Court awards legal costs HfL will seek to recover these costs from tenants. See Appendix 4 - Income Management and Debt Recovery Policy - May 2024 – 2027.

3.9 Exemptions to Rechargeable Repairs

Tenants or occupiers will not have to pay for rechargeable items in the following circumstances:

- If the damage is a result of vandalism by a third party and a crime reference number has been provided to the organisation within 7 calendar days (an incident number will not be sufficient).

- If the damage is caused as a result of domestic violence, harassment or hate crime and this has been reported to the Police / ASB Team. In these circumstances, we would require a crime number from the Police. However, if action is taken to remove a joint tenant from a tenancy as a result of domestic violence, the cost of any damage will be recharged to the perpetrator.
- Where forced entry has taken place due to concerns about the well-being of the tenant or occupier.
- We may take a sympathetic approach to minor repairs which would normally be charged to the tenant, where the tenant is elderly or vulnerable.

3.10 Neighbourhood Management

HfL are committed to ensuring that tenants enjoy living in a peaceful, clean and tidy environment and HfL aim to achieve this by working with our tenants and other community partners, to improve our tenants homes and neighbourhoods.

HfL carry out routine estate inspections to identify and deal with any issues that are concerning the community. HfL seek tenant feedback on how their neighbourhoods could be improved in person and via online, text or telephone survey.

Monthly common stair inspections and weekly playpark inspections are carried out in line with our commitment to communal Health and Safety following EVH Landlord Health and Safety Manual Framework.

HfL provide a communal grounds maintenance for all our fully owned and factored Estates. HfL provide a stair cleaning service for all common stairs within our ownership. These services are funded from rental income from those who receive them.

Routine estate management inspections may find untidy stairwells, gardens, open spaces, and grassed areas; discarded domestic appliances within garden grounds or stairwells, as well as household rubbish. The organisation maybe required to remove such items or tidy gardens when enforcing tenancy conditions where the tenant fails to cooperate.

3.11 Planned Maintenance

Every year HfL carry out a programme of planned maintenance to ensure our tenant's homes are well maintained and comfortable to live in. More information can be found in our Asset Management Strategy attached as Appendix 1. This is due for review in 2025.

The planned maintenance programme takes into account information gathered from stock condition surveys and available funds, to create a schedule of major repair works including:

- Kitchen replacements
- Bathroom replacements
- Space Heating Systems, Boilers and Controls
- New windows

- Rewiring
- Redecoration for external paintworks
- Communal redecoration
- Gutter Cleaning

Following the Stock Condition Survey carried out in 2021, HfL have developed a 30-year investment plan to maintain and upgrade our assets. Each five-year period is looked at in detail with an annual review to ensure data is up to date.

A new Planned Maintenance Policy and a 5-year Planned Maintenance Plan which will link to this policy will be developed for board approval and shared with our tenants in Quarter 3 of 2024.

4.0 STAFF TRAINING

All relevant staff will receive training in order for them to understand and apply our policies appropriately.

Staffing Policies which link to this are:

- Staff Training and Development Policy
- Staff Code of Conduct
- Manual Handling Policy
- Working at Height Policy
- Emergency Call Out Policy
- Lone working Policy

5.0 TENANT PARTICIPATION

HfL will work with their tenant participation group to review and approve this policy and to fulfil requirements under Scottish Housing Charter Outcome 3: Participation. Our tenant participation group and representatives from the Tenants Information Service (TIS) have worked with HfL to carry out a scrutiny project over 2023-2024 which feeds into and supports the creation of this policy.

6.0 COMPLAINTS AND COMPLIMENTS

All complaints will be dealt with in line with HfL's Complaints Handling Policy – attached as Appendix 10.

HfL adopts the SPSO's Model Complaints Handling Procedures including two opportunities to resolve complaints internally:

- Stage 1: Frontline Resolution, and
- Stage 2: Investigation

Where appropriate, HfL will consider using services such as mediation or conciliation for complex complaints, or complaints where customers and other interested parties have become entrenched in their position to try to resolve the matter, and to reduce the risk of

the complaint escalating further. In such instances revised timescales for resolution of the customer's complaint will be agreed.

SPSO is the final stage for complaints about public services in Scotland. This includes complaints about housing associations and co-operatives. If a customer remains dissatisfied with HfL after following its complaints handling process, the customer can ask the SPSO to consider their complaint.

HfL value and use information from complaints to help us improve our services. HfL also value and use information from compliments as it helps our staff feel valued and highlights what is important to tenants.

7.0 ROLES AND RESPONSIBILITIES

MAM is responsible for the implementation of this policy. Any matter which demonstrates a serious failure of internal controls should also be reported immediately to the Chief Executive Officer (CEO) who will report such matters to the Board.

The Board will monitor performance through the submission of quarterly reports to make sure that the aims of this policy are being achieved.

HfL Key Performance Indicators approved by Board in May 2024, are taken directly from the Annual Report on the Scottish Social Housing Charter. See Appendix 11 for the key performance indicators (KPI's) which directly link to this policy.

8.0 EQUALITIES IMPACT ASSESSMENT

Please see page 17 for Equality Impact Assessment of Asset Management Policy - August 2024

9.0 PROCESS REVIEW

The CEO is responsible for making sure that this policy is reviewed every three years or where there has been new legislation, or a change in regulatory requirements or policy guidance; and that any changes required are submitted to the Board for approval.

10.0 APPENDICES

- Appendix 1 - Asset Management Strategy 2022
- Appendix 2 - HfL Service Standards 2023
- Appendix 3 – HfL Customer Promise 2024
- Appendix 4 – Income Management and Debt Recovery Policy - May 2024 – 2027
- Appendix 5 – Right To Repair Leaflet
- Appendix 6 – Alteration Improvement Guidance
- Appendix 7 – Alteration Improvement Application
- Appendix 8 – EVCP Alteration Improvement Application
- Appendix 9 – Compensation for Improvements Policy 2024
- Appendix 10 – Complaints Handling Policy
- Appendix 11 – HfL Key Performance Indicators approved by Board in May 2024



Equality & Diversity Impact Assessment (EIA)

The aim of the EIA is to consider the equality implications of a policy, practice, or service to prevent discrimination against people who are categorised as being disadvantaged or vulnerable within society (as listed in point 4) and to consider if there are ways to proactively advance equality.

Name of the policy/practice/service to be assessed	Asst Management Policy – Assets & Maintenance	Is this a new policy/practice/service or a revision to an existing?	New Policy – replacing several others
1. Briefly describe the aims, objectives and purpose of the policy, practice, or service.	<p>This policy is developed in conjunction with Asset Management Strategy and aims to combine Reactive Maintenance Strategy last updated in 2006, Alteration Policy which did not previously exist, Rechargeable Costs Policy – last reviewed 2023 but not approved and Emergency and out od hours policy which did not previously exists.</p> <p>This policy aims to provide complete policy guidance for HfL staff and tenants in the scope of Asset Management and Repairs.</p>		

<p>2. Who is intended to benefit from the policy, practice, or service? (e.g., applicants, tenants, staff, contractors)</p>	<p>The guidance will support:</p> <ul style="list-style-type: none"> • Staff in the delivery of Asset Management Services. • Contractors in the understanding of HfL regulatory requirements and organizational service commitments. • Tenants on the remit of the organization and the setting of service delivery expectations. 	
<p>3. What outcomes are wanted from this policy, practice, or service? (e.g., the benefits to customers)</p>	<p>This policy works toward achieving regulatory standards and outcomes contained within the Scottish Social Housing Charter, Scottish Housing Quality and Energy Efficiency Standards, HfL Service Standards and KPI's and to ensure that HfL provide consistent and comprehensive asset management services covering the structure, exterior, security and safety of our tenant's homes and the wider HF Estate.</p>	
<p>4. Which protected characteristics could be affected by the policy, practice, or service? (✓) tick all that apply</p>	<p>Age</p>	<p>(✓)</p>
	<p>Disability</p>	<p>(✓)</p>
	<p>Gender reassignment</p>	<p>(✓)</p>
	<p>Marriage/Civil Partnership</p>	<p>(✓)</p>
	<p>Pregnancy/Maternity</p>	<p>(✓)</p>
	<p>Race</p>	<p>(✓)</p>
	<p>Religion or belief</p>	<p>(✓)</p>
	<p>Sex</p>	<p>(✓)</p>
	<p>Sexual orientation</p>	<p>(✓)</p>
	<p>Consider if you want to add anymore?</p>	<p>N/A</p>

<p>5. If the policy, practice, or service is not relevant to any of the protected characteristics listed in part 4, state why and end the process here. N/A</p>			
<p>6. Evidence Gathering and Engagement – As this policies applies to all protected characteristics in a consistent manner no qualitative and quantitative evidence has been gathered to inform this policy</p>			
<p>a. What evidence has been used for this assessment? For example, national statistics.</p> <p>Scottish Housing Regulator Legal and regulatory Frameworks</p> <p>HfL Vision, Values, Business Plan, Objectives, Strategy, Policies, Standards, Customer Promise.</p> <p>Tenant satisfaction survey results</p> <p>Tenant scrutiny panel feedback</p>			
<p>b. Who have you engaged and consulted with as part of your assessment?</p> <p>CEO, Maintenance Team, Housing Manager, Tenant Information Service and tenant Scrutiny Panel</p>			
<p>7. Describe the impact(s) the policy, practice or service could have on the groups identified in part 4. Consider both positive and negative impacts.</p> <p>This policy ensures consistency of service delivery for all customers including those with protected characteristics.</p> <p>Specific guidance is included, and support is available for those affected by physical disabilities which mean standard service may not be applicable. E.G Tenant safety alarm system reviews for those with hearing impairments.</p>			
<p>8. What actions are required to address the impacts arising from this assessment? <i>(This might include collecting additional data, putting monitoring in place, specific actions to mitigate negative impacts).</i></p>	Issue	Action	Timescales
	Legislative updates		N/A

<p>9. Decision</p> <p>Please record decision e.g.,</p> <ul style="list-style-type: none"> • No change/amend (see above) • Cease • Progress with risk (monitor and add to risk register?) 	<p>The policy does not have any adverse impact on any of the protected characteristics.</p>
<p>Signed</p>	<p><i>SS Maxwell</i></p>
<p>Job title</p>	<p>Maintenance and Asset Manager</p>
<p>Date the EIA was completed</p>	<p>08/08/2024</p>
<p>Review date</p>	<p>August 2027</p>
<p>Date of any quality sample check</p>	