



Provanhall Housing Association Limited

POLICY

Appliance and Fixture Removal

AUTHOR

Mark Quigley, Technical Services Manager

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1.0 Introduction

Provanhall Housing Association (PHA) is a community based not-for-profit organisation located in the Provanhall area of Easterhouse. The Association is run by an elected and voluntary Management Committee. Policies of the Association are agreed and approved by the Management Committee with the implementation of these policies the responsibility of staff.

The purpose of this policy and related procedures is to clarify the responsibilities of both the resident and the landlord regarding fixtures and fittings originally installed by the Association through previous investment projects.

2.0 Policy Context

The association should consider its approach to non-essential appliances and fixtures, typically those installed by the association or inherited from the previous tenant (e.g. an over bath electric shower or white goods)

3.0 Policy Objectives

The Appliance & Fixture Removal Policy aims to ensure that PHA fairly administers maintenance services whilst being cost effective. Our objectives include:

- To comply with legal duties, regulatory requirements and good practice.
- To provide an efficient and value for money repairs and maintenance service.

4.0 Legislation and Best Practice

The Association's Appliance and Fixture Removal Policy should be considered alongside relevant legislation; guidance and best practice, particularly the current editions of:

- The Health & Safety at Work Act
- The Housing (Scotland) Act
- Data Protection Act
- Scottish Secure Tenancy Agreement (SST) and/or Short SST
- Construction, Design and Management (CDM) Regulations
- Equalities Act
- Scottish Social Housing Charter

5.0 Equal Opportunities

Provanhall Housing Association is an equal opportunities organisation. The Association's Equality and Diversity Policy seeks to ensure that all suppliers are treated equally. The Appliance & Fixture Removal Policy will not unfairly discriminate against any suppliers, individual, or group of persons dealt with under the Policy on the grounds of:

- Race, ethnicity, national or social origin.
- Disability including physical, learning or mental health.
- Gender or marital status.
- Sexuality or sexual orientation.
- Religion, religious beliefs or opinions such as political opinions.
- Age, appearance or financial status.

PHA wishes to ensure there are no barriers in accessing its services. Relevant documents can be translated into a range of languages or formats on request. We will also make available translation services for those who wish more detailed information and to assist those who wish to make personal enquiries. For anyone with visual or hearing problems, documents can also, on request, be made available in larger print, on tape, in Braille or on any other format required.

All suppliers will be required to accept the association's Equalities Policy or to have developed policies of their own which are acceptable to PHA.

Any complaints received in relation to breach of this policy will be addressed via the Association's Complaints Policy.

(Cross reference: Equality and Diversity policy, Complaints policy)

6.0 Complaints

The Association has a Complaints Policy and Procedure which explains how tenants or suppliers who are dissatisfied with the operation of any service PHA provides may make a formal complaint. This policy also includes an appeals process.

(Cross reference: Complaints Policy)

7.0 Delegated Authority

The overall control of the Technical Services function rests with the Management Committee, however, delegated authority for monitoring and evaluating the performance of the development function has been passed to the Technical Services sub-committee.

(Cross reference: Standing Orders)

8.0 Scottish Social Housing Charter Outcomes

The following charter outcomes and standards are relevant to the Appliance and Fixture Removal Policy:

8.1 Charter Outcome 1 'Equalities':

"every tenant and other customer has their individual needs and rights recognised, is treated fairly and with respect, and receives fair access to housing and housing services."

8.2 Charter Outcome 2 'Communication':

"tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides."

8.3 Charter Outcome 4 'Quality of Housing':

"tenants' homes, as a minimum, when they are allocated are always clean, tidy and in a good state of repair, meet the Scottish Housing Quality Standard (SHQS), and any other building quality standard in place throughout the tenancy; and also meet the relevant Energy Efficiency and Zero Emission Heat Standard."

8.4 Charter 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."

8.5 Charter 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."

8.6 Charter 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."

9.0 Annual Return on the Charter (ARC) Indicators

The following Annual Return on the Charter (ARC) Indicators are relevant to the Appliance and Fixture Removal Policy:

9.1 Charter Indicator 7

“Percentage of existing tenants satisfied with the quality of their Home”.

10.0 Non-Essential Fixtures

At the end of an existing tenancy PHA can occasionally inherit fixtures that are in good working order. On rare occasions the Association may supply non-essential fixtures (such as a decant or temporary flat)

Examples of non-essential appliances or fixtures include:

- Gas or electric fire where it is a secondary heat source
- White goods (oven, washing machine, fridge freezer etc.)
- Carpets / laminate
- Mirror wardrobe doors*

Provanhall Housing Association do not offer furnished tenancies therefore these items would be viewed as a temporary inherent benefit until they require repair or renewal, at which point they will not be replaced or reinstated by the association

Non-essential fixtures should be identified to new tenants at the outset of their tenancy with a file note recorded. It should be clarified the maintenance, cleanliness and ownership of these items would now be the responsibility of the tenant.

*Mirror wardrobe doors would be replaced with solid hinged doors.

11.0 Fixture Removal

Where a non-essential appliance or fixture is to be removed, the association will make good the property fabric where appropriate (walls, ceiling etc.) This will typically take the form of builder work, joinery or plaster repairs.

The association will not reinstate tenant’s decoration as a result of removing an inherent benefit but will offer a decoration pack to assist.

12.0 Void Property

When a property becomes void the association will remove the following non-essential appliances and fixtures as part of the identified void works prior to the property being re-let. Wherever possible the items should be removed prior to a viewing by the prospective tenant.

- Gas or electric fire where it is a secondary heat source.
- Mirror wardrobe door.

All necessary fabric repairs as a result of the removal must be carried out prior to the property being re-let. New tenants are issued with a decoration pack as standard.

13.0 Policy Review

The Policy and related procedures will be reviewed 3 years from the date of approval, or earlier should the need arise to reflect changing circumstances or changes in legislation or good practice standards. The next review will take place in August 2027.

14.0 Cross reference: Documents

Equalities Policy

Standing Orders

Asset Management Strategy

Tenants Handbook

Complaints Policy

Procurement of Suppliers Policy

Allocations Policy

Scottish Secure Tenancy Agreement