

Reactive Repairs Procedure

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Issued To:	<input type="checkbox"/> Board of Management <input type="checkbox"/> All Staff <input type="checkbox"/> ET/LT <input type="checkbox"/> Head Office Managers <input type="checkbox"/> C&S Managers <input checked="" type="checkbox"/> Department/Other: Development & Customer Experience	Method of Delivery:	<input checked="" type="checkbox"/> Annual Declaration <input type="checkbox"/> Learn Pro Individual Sign Off <input type="checkbox"/> Board Portal
Stakeholder Consultation	<input type="checkbox"/> All Staff <input type="checkbox"/> Customer Engagement <input type="checkbox"/> Union <input type="checkbox"/> Employee Voices Group <input type="checkbox"/> Head Office Managers <input type="checkbox"/> C&S Managers <input type="checkbox"/> Department/Other: Development & Customer Experience	This procedure will be reviewed every three years from the date of implementation or earlier if deemed appropriate. If this procedure is not reviewed within the above timescale, the latest approved procedure will continue to apply.	

Version Control

Date	Owner	Version	Reason for Change
May 25	Housing & Customer Services Manager	5.0	Cyclical Review

Summary of Changes

Section	Change
Title	New Reference number to reflect status joint Housing & Assets procedure. AM01a to HAM02b
All	Amended post 2024 restructure job titles & roles
All	Revised all references to Capita as HMS following system replacement
All	Revised contact methods to prioritise digital methods
All	Revised referenced policies and procedures to match new reference numbers
1.1	Added Definition
1.2	Changed priority times to match post June 2025 targets and amended process of reporting gas repairs to reflect current practice
2.1	Added details of information required for Work Orders
5.0	Amended inspection section to reflect current working practice

10.0	Added Section to comply with new HMS reporting
Appendices	Removed obsolete letters and paper files no longer used & Added in repair information available on Ark's website for repair classification and responsibilities

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1.0 Introduction

This procedure describes our arrangements for dealing with reactive repairs, both during and out of office hours. It is one of a series of procedures supporting our Property Management Policy and covering all aspects of our property repair services.

1.1 Definition

A Reactive Repair is a type of repair which is performed **after** a failure or breakdown has already occurred, rather than being scheduled in advance.

The primary goal is to make safe and/or restore equipment to its normal operating condition as quickly as possible after a failure.

1.2 Categories and Targets

The categories of reactive repairs along with the target completion time for each category is as follows. Examples are provided in Appendix 1.

Category of Repair		Response Time
Emergency		4 hours
Non – Emergency	Urgent	03 working days
	Routine	10 working days

Within this type of repair, there are 17 specific repairs which fall within the ‘Right to Repair’ Scheme as detailed in the Housing (Scotland) Act 2001. Further information on the Scheme is contained in AM01d - The Right to Repair Procedure, in the Scottish Secure Tenancy Agreement or Short Scottish Secure Tenancy Agreement and the Tenants Handbook a copy of which is available on Ark’s website.

2.0 Repair Reporting

2.1 Whilst Office is Closed

Ark’s Office is closed during the following:

Monday, Tuesday, Wednesday, Thursday: 5pm-9am

Friday: 4.30pm through to 9am on Monday

1pm on the last working day before 25th December to 9am on the 3rd January or the first working day thereafter.

Repairs reported during office closure hours should only be emergency issues that cannot wait until the office is open, see Appendix 1 for examples.

Customers will receive regular updates on our list of Out of Hours Contractors. This information is also available on Ark's website and on the Customer Portal.

If a Contractor attends an emergency callout out with office hours, they will send a notification to the Customer Services inbox the following working day. A CSA will record the repair details on the HMS and issue a confirmation works order to the Contractor and the Customer.

Where the cause of the call-out is identified as the tenant's responsibility (see Appendix 2), or if the call-out was not an emergency, the CSA will initiate the rechargeable repairs procedure (for further details see HAM01I - Rechargeable Repairs Procedure).

2.2 Whilst Office is Open

Repairs may be reported by the tenant or by someone on their behalf, including members of staff during the following hours:

Mon, Tue, Wed, Thurs: 9am – 5pm

Fri: 9am – 4.30pm

Reports will normally be received by a Customer Services Advisor (CSA).

The repair can be reported in a number of ways:

2.1.1 Telephone Report - the CSA will ask a number of questions to establish the following:

- Name of the Tenant – this is important if the property is shared by 2 or more people;
- Address of Ark property affected – this is important if the property is shared by 2 or more people;
- Preferred contact details for the contractor to arrange access to property;
- Details of the repair including the:
 - Issue being reported.
 - Location within/out with the property.
 - Extent of repair needed and whether any other properties are affected.

- Whether the person reporting the repair is able to submit photographs via email showing the issue.

2.1.2 E-mail – a reactive repair reporting form is available for customers to report repairs to us by e-mail, see Appendix 2.

2.1.3 Voicemail Report - if all phone lines are busy, the repair report may be left as a voicemail. A CSA will monitor this throughout the day and if necessary, contact the customer to get additional information.

2.1.3 Customer Portal – once this is available to customers, repairs can be reported through the Portal. A CSA will monitor this throughout the day and if necessary, contact the customer to get additional information.

2.2 Assessment of Repair

The CSA will assess the information provided and establish:

- Whether the repair is an emergency, urgent, routine or a repair under the Right to Repair.
- If the fault is within the defect's liability or product warranty period and arrange for the contractor who carried out the original work to attend.
- Whether there is a recent history of the same issue – if so, the contractor will be asked to re-attend at no cost to Ark.
- Whether or not a pre-inspection of the problem will be needed before a contractor is instructed to attend – see section 5 below.
- Which contractor is qualified to attend to the repair.
- The target date for completion.

The CSA will advise the person reporting the repair that the contractor will contact them directly to arrange access. For tenants supported by Ark, information about actions that may trigger challenging behaviours in the tenant has been added to the HMS. Contractors will be made aware of these where necessary.

3.0 Emergency Repairs

When the works required is an emergency the CSA will:

- i. Subject to capability, advise on any immediate action the customer can take, e.g. in the case of a burst or leaking pipe, turning off the water supply at the stop cock.
- ii. Request that the Customer be available to provide access within the next 4 hours.
- iii. Telephone the relevant contractor to report the issue, provide contact details and a Works Order number;
- iv. Complete the recording of the repair on the Housing Management System (HMS) in accordance with the relevant Training Notes;
- v. Issue the works order via email to the contractor as confirmation, ensuring that they are made aware of any relevant alerts relating to the Customer that may be present on the HMS;
- vi. Issue the Works Order confirmation to the Customer (e-mailed or posted). If the work is rechargeable, the Works Order will state this;
- vii. Follow up progress and the outcome with the contractor;
- viii. Keep the tenant advised of the action being taken at regular points until the job has been completed.

4.0 Non - Emergency Repairs

For all other repairs, steps iii. to viii will be followed.

In the case of repairs to communal areas, e.g. in a block of flats, the acknowledgement will be sent to the person in the block reporting the repair.

In the case of work that is the responsibility of the tenant, they will be advised that they must arrange their own contractor to deal with the issue.

5.0 Inspections

5.1 Pre-Inspections

For instances where a description or photographs is not sufficient a physical inspection should take place. The following types of repairs should always be pre-inspected:

- i. Where the reported details are not clear enough to enable a works order to be issued (excluding emergency repairs);
- ii. Where there is a pattern of similar repairs issued in the six months previous;
- iii. Potential major damage;
- iv. Where the damage may be a potential insurance claim.

The CSA will request the pre-inspection through Rubixx.

For i. / ii. above the Housing & Neighbourhood Services Officer (HNSO); Housing & Neighbourhood Partnership Manager (HNPM) or the Housing & Customer Services Manager (HCSM) should pre-inspect the repair.

For iii. above there should be a joint inspection by the HNSO, HNPM, HCSM and the AO.

For iv. above the Asset Officer (AO) will pre-inspect the repair and report back to the Head of Asset & Compliance (HAC)

Findings from the pre-inspection should be recorded on the HMS property section and communicated to Customer Services Advisor and the person reporting the repair. Photographs should be taken and uploaded to HMS property filing cabinet.

5.2 Post-Inspections

The following types of repairs will be post-inspected:

- Sample of repairs – normally as part of carrying out visits to areas for other reasons, or because there is a particular repair issue to be checked on.
- Repairs where the tenant/local manager has stated they are not satisfied with the quality of work.
- Where the amount invoiced is substantially more than the expected cost.
- Reactive Repairs costing over £1,000 before the contractor's invoice is paid.

Either the AO, HNSO, HNPM or HCSM should post-inspect the repair and they will arrange access directly with the Customer.

Findings from the post-inspection should be recorded on the HMS property section and photographs uploaded into the HMS property filing cabinet.

The CSA will follow up any matters arising from the post-inspection with the contractor, including ensuring that the contractor carries out any remedial work required as soon as possible, following which a further post inspection may be carried out.

6.0 Contractor Abortive Calls

Contractors **must** pre-arrange a date and time for visits and should not attend without prior arrangement. If a contractor is unable to gain access at the first visit, they will leave a card asking the person to contact them to make another appointment and they will notify the CSA that they have been unsuccessful in getting access. The Contractor should notify the CSA of the second pre-arranged visit. The CSA will confirm this appointment to the Customer and at the same time notify them that if they do not give access on this occasion they will be recharged for the cost of the contractor attending.

If access is not gained at the second pre-arranged visit the contractor will submit an invoice which will be paid. A CSA will then recharge the cost to the tenant.

A CSA will contact the tenant via telephone or email, and only if necessary, letter (see Appendix 4), to confirm that two attempts have been made to gain access and ask the person to arrange access directly with the contractor.

The tenant will be advised that if no contact has been made with the contractor by a specified date, it will be taken that they do not wish any work carried out and the works order will be cancelled.

7.0 Amending or Cancelling Works Orders

7.1 Amending a Completion Target

The CSA is authorised to amend the target completion date within the HMS in the following situations:

- Change an appointment booked with the Contractor - the CSA will contact the contractor and ask them to re-arrange the appointment directly with the Customer.
- The Contractor advises the CSA that they need to order materials.

If the revised date means that the target completion date must be extended, the contractor should confirm this to the CSA who will amend the details on the HMS and add the reason why the initial completion date has not been achieved.

7.2 Cancelling a Repair

If the repair is to be cancelled the person should contact the Customer Services and a CSA will cancel the order on the HMS and advise the contractor.

8.0 Insurance Claims

Where the costs of some or all the repairs may be reclaimed from our insurers, the Assets & Compliance Manager (ACM) will initiate the insurance claims procedure. For further details see the procedure G18a - Insurance Claims .

9.0 Logging Information on the HMS

All repairs processing will take place through the HMS. Where system generated records are not automatically produced the CSA **must** update the **Events tab** within the HMS, this includes when the Contractor or the Customer is contacted.

If for any reason the HMS is not available, the CSAs will note the relevant details on a Word document, pass the information to the contractor by phone and send the electronic confirmation as soon as possible.

CSAs will ensure that the information is transferred to the HMS as soon as possible once it is available again, and that the formal works order is sent to the contractor so that they can quote the correct works order number on their invoice.

10.0 Monitoring Completion of Reactive Repairs

Through a combination of the following, the CSAs should monitor progress with work orders versus their target completion date on a daily basis:

- HMS Report on Overdue Works Orders;
- HMS Work Tray.

If a job is within 2 days of a completion date, the CSA should call the contractor to remind them that they only have 2 days left to complete the job and get assurance from the Contractor that they will achieve this target.

All updates from the contractor, including failed contacts should be recorded on the Work Order Event tab on the HMS.

11.0 Related Policies, Procedures & Documentation

- HAM02a – Procurement of Contractors Procedure
- HAM02b – Reactive Repairs Procedure
- HAM02c – Void Property Procedure
- HAM02d – Right to Repair Procedure
- AM01e – Cyclical Painting Procedure
- AM01g – Gas Safety Procedure
- AM01h – Electrical Safety Procedure
- AM01i – Control of Asbestos Procedure
- AM01j – Legionella and Water Hygiene Safety Procedure
- AM01k – Fire Safety Systems Equipment Procedure
- AM01l – Servicing of Specialist Equipment Procedure
- AM01n – Planned Maintenance and Major Repairs Procedure
- G18a – Insurance Claims Procedure

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12.0 Training & Monitoring requirements

12.1 Training

Staff managing reactive repairs will have training appropriate to their needs and to the needs of the organisation. Ark will ensure that relevant employees have an awareness of this policy and receive adequate training to enable them to effectively fulfil their roles and ensure repairs and completed in a timely and cost-effective manner.

12.2 Monitoring

The Housing and Customer Services Manager is responsible for ensuring that this Procedure is monitored through key performance indicators related to contractor performance, turnaround time, costs v budget and customer satisfaction. This will be recorded on a monthly and reported to the Head of Housing & Customer Experience on a quarterly basis. The information will be obtained from reports within the HMS.

Appendix 1 – Out of Hours Contractor Contact Details

Gas central heating breakdowns	All areas	Richard Irvin 0131 654 4400
All Other Emergency Repairs	Aberdeen City Aberdeenshire Moray	Heatcare Oil & Gas Ltd 01343 842 042
	Angus Blairgowrie Perth Fife	Rogerson's 07946262427
	Clackmannanshire Falkirk Edinburgh Lothians Scottish Borders	HF Group Ltd 0131 337 4011 Or Freephone 0800 783 9480
All Emergencies	Livingston	Apello Press the button on your tablet or call 03333 216450

Appendix 2 – Examples of Repair Categories

Emergency – 4 hours to make safe

An Emergency Repair is needed because there is either a risk to your health and safety or there is a risk of serious structural damage. This type of work includes things like:

- Unsafe power or lighting sockets or electrical fittings
- Loss of electric power
- External windows, doors or locks which are not secure
- Loss of heating if no alternative heating is available
- Toilets which do not flush (if there is no other toilet in the house)
- Blocked or leaking foul drains, soil stacks or toilet pans (if there is no other toilet in the house)
- Loss of water supply
- Significant leaking or flooding from a water or heating pipe, tank or cistern, water leaking through roof or fabric of the building due to external defect If you have a burst pipe turn off water at the stop cock.

Urgent – 3 working days

Repairs that are not an immediate risk but may develop if not attended to or cause a significant inconvenience.

- Faults at electrical fittings
- Part loss of electric power
- Intermittent heating or water
- Part loss of heating
- Slow water leak
- Crack in a pane of glass
- Part loss of water supply

Routine – 10 working days

Any other common repairs that are required.

- Joinery work such as a kitchen cupboard door needing adjusted to allow it to close
- Repair to flooring or wall tiles
- Loose internal doors, handles or frames
- Plastering repairs
- Clearing gutters or downpipes

Appendix 3 – Ark v Tenant Responsibilities

Ark Responsibilities

Structure and Exterior

- Drains, Gutters and External Pipes (this does not include the clearance of blockages caused by tenant negligence)
- The Roof, Outside Walls, Outside Doors, Windowsills, Window Catches, Sash Cords and Window Frames, including External Painting and Decoration
- Internal Walls, Floors and Ceilings, Doors, Door Frames, and Internal Staircases and Landings (but not including Painting and Decoration)
- Chimneys, Chimney Stacks and Flues (but not including sweeping)
- Pathways, Steps or other means of access
- Plasterwork
- Integral Garages and Stores
- Boundary Walls and Fences
- Making good damage caused by Acts of Vandalism/Criminal Activity provided they have been notified to the Police within 24 hours of occurring, or as soon as is reasonably practicable, by the Tenant or by someone acting on the Tenant's behalf.

Installations

We will maintain and keep in proper working order any installations Ark have provided for Space Heating, Water Heating and Sanitation and for the Supply of Water, Gas and Electricity including:

- Basins, Sinks, Baths, Toilets, Flushing Systems and Waste Pipes, Showers, Water Tanks
- Electric Wiring, Fireplaces, Fitted Fires and Central Heating Installations, Door Entry Systems, Communal TV Aerials and Extractor Fans
- Ark owned Cookers, Dryers, Freezers, Fridges and Washing Machines
- Carrying out Annual Gas Servicing and other Safety Checks

Tenant Responsibilities

Tenants are responsible for all Minor Repairs, and all repairs that are not caused by fair wear and tear. The Tenancy Agreement gives more details, but tenants are responsible for the following repairs:

- All damage caused either wilfully, accidentally or negligently by you or visitors to your home or garden
- Blocked Waste Pipes or Drains within the home
- Blocked Sinks and Toilets
- Replacing/fitting Tap Washers (Dripping Taps)
- Replacement Plug, Chains and Pull Cords
- Damage caused by leaks from tenants Washing Machines and Dishwashers

- Repair/replacement Toilet Seats
- Plugs and chains for baths and basins
- Internal Door Handles (including Drawer Handles)
- Window Handles
- Replacing Carbon Monoxide and Smoke Alarm Batteries
- Replacement internal Light Bulbs and Tubes
- Resetting Tripped Electrics, if caused by a tenant's electrical appliance
- Electric Plugs and Fuses
- Internal TV Aerials
- Internal Decoration
- Pest and Rodent Problems
- Replacement/Additional Keys
- Forced Entry/Door Repairs because of being locked out/loss of keys/Police Forced Entry
- Whirly Gigs and Washing Line Poles, Pulleys, Whirly Gig Ropes and Clothes Lines

Appendix 4 – Letter about Access Issues

[Date]

[Name]

[Address]

[Address]

[Town]

[Postcode]

Dear [Salutation],

Access Problems

Maintenance Works Order [Order no.]

As requested, on [Date] we arranged for our Contractor ** to visit you to [details of what contractor was asked to do].

Unfortunately, our Contractor [Contractor's name] has been unable to gain access to your property to investigate and carry out the work required, despite having agreed two appointment dates and times with you.

As a result, you will be charged for the Contractor's second 'no access' call, at a cost of £[amount]. A separate account will be sent to you for this amount.

If you still wish this work carried out, please telephone [Contractor's name] on [Contractor's full phone no.] to arrange access to carry out the work. Please note that it is important that you keep to any arrangement agreed with the Contractor, or you will have to pay a further charge.

If you have not agreed a new appointment date and time by [Day and date] we shall take it that you no longer wish this work to be carried out and we will cancel the order to the Contractor.

If you require any further information, please contact Ark Customer Services on 0131 478 8143/ customer.services@arkha.org.uk.

Yours sincerely