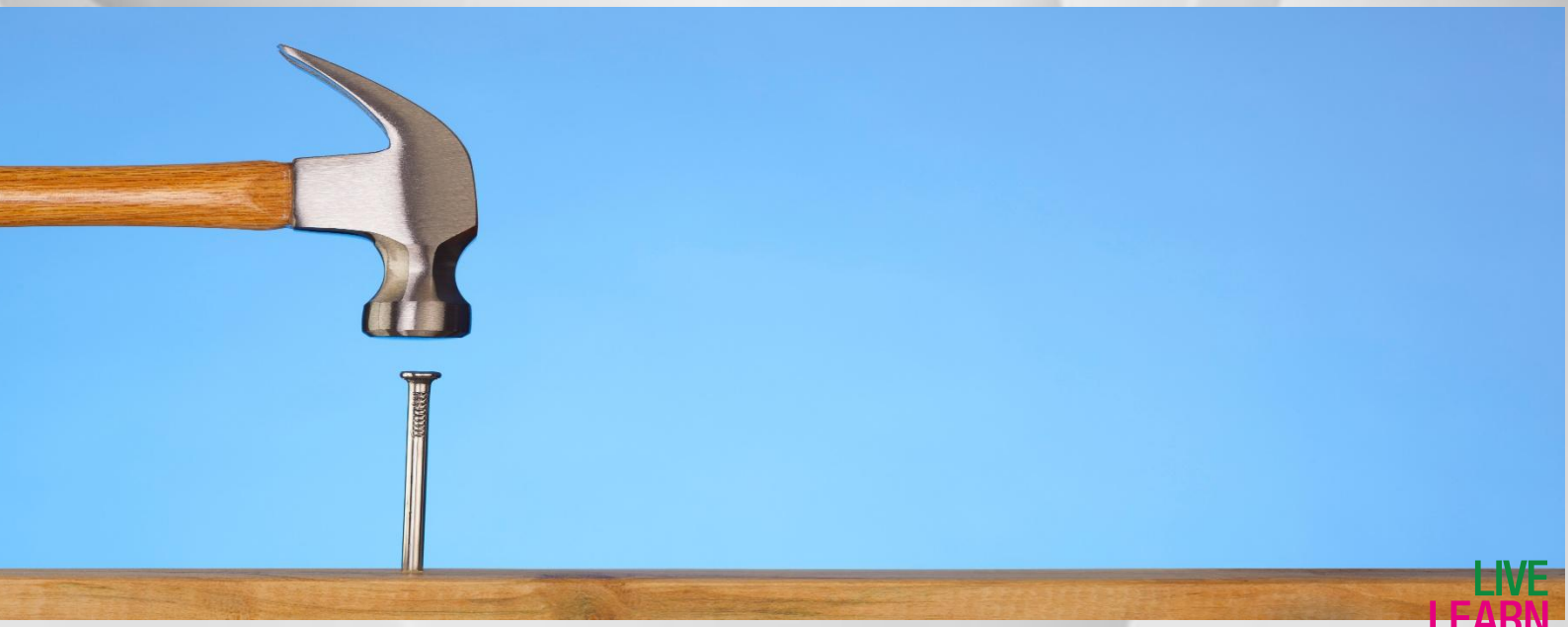
NORTH LANARKSHIRE COUNCIL
COMHAIRLE SIORRACHD LANNRAIG A TUATH

REPAIRS POLICY

OCTOBER 2026



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Document control			
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Revision History			
Number	**Originator**	**Date Review Commenced**	**Revision description/record of change**
Version 1	Business Development and Support	September 2026	

Document Approvals			
Number	**Governance Group**	**Date approval granted**	**Date approval to be requested** (if document still draft)
V.1	N/A	02/10/2026	

Consultation Record (for most recent update)	
Status of document consulted upon	Internal consultation completed on the draft policy to inform finalised version
Stakeholders consulted/date	

Strategic Alignment

The Plan for North Lanarkshire: Improve North Lanarkshire's Resource Base

Ambition Statement: Ensure we keep our environment clean, safe, and attractive

Next review date	
Review Date	October 2029

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1. Introduction

North Lanarkshire Council is the 4th largest local authority and currently owns approximately 37,000 homes with the majority being in Airdrie (17.3%), Motherwell (16.7%), Coatbridge (16.1%), and Wishaw (15.9%). The council has a legal duty to provide a repairs service to maintain our housing stock and related assets to an acceptable standard.

This policy document sets out North Lanarkshire Council's Housing Service's approach to dealing with repairs to council houses and related assets and details the following:

- the policy objectives
- access arrangements for the service
- repair responsibilities of both North Lanarkshire Council, as the landlord, and the tenant (including rechargeable repairs)
- service standards
- delivering the service and service standards
- comments, compliments and complaints
- monitoring and review

The policy covers the responsive and planned repairs service we provide in relation to:

- repairs reported directly by tenants
- repairs identified through routine management of the housing stock and estates
- planned programmes of maintenance, including communal and external areas that we are jointly responsible for with other owners

This document outlines the repairs policy in line with legislative and good practice requirements, whilst being fair, and non-discriminatory. The policy has also been assessed to ensure compliance with the council's equality and diversity policy and meets this standard.

The Scottish Housing Regulator states that local authorities manage their business to ensure that tenants' homes are well maintained, with repairs and improvements carried out when required, and that tenants are given reasonable choices about when work is done. This policy aims to meet this objective in dealing with repairs.

This policy is primarily intended to cover all tenanted properties owned by North Lanarkshire Council Housing Services.

2. Purpose of the policy

This policy will concentrate on the reporting and delivery of reactive repairs. For the purpose of this policy, reactive repairs are defined as repairs where a failure in a component has arisen on a day-to-day basis and requires to be fixed within a reasonable period. An example of this, may be a leak under a sink or a light switch not working or a door handle that needs repaired or replaced.

Other maintenance, investment and improvement work is covered by other specific policies and procedures.

3. Policy objectives

The Housing Service aims to provide tenants with a high quality, efficient and comprehensive housing repairs service.

The objectives of the policy are to:

- provide a prompt, efficient and effective housing response repairs service
- maximise the useful life of council housing stock and related assets
- ensure homes are warm, comfortable and in a good and safe condition of repair and continue to meet the requirements of national housing standards
- maximise planned maintenance programmes
- achieve high standards of customer care
- comply with our legal duties including access to carry out essential health and safety checks, for example, gas servicing and electrical safety testing
- ensure ease and equality of service access and outcome
- To help achieve these objectives, we will:
- ensure all tenants are provided with clear information on their repair responsibilities and what we will do when the repair is our responsibility
- ensure tenants are aware of their responsibilities in allowing access to their home for essential health and safety inspection or repairs, as required and in accordance with section 5 of their Scottish Secure Tenancy Agreement
- advise tenants when they report a repair, whether there is a need for an inspection before the work is carried out and make an appointment if required
- carry out repairs in accordance with our published service standards
- carry out non-emergency repairs on an appointment basis and where possible, complete repairs right first time.
- provide an emergency repairs service
- carry out post inspection of a range of repairs to ensure that they are completed to the agreed standard
- recharge repair costs from tenants who willfully, or through neglect, damage their homes (see section 5 of the Scottish Secure Tenancy Agreement)
- consult and seek feedback from tenants to ensure that the services provided are appropriate and effective
- monitor and continuously improve the performance of staff and contractors, taking into account feedback from tenants. This is carried out on a monthly basis and also reported to the relevant committee on a annual basis.
- review and where appropriate implement examples of best practice, and ensure value for money

Section 7 of this policy sets out our service standards and section 8 details the arrangements for monitoring progress with the service and achieving the policy objectives.

4. Legal and Regulatory Framework

The legislative requirements include the need to comply with the range of Health and Safety duties imposed upon landlords and various landlord responsibilities set out in the 2001, 2010 and 2025 Housing (Scotland) Acts. Various contractual terms are imposed via relevant tenancy, occupancy, and management agreements. The Housing Service shall ensure all its practices accord with these terms and requirements.

Section 31 of the Housing (Scotland) Act 2010 introduces the Scottish Social Housing Charter which sets the standards and outcomes that all social landlords should aim to achieve when performing their housing activities. The Scottish Social Housing Charter came into effect on the 1 April 2012, and this sets out 16 standards and outcomes that all social landlords should aim to achieve when delivering housing services. The Charter was reviewed during 2016. The revised charter was approved by Parliament and has been in effect since the 1 April 2017. The relevant Outcomes associated to this policy are:

Outcome 1: Social landlords perform in all aspects of their housing services so that 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

Outcome 2: Social landlords manage their businesses so that tenants and other customers find it easy to communicate with their landlord, how and why it makes decisions and the services it provides

Outcome 5: Social landlords manage their business so that tenant's homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done

From the 1 April 2013 all local authorities and housing associations in Scotland must collect and report on information on a range of indicators developed by the Scottish Housing Regulator (SHR) in support of the Scottish Social Housing Charter. There are key indicators that are used to compare and contrast service delivery across the sector and landlords are required to report on these in the Annual Return on the Charter (ARC).

The Housing (Scotland) Act 2001. Covering the Scottish Secure Tenancy Agreements, puts landlords under an obligation to ensure that house is kept wind, watertight and habitable. The agreement also extends to providing a repairs service for tenants within a specified timescale which this policy does.

This policy is aligned to Standards 2 of the Scottish Housing Regulator's (SHR) Regulation Framework:

Standard 2: The landlord 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.

5. Access to the service

The Housing Service is committed to making the housing repairs service open and accessible to all tenants.

There are a number of ways to report repairs, which are designed to make the service as accessible as possible, including:

- online through our website
- by telephoning, writing or emailing
- report emergency repairs out with office hours in publications and publicised on the council's website

Addresses and telephone numbers are detailed in publications and publicised on the council's website.

- We will provide a range of clear information on the housing repairs service, including:
- repairs that we are responsible for
- repairs tenants are responsible for
- how to report a repair
- how we will respond to repair requests
- carrying out the work
- comments, compliments and complaints

Information on the housing repairs service is issued to all new council tenants as part of the tenancy sign-up process and is available on the council's website at www.northlanarkshire.gov.uk

Where required, we will provide assistance to tenants with a disability and/or who are vulnerable to access the repairs service.

6. Repair responsibilities and rechargeable repairs

The Housing Service is responsible for the majority of repairs to the property and outside of the building as well as the fixtures and fittings in the home, to keep the structure of homes in good repair and to keep them wind and watertight.

We have a number of planned maintenance programmes in place, designed to ensure the safe and healthy occupancy of the home for tenants, their family and neighbours. These programmes are carried out without the need for tenants to request the work and the main obligation on tenants is to provide access to their home in order to complete the works.

Whilst we are responsible for most repairs, tenants also have a responsibility for some repairs within their home. The main types of repairs for which the tenant is responsible include:

- decoration, laminate flooring and painted kitchens/wraps
- damage/breakages caused by neglect or carelessness of the tenant, their family or visitors to their home

- any floor coverings, including vinyl floor covering fitted excluding floorboards and concrete flooring or vinyl flooring fitted by the housing service
- fixtures and fittings, for example, curtain rails, decorative light fittings, external lights unless fitted by housing services.
- light bulbs or starters, plugs or fuses connected to appliances, unless fitted by the housing service.
- cookers, refrigerators and washing machines (including the installation of washing machines) unless we provide them as part of the tenancy
- extra door or window locks, spyholes or security chains

The above list is not exhaustive and there may be other repairs the tenant is responsible for.

As detailed in section 5 of the Scottish Secure Tenancy Agreement, tenants wishing to carry out work to their properties beyond their general responsibilities, must get our written permission first. We will not refuse permission unreasonably. We may grant permission with conditions, relating to the expected standard of work.

We will generally grant permission if we are satisfied that:

- the work will be carried out to a sufficient high standard, using material of a suitable quality
- the work will be carried out by a qualified person
- the work will not impact neighbouring properties
- where appropriate the tenant has obtained any necessary legal consents
- the work does not alter any health and safety installations including fire doors
- It is recognised that there may be tenants who, as a result of their individual circumstances, are unable to carry out repairs they are responsible for. In these situation, additional support and assistance may be available to the tenant to complete the repair.

Re-chargeable repairs
Tenants must pay for any repairs that have occurred as a result of:

- damage or misuse caused by them, their family or visitors to their home
- gaining access to their home and changing locks when they have lost their keys
- the replacement of broken glass (if caused by the tenant)
- alterations to the property without written consent from the housing service, including fire doors or any other alteration to health and safety installations.

Section 5 of the Scottish Secure Tenancy Agreement provides further information relating to re-chargeable repairs and tenant responsibilities.

Whilst the list above identifies the most common re-chargeable repairs, it is not exhaustive.

7. Delivering the service and service standards

When the Housing Service is contacted with a repairs request, we will confirm whether the repair is our responsibility and:

- help identify the repair needed which may include visiting the property to carry out an inspection
- explain to the tenant how long it will take to complete the repair or inspection
- offer a convenient appointment time for all inspections and internal repairs
- telephone/write to/text the tenant to confirm details of appointment

In line with legal requirements, we operate the 'Tenant's Right to Repair' Scheme. This allows tenants to arrange for certain repairs to be carried out by an alternative contractor if we have not responded within our publicised timescales. Tenants are advised when they report a repair to the Repairs Team if it is a 'qualifying repair' under this scheme. Compensation will be paid to tenants, where appropriate, in line with our legal obligations.

It may be necessary for us to carry out an inspection before work is carried out to identify the materials needed to complete the repairs. If we do, we will arrange a weekday morning or afternoon appointment time for this visit to take place within three working days of the repair being reported. Where possible we will arrange appointment times that are suitable to the tenant. During the inspection the Technical Officer will advise the tenant of any repair works needed and the expected timescale for completion.

Service Standards
Work will be prioritised and instructed based on the type of repair and the risk posed to health and safety. Repair categories, together with their associated timescales for completion, are noted below:

- **Emergency repairs** – we aim to complete these repairs within 3 hours. These repairs will generally be attended to within 3 hours of the fault being reported. No appointments will be made for emergency repairs, but we will discuss a suitable time to access tenants' homes to make sure that the emergency work can be done. This category of work will generally involve making the fault safe and thereafter we will make an appointment, suitable to the tenant, to carry out any further work which may be required.

  The types of repairs carried out through this category include, but are not limited to, burst pipes, faulty electrics, no heating, security and health and safety issues.

- **Repairs by appointment** – these are provided for the majority of work where we require access to homes. Where possible we will try to arrange appointment times that are suitable to the tenant. We aim to have these works carried out within 15 working days from date of request. With all internal works we aim to have these repairs completed, where possible, at the first visit.

  The types of repairs carried out through this category include, but are not limited to, internal repairs to doors, floorboards, plasterwork, electrical and plumbing works.

- **External works** – We aim to have these works carried out within 15 working days from date of request. If scaffolding is required then the timescale is 30 working days.

  The types of repairs carried out through this category include, but are not limited to, roughcast, roofing, lock ups, gutters and downpipes.

For repairs by appointment, we will confirm to tenants the detail of the repair requested and the agreed appointment date and time.

Work required to enable tenants to be discharged from hospital
Work required to a tenant's home, to enable them to be discharged from hospital, will be prioritised. These works will be organised and arranged quickly in conjunction with Health and Social Care partners.

Access to your home
Tenants are required under the terms of their Scottish Secure Tenancy Agreement to allow us as their landlord, access to their home to inspect, carry out repairs, or do other works that are necessary to their property or adjoining properties. As a last resort, where we have a health and safety or legal obligation to carry out works, or where there is an emergency, we reserve the right to force entry.

Planned and cyclical maintenance
In addition to repair categories detailed above, we also carry out planned and cyclical maintenance works. This includes, but is not limited to, common close regarding decoration, external painter work to clothes poles, fencing, downpipes etc. Tar footpath replacement.

We undertake this work on a planned programme rather than on a responsive basis. This ensures that investment made to bring the housing stock up to the Scottish Housing Quality Standard (SHQS) is protected in the long term.

Regular surveys of council housing and related assets will be undertaken to inform future works programmes and tenants/owners will be kept informed throughout.

Common repairs
All property owners have a responsibility to meet a share of the cost of the maintenance of common parts of buildings that the housing service maintain in line with the title conditions of the property.

Annual Servicing
The contractors appointed by the housing service will contact the tenant directly to make initial arrangements for access regarding annual servicing of all forms of Heating Systems.

Heating systems
We place a high priority on the safety of all our Gas and Solid fuel heating systems. All reasonable efforts will be made to arrange a convenient with tenants to have the annual safety inspection carried out, but if we are unable to do so, we may need to force entry at a date and time notified to the tenant.

Essential health and Safety Inspections
By law, we need to carry out inspection programmes of health and safety installations for example, annual gas servicing and fixed electrical testing every five years (which also includes inspection of smoke and carbon monoxide alarms). This is to ensure the safety of tenants, their families and neighbours. We place a high priority on health and safety inspections. All

reasonable efforts will be made to arrange a convenient appointment with tenants to have this work carried out.

Where we cannot gain access to carry out essential work, we reserve the right to force entry to carry the work out.

Carrying out the work
When repair work is being carried out, we will treat tenants' homes with courtesy and respect and expect tenants to treat us in the same way.

While on site we will:

- always display identification badges
- explain the work we have come to do
- advise which rooms we will need to work in
- advise on whether any furniture or floor covering (including laminate flooring) require to be moved to allow access to complete the work. This is normally the tenant's responsibility, however, if help and assistance is required to move carpets or furniture, we will aim to assist
- advise approximately how long the work will take

When tenants, members of their household or visitors' actions or behaviours are considered unacceptable, we will take appropriate action in line with the council's policy for dealing with unacceptable actions.

We aim to carry out all works with the minimum mess and disruption possible and when the repair is complete, we will remove any debris.

Compensation
Where we have caused damage to any fixtures and/or fitting in a tenant's home, we will endeavour to repair or replace these and where this is not possible, a third-party claim form will be provided. On completion by the tenant the claim form will be assessed by our Risk Management Team, and any compensation will be paid in accordance with the assessment made.

Where dehumidifiers are required, whilst we try to complete repair works, we will pay compensation based on an agreed daily rate for each day that they are needed.

Please note, where there are monies owed to a North Lanarkshire Council account, it is standard practice to transfer any compensation to reduce an outstanding balance before any remaining monies will be issued.

Comments, compliments and complaints
We are committed to providing high-quality services to tenants, but we know that sometimes we may get this wrong. When this happens, we want tenants to tell us about it in order that we can put things right. Similarly, we want tenants to let us know if they are happy with the service we provide.

There are a range of ways that tenants can provide views on the service including:

- online through our website
- by telephoning, writing to or emailing our Repairs Team
- by completing and returning a satisfaction questionnaire
- by providing feedback to tenant's groups/local housing meetings

Tenants dissatisfied with any aspects of the service have the right to make a complaint through the council's comments and complaints scheme. Complaints will be accepted either in writing or verbally and can be registered in two ways:

- through a housing office, where staff will register the complaint; or
- by completing and returning the comments and complaints scheme form

Further information on the comments and complaints scheme can be found on the council's website at www.northlanarkshire.gov.uk

If, after making a complaint, a tenant continues to be dissatisfied with the service that they have received, a further complaint can be made to the Scottish Public Services Ombudsman. The Ombudsman will only consider complaints of injustice or hardship as a result of maladministration or service failure.

The address of the Scottish Public Services Ombudsman is:

Bridgeside House, 99 McDonald Road, Edinburgh, EH7 4NS (FREEPOST SPSO)

8. Monitoring and review

To ensure that the policy is achieving the objectives set out in section 2, it will be subject to regular monitoring and review.

Regular reports on performance will be provided to a range of audiences including:

- Housing and Communities Committee
- Scottish Housing Regulator
- Scottish Housing Network

9. Equalitites, Human Rights and Impact

This policy is consistent with the council's Equal Opportunities Policy and aims to ensure that we act fairly and lawfully on all occasions. We will not discriminate against anyone on the grounds of race, colour, ethnic origin, nationality, gender, sexuality, disability, age, religion or other belief.

An Equalities Impact Assessment (EqIA) has been carried out whilst this policy was being developed to identify any potential adverse impacts on people or groups who share protected characteristic and any opportunities in which to strengthen and promote equalities. This assessment included an assessment of the Fairer Scotland Duty and Human Rights.

Two further impact assessments have been carried out for this policy given the scope and impact of this policy on women, children and health. This included a Children's Rights and

Wellbeing Assessment (HIA). A summary of this EqIA can be found on the council's website and the full impact assessments are all available on request.

10. Glossary of terms

Scottish Housing Quality Standard
All social landlords (including the council) must ensure the homes they rent meet a minimum standard set out by the Scottish Government.

Scottish Secure Tenancy Agreement (SSTA)
The SSTA was introduced by the Housing (Scotland) Act 2001. It is a legal agreement which sets out tenant's rights and responsibilities and is signed by every council tenant.

Capital Investment Programme
A programme of projects to renew major elements of work in council homes such as kitchens and bathrooms, windows and doors and central heating systems.

Tenant's Right to Repair scheme
A scheme which was established in law and sets out rules to allow tenants to have certain types of repairs, which affect health and safety or security, carried out and the landlord pays for it.

Planned and cyclical maintenance
Works that are required to a number of homes within an area or areas, such as close painting, cleaning gutters or fascia replacement