



COPPERWORKS
Housing Association

POST-INSPECTION POLICY

March 2018

POST INSPECTIONS POLICY

1.0 POLICY

To ensure the Association and its tenants receive a good quality service all round from the Contractors, the Association will post inspect no less than 10% of all repairs completed monthly.

2.0 CRITERIA

Post inspections will be carried out in relation to the following: -

- 2.1 repairs costing more than £250.
- 2.2 repairs where the costs appear excessive.
- 2.3 where the tenant contacts the Association upon completion of the repair, stating that they feel the repair has not been carried out to a satisfactory standard, or where the satisfaction survey throws up concerns.
- 2.4 to continually monitor the workmanship of contractors throughout the year
- 2.5 where the repair is a recurring fault
- 2.6 all medical adaptations whether grant funded or not
- 2.7 upon completion of alteration / improvement works carried out by the tenant, following approval from the Association to carry out the works
- 2.8 where repairs will be recharged to the tenants
- 2.9 repairs carried out that will be subject to an insurance claim

3.0 PROCEDURE

- 3.1 Repairs to be post inspected will be determined by the Maintenance Officer taking account of the criteria highlighted above once contractor's invoices have been received.
- 3.2 The Maintenance Officer will arrange access with the tenant at a time convenient to the tenant giving as much notice as possible.
- 3.3 The Maintenance Officer will post inspect all repairs.

- 3.4 A standard post inspection sheet will be completed for each inspection and filed upon completion in the "post inspections file". If the post inspection highlights all works are in order and the costs are acceptable, the invoice will be authorised for payment by the Maintenance Officer.
- 3.5 In the event that the Maintenance Officer is not happy with any aspect of the repair carried out, the Contractor will be asked to return and make good at the Contractor's expense, if deemed appropriate. Upon confirmation from the Contractor that the "snagging/defective work", has been made good, a further inspection will take place and the inspection sheet updated accordingly. If at this stage, the works are to a satisfactory standard, the invoice will be authorised for payment.

4.0 MONITORING

- 4.1 The Maintenance Officer will be responsible for ensuring that the target of 10% post inspections is achieved monthly.
- 4.2 The Maintenance Officer will be responsible for ensuring the post inspections file is kept up to date and that access is arranged in advance with the tenants.
- 4.3 The number of repairs post inspected will be monitored continually by the Maintenance Officer who will also be responsible for collating statistics for the Management Committee.

5.0 REVIEW PERIOD

The Depute Director will be responsible for ensuring that this policy is reviewed every 3 years or sooner to ensure that the Association complies with up-to-date legislation and guidance from Scottish Housing Regulator.

6.0 ALTERNATIVE FORMATS

As with all the Association's policies and procedures, this document can be made available in full and in part on tape, in braille and in translation into most other languages