



**COPPERWORKS**  
Housing Association

## **PRE-INSPECTION POLICY**

**March 2018**

## **PRE-INSPECTION POLICY**

### **1.0 POLICY**

To ensure an effective maintenance service to all tenants and at the same time ensure money is spent appropriately, the Association will aim to pre inspect no less than 10% of all repairs reported every month.

### **2.0 CRITERIA**

- 2.1 Pre inspections will take place under the following circumstances:-
  - 2.1.1 If the source of the problem is not evident from the tenant's comments. In this way, expenditure will not be unnecessarily incurred by the Co-operative as a result of an inappropriate tradesmen being requested to attend the repair.
  - 2.1.2 Where it is thought that the repair will be rechargeable and is as a result of negligence or vandalism.
  - 2.1.3 Where the repair has already been attended to in the recent past but has recurred.
  - 2.1.4 Where it is thought that the repair will cost in excess of £250.
  - 2.1.5 Where it is thought that the repair may not in fact be due to the fault of a component but down to the tenant's lack of knowledge in operating the component properly. In such instances, a pre inspection by the Association can remedy the alleged "repair" without the expense of sending a Contractor out to make good.
  - 2.1.6 Where it is thought the repair could lead to an insurance claim and photographic evidence may be necessary.

The above list is not exhaustive and if it is determined that a pre inspection is required for any other reason, such as safety to the tenant, then an inspection will automatically take place.

### **3.0 PROCEDURE**

- 3.1 Repairs to be pre inspected will be inspected by the Maintenance Officer
- 3.2 The maintenance department will arrange access with the tenant at a time convenient to the tenant.

- 3.3 A standard pre inspection sheet will be completed for each inspection and filed upon completion in the "pre inspections file".
- 3.5 A works order will be issued, categorising the repair as soon as the pre-inspection has taken place. Target response times will be monitored against the day the works order is issued.

#### **4.0 MONITORING**

- 4.1 The Maintenance Officer will be responsible for ensuring that the target of 10% pre inspections is achieved monthly.
- 4.2 The Maintenance Officer will be responsible for ensuring the pre inspections file is kept up to date.
- 4.3 The number of repairs pre inspected will be monitored continually against the target by the Maintenance Officer who will also compile reports 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 Co-operative complies with up-to-date legislation and guidance from the 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