



POST-INSPECTION POLICY

May 2024

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 £1,000.
- 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 carry out spot checks of 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 have the potential to be recharged to the tenants and this has not been able to be identified at the time of reporting the repair
- 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 Post inspections will be carried out by the Maintenance Officer.

- 3.4 It will be recorded that a post-inspection has been carried out along with any appropriate diary notes on our housing software database.
- 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. Any invoice received for the works will be held until satisfactory resolution of any issues. Upon confirmation from the Contractor that the "snagging/defective work", has been made good, a further inspection will take place and the database updated to reflect this. If at this stage, the works are to a satisfactory standard, any invoice received for the works 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 number of repairs post inspected will be monitored continually by the Maintenance Officer who will also be responsible for preparing figures for presentation in the Annual Report as required.

5.0 REVIEW PERIOD

- 5.1 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 all current legislation and guidance.

6.0 EQUAL OPPORTUNITIES

- 6.1 This policy has been prepared in line with our Equalities and Human Rights Policy and if applicable, an Equalities Impact Assessment will be conducted at the time of each review.

7.0 ALTERNATIVE FORMATS

- 7.1 As with all the association's policies and procedures, this document is available in full and in part on tape, in braille and in translation into most other languages