



# **PRE-INSPECTION POLICY**

**May 2024**

## **PRE-INSPECTION POLICY**

### **1.0 POLICY**

- 1.1 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:-
- 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 Association as a result of an inappropriate tradesmen being requested to attend the repair.
  - Where it is thought that the repair will be rechargeable and is as a result of negligence or vandalism.
  - Where the repair has already been attended to in the recent past but has recurred.
  - Where it is thought that the repair will cost in excess of £500.00
  - 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.
  - Where it is thought the repair could lead to an insurance claim and photographic evidence may be necessary.
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  - Where, due to cultural or language difficulties, the tenant has not been able to explain or understand the issue effectively

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 a member of staff in the maintenance department.
- 3.2 The maintenance department will arrange access with the tenant at a time convenient to the tenant.
- 3.3 Where the Maintenance Assistant carries out the pre-inspection but is unclear on the source of the problem or the best way to remedy it, then a further inspection will be carried out by the Maintenance Officer. It will be recorded that a pre-inspection has been carried out along with any appropriate diary notes on our housing software database.
- 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 number of repairs pre inspected will be monitored continually against the target by the Maintenance Officer who will prepare 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 up-to-date legislation and guidance from the Scottish Housing Regulator.

#### **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