




PORT OF LEITH
HOUSING ASSOCIATION



Cyclical Maintenance and the SHQS Programme

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It makes sense to deal with some maintenance issues in a more structured way than responding to problems as and when they occur.

This type of work is known as Cyclical Maintenance and the SHQS programme.

SHQS Programme:

The new Scottish Housing Quality Standard (SHQS) implemented by the Scottish Government Office, defines what constitutes acceptable good quality housing. Local Authorities, Housing Associations and other registered social landlords have until 2015 to ensure that their stock meets the standard – this is known as the SHQS Programme.

In broad terms, to meet the SHQS, a house must be:

- above the tolerable standard which is the absolute minimum standard that a house must meet,
- free from serious disrepair such as major roof leaks, dampness or structural problems,
- energy efficient so it must have effective insulation and central heating,
- provided with kitchen and bathroom fittings that are in a good and safe condition,
- safe and secure, for example it must have a smoke detector, secure doors and safe electrical and gas systems.

The types of things we improve through our SHQS programme include windows, kitchens, bathrooms and heating systems.

The work included in the SHQS programme is based on information we gain from visiting our properties and surveying their condition. You will be informed if your home is due to be surveyed and told about any improvements that will be carried out as a result.

Cyclical Maintenance

Our yearly cyclical maintenance programme covers things that have to be attended to on a fixed cycle. This includes:

- Servicing gas appliances we have fitted and gas safety checks
- Stair painting
- Roof repairs
- Rhone repairs
- Window and door painting
- Door entry system upgrades/installations

The above maintenance will often affect all residents of a communal stair and the Association will contact any independent owners in regards to carrying out these cyclical repairs.

Everyone involved in the painting of a communal area is offered the choice of paint colours and given the option of having their flat doors painted; the main stair doors are also painted.

In what are considered problem stairs the Association has the option of installing high security magnetic locking systems. Mag-locks have improved the quality and security of stairs for all residents.

We will always write to tell you in advance when any work is due and arrange appointments to inspect and carry out the work.

Gas Safety And The Annual Gas Servicing Programme:

It is a legal requirement for us to carry out a gas service to your home every year. Approx 30 people die annually in Britain from carbon monoxide poisoning caused by gas appliances and flues that have not been maintained or installed correctly. Many others suffer ill health as a result.

You can't see carbon monoxide, you can't taste it, and you can't even smell it. But carbon monoxide can kill without warning in hours.

You are particularly at risk when you are asleep, as you cannot recognise symptoms that include tiredness, drowsiness, headaches, nausea, and pains in the chest and stomach.

As your landlord, we have to make sure that all our installations are set up correctly and serviced every year.

We will write to you in advance requesting that you arrange an appointment with our contractors for your Annual Gas Service.

If you do not allow us access to your home to do this work, we will send you further warning letters detailing the action we may need to take to ensure that the service is carried out.

You can opt for an early evening or Saturday morning appointment.



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