

# Operational Procedure 9

## Repairs at 12a North Road

Responsible Officer	Service Manager – Housing and Property						
Issue No.	1	Revision No.	3	Revision Date:	2/2/2009	Doc Ref:	OP9 v1.3

Shetland Islands Council – Housing Service  
Operational Procedure (OP) 9 Repairs at 12a North Road

Amendment and Authorisation Record

Repairs at 12a North Road

<b>Date</b>	<b>Author</b>	<b>Paragraph ref:</b>	<b>Nature of change</b>	<b>Authorised by</b>
17/03/04	-	n/a	First dated Revision.	-
06/04/06	DLT	n/a	Revision 1.2 - OP2 Documentation standards upgrade.	DLT
2/2/2009	MH	N/a	Change to Responsible Officer Job Title	AJ

**REPAIRS AT 12A NORTH ROAD, LERWICK**

- 1.0 Please ensure that the Housing Officer for the flats is notified well in advance of any works or inspections to be carried out to the property, so as prior written notification can be given to all tenants.
- 2.0 Please provide HO with details of dates, duration and nature of work, where possible.
- 3.0 The Housing Officer (supported accommodation) is to make telephone contact with all relevant tenants prior to removal or delivery of furniture etc. A minimum of 24 hours notice would be required.
- 4.0 If the Housing Officer (supported accommodation) has difficulty in contacting tenant/s, please notify Housing Officer, who will take responsibility for making contact.
- 5.0 Housing Officer to keep the Housing Officer (supported accommodation) updated with list of contact numbers for all tenants.
- 6.0 Individual flat keys to be held by Housing Officer.
- 7.0 No keys to be given out unless tenant/s have received prior notification of expected visit.
- 8.0 In the case of repairs within individual flats, if tenant cannot be present when repairs are carried out, permission from tenant must first be sought before keys are release to workmen.
- 9.0 The Housing Officer (supported accommodation) to test fire alarms every alternate Monday.
- 10.0 The Housing Officer (supported accommodation) to be e-mailed whenever a vacancy arises, in order to arrange for bedsit to be cleaned.
- 11.0 Tenants to report all repairs direct to Housing Services – Repairs.
- 12.0 In the case of non-urgent repairs, Admin staff to send out standard letter notifying tenants of date of work.
- 13.0 In the case of urgent repairs and external works, Housing Officer shall pin up notice on notice board at 12a to inform tenants of repair.
- 14.0 On certain occasions it may be appropriate for the Housing Officer/ Housing Officer (supported accommodation) to accompany inspectors/technicians etc to the building. (e.g. in circumstances were inspections are require within the individual tenanted flats, in order that a female member of staff is present).