

Housing National Occupational Standards

H3 06 Organise the maintenance and repair of property (SQA Unit Code F7DB 04)

Unit Summary

This unit covers the competencies required to organise the maintenance and repair of property. The unit applies to both planned maintenance and contingency work.

Performance Criteria:

You must be able to:

- 1 obtain all necessary background information concerning the work, including inspection reports, and identify the nature and scale of the work to be done
- 2 determine who has responsibility under the agreement for carrying out the work
- 3 contact the relevant person or specialist when the required action is outside your responsibility
- 4 liaise with relevant people to identify any safety and security issues
- 5 work in accordance with your organisational and legislative requirements
- 6 authorise maintenance and repair work within the limits of your authority
- 7 liaise with customers and others to arrange a convenient time for work to take place
- 8 follow organisational procedures for costing maintenance and repair work
- 9 communicate the programme to the work team clearly and within the appropriate timescales
- 10 regularly check progress, identify any deviations from the programme and take the appropriate action
- 11 check that the work has been completed according to the specification, and take the appropriate action to deal with any problems with the completed work
- 12 sign off the work when it has been completed in accordance with requirements
- 13 keep records which are clear and accurate

Knowledge and Understanding

To be competent, you must know and understand:

- (a) your organisation's procedures and priorities for setting up programmes of work
- (b) how to communicate effectively
- (c) how to identify the nature and scale of work which is required
- (d) the responsibilities of all relevant parties with respect to the condition of property
- (e) the factors to be taken into account when prioritising action to carry out work
- (f) the outline requirements of health and safety in relation to the need for maintenance and repair
- (g) emergency repairs requiring prompt action to avoid health and safety risks
- (h) your organisation's procedures for actioning maintenance and repair work
- (i) your own level of authority or responsibility with respect to initiating work
- (j) who to refer problems to when they are beyond your authority or responsibility
- (k) the requirements of any relevant regulations and legislation
- (l) organisational procedures for checking work
- (m) the actions available to deal with deviations from programmes of work
- (n) organisational procedures for signing off work when it has been completed
- (o) procedures for recording repairs and maintenance