

# ASTH211(SQA Unit Code-H0H2 04)

## Organise the maintenance and repair of property



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### Overview

This standard covers the competences required to organise the maintenance and repair of property. It applies to both planned maintenance and contingency work.

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### Performance criteria

- You must be able to:*
- P1 obtain all necessary background information concerning the work, including inspection reports and identify the nature and scale of the work to be done
  - P2 clarify the responsibilities of customers in relation to the maintenance of property and their liability to certain costs of repair
  - P3 determine who has responsibility under the agreement for carrying out the work
  - P4 contact the relevant person or specialist when required action is outside your responsibility
  - P5 liaise with the relevant people to identify any safety and security issues
  - P6 work in accordance with your organisational and legislative requirements
  - P7 authorise maintenance and repair work within the limits of your authority
  - P8 liaise with customers and others to arrange a convenient time for work to take place
  - P9 follow organisational procedures for costing maintenance and repair work
  - P10 communicate the programme to the work team clearly and within appropriate timescales
  - P11 regularly check progress, identify any deviations from the programme and take appropriate action
  - P12 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
  - P13 sign off the work when it has been completed in accordance with requirements
  - P14 keep records which are clear and accurate

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### Knowledge and understanding

*You need to know and understand:*

- K1 how to identify the nature and scale of the work which is required
- K2 the responsibilities of all relevant parties with respect to the condition of the property, including customer liability for certain costs
- K3 the factors to be taken into account when prioritising action to carry out work
- K4 the outline requirements of health and safety in relation to the need for maintenance and repair
- K5 emergency repairs requiring prompt action to avoid health and safety risks
- K6 your organisation's procedures for actioning maintenance and repair work
- K7 your own level of authority and responsibility with respect to initiating work
- K8 who to refer problems to when they are beyond your authority and responsibility
- K9 the requirements of any relevant regulations and legislation
- K10 organisational procedures for checking work
- K11 the actions available to deal with deviations from programmes of work
- K12 organisational procedures for signing off work when it has been completed
- K13 procedures for recording repairs and maintenance

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**Originating organisation** Asset Skills

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**Original URN** ASTH211

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**Relevant occupations** Health, Public Services and Care; Health and Social Care; Managers and Senior Officials; Managers and Proprietors in Hospitality; Housing Officer

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**Suite** Housing

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**Key words** Organise; maintenance; repair; property; contingency