



**Rural Stirling**  
Housing Association

**Equality & Diversity Impact Assessment (EIA)**

The aim of the EIA is to consider the equality implications of a policy, practice, or service to prevent discrimination against people who are categorised as being disadvantaged or vulnerable within society (as listed in point 4) and to consider if there are ways to proactively advance equality.

Before completing this form, please refer to the supporting guidance document.

Where further guidance is needed, please contact CEO

Name of the <b>policy/practice/service</b> to be assessed	Group Reactive Maintenance Policy	Is this a <b>new policy/practice/service or a revision to an existing?</b>	The Policy is being updated.
1. Briefly describe the <b>aims, objectives and purpose</b> of the policy, practice, or service.	This policy sets out how we ensure that our properties are well maintained and kept in good and safe repair, both for the benefit of existing tenants and to maximise the long-term life of each property while meeting our legal responsibilities and contractual obligations to tenants, occupiers and sharing owners.		

**Appendix 1: Reactive Maintenance Policy EIA**

<p><b>2. Who is intended to benefit</b> from the policy, practice, or service? <i>(e.g., applicants, tenants, staff, contractors)</i></p>	<p>Tenants, occupiers and sharing owners.</p>																					
<p><b>3. What outcomes are wanted</b> from this policy, practice, or service? <i>(e.g., the benefits to customers)</i></p>	<p>We aim to provide a prompt and efficient service that aims to get repairs completed in one visit wherever possible and for all jobs to meet the timescales set out within the policy required by the Scottish Housing Regulator. In addition to this we also want to minimise void loss through well managed void works as well as providing a cost effective service.</p>																					
<p><b>4. Which protected characteristics</b> could be <b>affected</b> by the policy, practice, or service?</p>	<p><i>(✓) tick all that apply</i></p> <table border="1" data-bbox="663 639 2114 1382"> <tr> <td data-bbox="663 639 1608 711"><b>Age</b></td> <td data-bbox="1608 639 2114 711">✓</td> </tr> <tr> <td data-bbox="663 711 1608 783"><b>Disability</b></td> <td data-bbox="1608 711 2114 783">✓</td> </tr> <tr> <td data-bbox="663 783 1608 855"><b>Gender reassignment</b></td> <td data-bbox="1608 783 2114 855">✓</td> </tr> <tr> <td data-bbox="663 855 1608 927"><b>Marriage/Civil Partnership</b></td> <td data-bbox="1608 855 2114 927">✓</td> </tr> <tr> <td data-bbox="663 927 1608 999"><b>Pregnancy/Maternity</b></td> <td data-bbox="1608 927 2114 999">✓</td> </tr> <tr> <td data-bbox="663 999 1608 1070"><b>Race</b></td> <td data-bbox="1608 999 2114 1070">✓</td> </tr> <tr> <td data-bbox="663 1070 1608 1142"><b>Religion or belief</b></td> <td data-bbox="1608 1070 2114 1142">✓</td> </tr> <tr> <td data-bbox="663 1142 1608 1214"><b>Sex</b></td> <td data-bbox="1608 1142 2114 1214">✓</td> </tr> <tr> <td data-bbox="663 1214 1608 1286"><b>Sexual Orientation</b></td> <td data-bbox="1608 1214 2114 1286">✓</td> </tr> <tr> <td data-bbox="663 1286 1608 1382"> <p>Consider if you want to add any more e.g. ?</p> <ul style="list-style-type: none"> <li>• People with caring responsibilities</li> </ul> </td> <td data-bbox="1608 1286 2114 1382"></td> </tr> </table>		<b>Age</b>	✓	<b>Disability</b>	✓	<b>Gender reassignment</b>	✓	<b>Marriage/Civil Partnership</b>	✓	<b>Pregnancy/Maternity</b>	✓	<b>Race</b>	✓	<b>Religion or belief</b>	✓	<b>Sex</b>	✓	<b>Sexual Orientation</b>	✓	<p>Consider if you want to add any more e.g. ?</p> <ul style="list-style-type: none"> <li>• People with caring responsibilities</li> </ul>	
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**Appendix 1: Reactive Maintenance Policy EIA**

	<ul style="list-style-type: none"> <li>• Staff and tenants from lower socio-economic backgrounds</li> </ul>	
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**5.** If the policy, practice, or service is not relevant to any of the **protected characteristics** listed in part 4, state why and end the process here.

The policy applies to all of the protected characteristics.

**6. Evidence Gathering and Engagement**

**a. What evidence has been used for this assessment? For example, national statistics.**

The original Policy Statement was informed by the Scottish Regulator Charter Outcomes and Standards as well as relevant guidance on requirements of Housing Associations in relation to repairs services provided to tenants.

**b. Who have you engaged and consulted with as part of your assessment?**

We promote and raise awareness of our policy through our website/Guide to Information, publications, tenant information and through staff induction and training.


**7.** Describe the **impact(s)** the policy, practice or service could have on the groups identified in part 4. Consider both positive and negative impacts.

The policy aims to ensure that all tenants can receive an equal level of service in terms of repairs. This includes ensuring that the needs of all tenants are factored in when arranging a repair and making it as accessible as possible for tenants to report a repair. Through implementation of the policy, we will support and assist people to ensure that their repairs are dealt with within the time scales set out and they receive the support, if needed, to undertake actions normally expected from tenants but that they are not able to do themselves. The policy makes clear that discretion can be used to consider each tenant’s circumstances when considering the level of responsibility and application of recharges that would normally be levied.

This policy is not designed to impact negatively on anyone.

<b>8.</b> What <b>actions</b> are <b>required</b> to address the impacts arising from this assessment? <i>(This might include collecting additional data, putting monitoring in place, specific actions to mitigate negative impacts).</i>	<b>Issue</b>	<b>Action</b>	<b>Timescales</b>
	<ul style="list-style-type: none"> <li>• Training/refresher training will be required for staff as</li> </ul>	<ul style="list-style-type: none"> <li>• Line managers to review any training needs/requirements:</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing</li> </ul>

**Appendix 1: Reactive Maintenance Policy EIA**

	<p>and when required.</p> <ul style="list-style-type: none"> <li>Promote our policy and approach to our customers and Signposting through existing communication channels to raise awareness of our reactive maintenance policy.</li> </ul>	<ul style="list-style-type: none"> <li>To be promoted on website and in Rural Matters: CSO</li> </ul>	<ul style="list-style-type: none"> <li>Spring, Summer and Winter Editions of Rural Matters and added to website</li> </ul>
<p><b>9. Decision: Please record decision e.g.,</b></p> <ul style="list-style-type: none"> <li>No change/amend (see above)</li> <li>Cease</li> <li>Progress with risk (monitor and add to risk register?)</li> </ul>	<ul style="list-style-type: none"> <li>No change</li> </ul>		
Signed			
Job title	Director of Housing and Property Services		
Date the EIA was completed	23 <sup>rd</sup> November 2023		
Review date	2026		
Date of any quality sample check	NA		

*Please attach the completed document as an Appendix to your policy, practice, or service report*