



Producing Works Orders and Authorising Invoices Procedure

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Approved by SLT:		TBC	
Owner:	Jackie O'Neill	Job Title:	Head of Property Management
To be issued to:		Board of Management ARK Management Dept. Staff	
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Version Control

Date	Owner	Version	Reason for Change
April 2020	Jackie O'Neill	4	Review update / New format

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1.0 Introduction

1.1

This procedure describes our arrangements for producing and issuing works orders to maintenance contractors, and for authorising invoices following satisfactory completion of the work.

1.2

The procedure supports our Maintenance policy “AMO1”.

2.0 Producing & Issuing Works Orders

2.1

The Maintenance Assistant (MA) or Maintenance Officer (MO) will enter the work details onto the IBS system following the maintenance computer procedure ‘Inputting Repairs & Issuing Works Orders’.

2.2

Two copies of each works order will be produced. The first copy is the Maintenance Works Order which is sent to the relevant contractor (see Appendix 1 for a sample). The second copy is the Works Acknowledgement which in the case of reactive repairs is sent to the person (or address) that originated the repair request (see Appendix 2 for a sample).

2.3

The majority of the contractors’ copies will initially be emailed to the relevant office. Where the contractor does not have email facilities, details of the order will initially be faxed or given by ‘phone, followed by the original being sent by post.

2.4

The tenant’s/staff copy (works acknowledgement) will be posted to the tenant or project location reporting the repair. In the case of repairs to communal areas, e.g. in a block of flats, the acknowledgement will be sent to the person in the block reporting the repair.

3.0 Updating Spreadsheets

3.1

Each morning the MA will produce a report with summary details of the works orders issued the previous day, following section 5 of the computer procedure “Inputting Repairs & Issuing Works Orders’ (see Appendix 3 for a sample report).

3.2

The MA will update the relevant repairs spreadsheet with the information from this report. (see Appendix 4 for the spreadsheet contents). The file paths are:

Maintenance\Maintenance Folder\(\year) files\Reactive Repairs\ARK HA and Services - Repair Log - (year)

3.3

The MA will update all columns on each spreadsheet apart from 'Completion Date', 'Actual Spend' and 'Invoice No.', 'Log Time', 'Fin Time', 'Hours', 'Complex Repair', 'Revisit Y/N', 'Tenant Satisfied Y/N', RFT Y/N. These details will be added from either the works acknowledgement or the contractor's invoice.

3.4

These spreadsheets are used to:

- provide cumulative statistics – monthly, quarterly, annual, Scottish Social Housing Charter Return – on numbers, categories and costs of repairs etc., as required;
- answer specific enquiries from Managers;
- where an invoice amount is over £1,000 – automatically generate a post-inspection request;
- check that a works order is not paid twice.

4.0 Processing & Authorising Invoices

4.1

All invoices received should be passed initially to the designated Finance Officer who will:

- log them on the Finance system;
- attach the appropriate authorisation sheet (depending on whether the category is PINREP or PINREG);
- pass the invoice to the Maintenance Office.

4.2

Either the MO or MA will carry out the first stage of the authorisation process by:

- inputting the invoice details on the maintenance system, following the computer procedure 'Inputting and Authorising Invoices';
- checking the invoice against the original works order, any subsequent amendments and the estimated costs etc.

- following up any queries or concerns with the contractor, liaising with colleagues as required;
- where required (PINREG works orders) adding the required financial code(s) to the sheet;
- if required, amending the finance code reference (e.g. if the initial estimate was below £1,000 but the final cost is above £1,000 then the code will have to be amended from Reactive Repairs to Major Repairs);
- when satisfied, initialling the 'Checked/Coded by' section.

4.3

Maintenance invoices will be passed to the Head of Property Management (HOPM) for final checking and authorising.

4.4

Following authorisation, the MA or MO will complete the remaining stages of the computer procedure 'Inputting and Authorising Invoices', authorising the invoice for payment on the system prior to the details being transferred to the Finance system for actual payment.

4.5

The MO/MA will ensure that all authorisation sheets and invoices that have been processed for payment are passed back to the Finance Officer before the date of the next BACS payments run.

5.0 Equality Impact Assessment (E.I.A.)

There are no negative equality implications identified in relation to the revision of this document, consequently an E.I.A. has not been completed.

6.0 Data Protection Impact Assessment (D.P.I.A.)

The potential data protection assessment implications around the collection of personal data which has been identified in relation to the revision of this procedure has been addressed on the departments D.P.I.A.

7.0 Implementation and Review

The HOPM is responsible for ensuring that this procedure is implemented when required.

The HOPM will include a report on contractors' performance against Right to Repair response times targets as part of the regular reporting arrangements to each meeting of the Finance Sub-Committee.

The HOPM will ensure that this procedure is reviewed at least every three years.

Appendix 1 – Works Order

Tel: 0131 478 8143
Fax No: 0131 478 8181

Ark Housing Association Ltd
The Priory
Canaan Lane
Edinburgh
EH10 4SG

ARK MAINTENANCE WORKS ORDER

ALL CONTRACTORS MUST COMPLETE AND ATTACH THIS WORKS ORDER TO THE INVOICE FOR THE WORKS AND SUBMIT WITHIN 30 DAYS OF WORK COMPLETION. Please make your invoice chargeable to - Ark Housing Association

Contractor: Heatcare Oil & Gas Ltd	Works Order No: A0037068
Fax No: workorders@heatcareo	Issue Date: 1st April 2016
Tenants Details:	Target Date: 15th April 2016
	Contact: Stephen Whitehead
	Right to Repair: no
The Priory 37 Canaan Lane Edinburgh EH10 4SG	Access: (ALL TENANTS MUST BE PHONED IN ADVANCE TO ARRANGE ACCESS)
	Contact Tel No to Arrange Access:
	Access Telephone

Please carry out the following works by 15th April 2016

DESCRIPTION OF WORKS

ASBESTOS - WHEN YOU ARE WORKING IN ARK PROPERTIES YOU MAY FIND MATERIALS THAT CONTAIN ASBESTOS FIBRES. IF YOU COME ACROSS ANY SUSPECT MATERIAL, STOP WORK IMMEDIATELY AND NOTIFY ARK HOUSING ASSOCIATION ON 0131 478 8143.

For payment to be made for this work, the Completion Details below must be FULLY COMPLETED and signed by the Tenant/Support Worker and securely attached to your invoice for payment.

Completion Details	
Date AND Time Work Started: _____	Date Work Completed: _____
Hours on Site: _____	No of Workers on Site: _____
Travelling Time: _____	Signed by Contractor: _____
Detail reason repair completed after the Target Date: _____	

Tenants Signature: _____	Date: _____
We ask tenants to sign, only to confirm attendance.	

Appendix 2 – Works Order Acknowledgement

Ark Housing Association Ltd
The Priory
Canaan Lane
Edinburgh
EH10 4SG
Tel No: 0131 447 9027
Fax No: 0131 478 8173

MAINTENANCE WORKS ORDER ACKNOWLEDGEMENT

PLEASE RETURN THIS MAINTENANCE WORKS ORDER ACKNOWLEDGEMENT IN THE
ENCLOSED SAE WITHIN 7 DAYS OF COMPLETION OF THE WORK.

The Priory 37 Canaan Lane Edinburgh EH10 4SG	Works Order No Issue Date Contact Right to Repair Recharge Tenants Contact Tel No: (Please amend if incorrect) Access: Acces Telephone	A0037068 1st April 2016 Mr S Whitehead no no
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Dear

ARK Housing Association has issued a Maintenance Works Order for the detailed below:
DESCRIPTION OF WORKS

The Contractor instructed to carry out the work is **Heatcare Oil & Gas Ltd**
The Target Date for completion of the work is **15th April 2016**

Once the work has been completed, please answer the questions below and return this sheet in
the SAE provided. This will help us to check the quality of your repair and improve our Repairs
Service.

Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you
with the repairs service provided by your landlord (Please Tick)?

Very Satisfied ☐ Fairly Satisfied ☐ Neither Satisfied nor Dissatisfied ☐
Fairly Dissatisfied ☐ Very Dissatisfied ☐

Did the Contractor telephone to arrange access (Please Tick)? Yes ☐ No ☐

Was the Contractor on time?

Was any follow-up work required?

What date did the Contractor complete the works?

Was the Contractor polite?

Did the Contractor tidy up before leaving?

Any other comments?

Appendix 3 – Sample report

Mgt Area	Job No	Scheme	Addr 1	Description	Log Date	Target Date	Log Time	Priority	Contract	Cont Desc	Value with VAT	AC1	AC2	AC3	AC4	AC5
SER	A0038510	BALN	1-17 Balmagask Court	REFIX 2 x GATES TO THE BIN AREA	23/01/2017	06/02/2017		Routine	REACT	1 Call Property Maintenance Ltd	276	40	601	21	1	0
HA	A0038511	HOSE	Flat 3, 16, Hoseason Garden	MINOR DECORATING: PREPARE / AWES TAPE BATHROOM CEILING	23/01/2017	06/02/2017		Routine	REACT	All in One Property Solutions	480	40	122	21	1	0
HA	A0038512	SOUTH	24 Southhouse Broadway	Annual Service of Sprinkler System	23/01/2017	15/02/2017		C1	CYCL	Fire Prevention Works Ltd	180	40	144	21	0	0
HA	A0038513	ARBR	Flat 6, 2 Burnside Drive	Toilet Repair - Not flushing and also blocked	23/01/2017	23/01/2017	906	Emergen	REACT	H.2.O. Plumbing & Heating	90	40	102	21	1	0
HA	A0038514	PEEB	3 St. Andrews Court	REPAIR LOOSE BREAK GLASS POINT	23/01/2017	26/01/2017		Urgent	REACT	Caladonia Fire and Security Ltd	150	40	137	21	1	0
HA	A0038515	HOSE	12 Hoseason Garden	OUT OD HOURS CALL OUT - Broken Window - board up	23/01/2017	21/01/2017		OE	REACT	Salitre Facilities Mangament Ltd	102	40	122	21	1	0
HA	A0038517		7 Glébe Road	CHECK KITCHEN ELECTRIC SOCKETS: Staff report all sockets	23/01/2017	26/01/2017		Urgent	REACT	R8 Grant Electrical Contractors	90	40	155	21	1	0
HA	A0038519	PRIORY	The Priory, 37, Cannaan Lane	Ground floor hot water cylinder temperature not reaching	23/01/2017	27/02/2017		Routine	REACT	HF Electrical	900	10	970	21	1	0
HA	A0038520	BUCKIE	3 Woodside Close	Connect new Drier with a Hard Wired 13amp Socket	23/01/2017	26/01/2017		Urgent	REACT	Heatcare Oil & Gas Ltd	90	40	105	21	2	0
HA	A0038521	LONGS	5 Longstone Grove	Repair Security Lighting - All external lighting not working	23/01/2017	26/01/2017		Urgent	REACT	First Call Trade Services	180	40	131	21	1	0

Appendix 4 – Repairs Spreadsheet (contents)

REPAIRS SPREADSHEET - CONTENTS

Month
Item
Company
Job no.*
Scheme
Property (first line of address)*
Job Description*
Date work instructed*
Completion date (actual)
Target completion date*
Days within Target
Added Days
No of Working Days Taken
Log Time
Fin Time
Hours
Reason for Late Completion
Complex Repair Y/N
Revisit Y/N Tenant Satisfied Y/N
Right First Time Y/N
Category of repair (Emergency, Urgent, Routine)*
Type of Work
Contractor's name*
Forecast (estimated cost)*
REACTIVE Actual spend
NON REACTIVE Actual Spend
Invoice no.
Percentage Variance
AC1, AC2, AC3, AC4, AC5

* These columns are completed from the details produced on the Daily Works Orders Report.