



Repairs to your home

We aim to provide a repairs service that is in tune with customers' expectations and needs and one that delivers value for money. We continually strive to improve our services and feedback is essential to shape our service.



Ways to report a repair

Online

The easiest way to report a repair is through your online account. Give as much detail as you can. Check that your contact details are correct so that we can fix your problem quickly.

Once you've logged a repair online we will contact you to make an appointment. If you provide your mobile phone number you will receive text notifications about your repair request. You will also receive a phone call when our operative is on their way.

Phone

Call us during the week (Monday to Friday 8am – 6.30pm) on **0131 657 0600** (charged at local rate when calling from a landline) and select 'option 1' for all new repairs. Choose 'option 2' to discuss an existing repair.

When you report a repair it will either be attended as an emergency, within four hours, or at an arranged appointment. The majority of repairs will be completed within 12 days. For Right to Repair Qualifying Repairs we will attend by 6.30pm next working day.

Emergency repairs

You can report an emergency repair any time of the day by calling **0131 657 0600**.

Out of hours emergency

We only attend to out of hours emergencies based on the severity of the situation.

What is an emergency repair?

These are incidents that are an immediate danger to life or property:

- Fire
- Gas leak — you should notify Transco in the first instance
- Complete loss of power — please check with Scottish Power in first instance
- Insecure property
- Trapped in home or lift
- Structurally unsafe building
- Uncontrollable water leak
- Attendance to smoke detector or carbon monoxide activation, once the battery has been changed.

Part of



Appointments

Appointments will be arranged to mutually suit your availability and that of our contractor.

You will usually be given the appointment at the time of reporting this to us. We are open for repair appointments six days a week (Monday to Saturday) with some early evening appointments available.

Monday to Friday

Morning: 8am – 12pm
Afternoon: 12pm – 5pm
Evening: 5pm – 6.30pm

Saturday

Morning: 8am – 12.30pm

Access and holding keys

We do not hold keys to your home and we will only gain access to your home if you or someone you know is there to let us in.

Right to Repair

We follow the Right to Repair legislation and this applies to some repairs. There are three different timescales for Right to Repair which are set by Scottish Government. We will tell you the timescale for your repair when you call us:

1. By the end of the next working day
2. Within three working days
3. Within seven working days.

For more information on Right to Repair legislation visit www.gov.scot.

1. By the end of the next working day

- No heating or hot water.
- Insecure external window, door or lock.
- Loss or partial loss of water / gas / electricity supply.
- Significant water leaks / flooding from water or heating pipes, tanks or cisterns.
- Unsafe power / lighting socket, or electrical fitting.
- Blocked or leaking foul drains.
- Toilet not flushing (where there is only one toilet in property).
- Blocked flue to open fire or boiler.

2. Within three working days

- Blocked sink, bath or drain.
- Loose or detached banister or handrail.
- Unsafe timber flooring or stair treads.

3. Within seven working days

- Mechanical extractor fan in an internal kitchen or bathroom not working.

You may still be charged for repairs that are qualifying repairs under Right to Repair if you or your visitors have caused the damage. In these instances we will attend to make safe and then seek payment before completing the repair.





Gas safety

We will carry out an annual service of your gas central heating system. This is a legal requirement and you must provide access for us. During this visit we will test your smoke and carbon monoxide detectors and replace them if they are faulty. You are responsible for testing the operation between servicing, if you are physically unable then you can ask a member of staff to assist you. If you are concerned and wish to arrange a safety check please call us **0131 657 0600**.

Fire safety

Fire safety measures have been installed within your home to protect you and your neighbours. Please respect these. Never leave any personal items in the common stair, these could be flammable and also create dangerous obstacles when trying to vacate a smoke filled corridor.

Always check your smoke detector and report these when broken. The Scottish Fire and Rescue team will conduct a free home visit to offer you fire safety advice:

www.firescotland.gov.uk

New build homes

All newly built properties are 'in defects' for a year and the original builder will be asked to carry out repairs. Some parts will be in warranty for longer.

New parts in your home

There are occasions when your new parts, such as a new boiler, are under warranty. If anything goes wrong with it we will ask the installer to return to the property and repair it. In this instance your repair may take longer than usual and it does not qualify for 'Right to Repair'.

Repairs to common areas

For communal repairs we will, in conjunction with other owners, make the immediate risk safe. Repairs to common parts may take longer until agreement is sought from all owners and consents are provided. We may have to contact the local council for use of their statutory notice powers.

Pest control

Contact your local authority's environmental health department for guidance on dealing with vermin and pests. We will treat common areas but not individual properties. Once your home is treated we may assist with blocking / sealing any holes in skirting or units to prevent it happening again.

Enhanced repairs service

In later life we know that some small repairs that are your responsibility can be difficult to deal with and can lead to accidents when tackled. For this reason, any customer who lives alone in retirement age, can ask for our support through the enhanced repairs service. We will offer free labour for small repairs, all you need to do is ensure you have the materials.





Our responsibilities

We are responsible for maintaining:

- The structure and outside of your home
- The fixtures and fittings we have provided.

Where we have total ownership of the stair:

External parts

- Drains, gutters and outside pipes.
- The roof.
- Bin stores and recycling lots.
- Outside walls and doors, window sills, window catches, sash cords and window frames — including necessary painting and decorating outside ONLY.
- Pathways and steps (that are not adopted by the Council).
- Maintaining or replacing clothes poles / rotary dryers.
- Garages and stores but NOT sheds.
- Boundary walls and fences, in conjunction with other owners when applicable.

Internal parts

- Inside walls, floors and ceilings, doors and frames, door hinges and skirting but not including inside painting and decoration.
- Draught proofing.

Kitchens, bathrooms and plumbing

- Maintaining and replacing taps, basins, sinks, baths, showers, toilets, sealants and water supply and water pipes, except where you have caused the damage.
- Unblocking external waste pipes ONLY.
- Replacing sealant around kitchen units and sanitary fittings.
- Replacing tap washers to stop dripping.

Gas, electrics, heating and lighting

- Electric wiring including sockets and switches.
- Water heaters, fireplaces, fitted fires and central heating system and chimneys but NOT sweeping or your own appliance.
- Gas pipes and appliances provided by us.
- Replacing fluorescent tubes and starter motors.
- Replacing hard wired smoke detectors.
- Bleeding radiators and relighting pilot light.

Your responsibilities

External parts

- Maintaining TV aerial / point / satellite dishes that you have fitted.
- Maintaining or replacing washing lines.
- Your garden including trees and items you have installed.
- Providing or replacing an external dustbin unless provided by the council.
- Fitting or replacing doorbell / batteries / number and nameplates.

Internal parts

- Maintaining any fixture you have fitted e.g. laminate flooring / shelves.
- Replacing or providing any curtain rail / pole / track.
- Adapting doors to accommodate your carpets, re-fixing draught excluders.
- Internal papering, painting, woodwork or coving.
- Replacing missing or lost keys.
- Fitting additional locks / catches or safety devices i.e. peep hole, safety chain and burglar alarm.
- Refixing loose handles / latches / catches to doors and cupboards.
- Patching minor cracks to walls and ceilings.
- Installing internet services and associated works.

Kitchens, bathrooms and plumbing

- Replacing damaged bath panels.
- Clearing blocked bath, basin / sink / shower / toilet.
- Replacing or re-fixing broken toilets seats.
- Replacing sink / bath plugs and chains.
- Replacing shower curtains.

Gas, electrics, heating and lighting

- Replacing fuses and plugs.
- Replacing light bulbs.
- Resetting tripped fuse boxes.
- Replacing batteries in smoke detectors.
- Plumbing and electrical / fitting your own domestic appliances, which must be done according to Gas Safe or NICEIC regulations.



Damage

- Repairing or replacing any damage caused by the customer to the property, fixtures or fittings.

You'll need to arrange to carry out any repairs that are your responsibility. Where there is damage, caused by you, a member of your household or a visitor, or neglect you must also organise the repairs yourself. If you do not do this you will be asked to pay for the repair in full before we will commit to carrying out any work for you. Examples include:

- Any repair that is listed as your responsibility, for example, loss of keys or lock changes.
- A leak caused by you puncturing or rupturing pipework.
- Securing broken windows where damage is caused by you.
- Repair uncontrollable leak from water pipe, sink and so on caused by your neglect or damage.
- Blocked toilets and drains where you have caused the blockage.
- Decoration.
- Repairs to damage caused by your leaking or faulty appliances.
- Alterations you have made but don't meet our standards.
- Rubbish or items left in our property or estate that are a nuisance or fire hazard.

Below are some examples of what you can expect:

Repair	Total cost
Lock change due to lost keys	£75
Blocked toilet / sink / shower	£60
Patching holes in your wall	£90
Board up window	£80
Resetting your electrics	£45
Renew double glazing unit	£180
Special uplift of items	£150

Criminal damage

If you've been a victim of criminal damage, we will normally pay for the repair. You must report it to the police and get an incident number. You'll need a valid crime reference number if the police have been in attendance. You may be held responsible for the cost of the repair if this is not supplied.

Alterations to your home

You must get written permission from us before you make improvements and alterations to your home. If we agree to your request, you will be responsible for any future repairs to your improvements and alterations. We won't say no unless we have a good reason.

Further guidance can be sent to you on request, and you may be entitled to compensation at the end of your tenancy for improvements you made. You must ask before you start alterations or improvements.

Examples:

- Cable TV or a satellite dish.
- Installation of garden fences / gates / shed.
- Central heating or gas appliances (you must use a Gas Safe engineer).
- Laminate or wood flooring — if you have neighbours below you, we will not give you permission.
- A shower.
- Any use of the roof space.
- Tumble dryer vents.
- Any green deal measure, e.g. solar panels.
- Any works that could breach the fire safety measures installed in your home, e.g. we will not permit cat flaps in a fire door.
- Electrical or plumbing installations.

For major alterations you will need to meet statutory consents, for example, building warrant.

Adapting your home

We have funding to carry out adaptations which may help you stay in your home rather than having to move. For example, installation of a ramp or hoist or a level access shower. If you think you need an adaptation, an occupational therapist (from your local council) will need to visit you to assess your situation. After that they may make a referral to us specifying what you need. For more information either contact your local social work department or call us on **0131 657 0600**.