



## Repairs & Maintenance Policy

Policy Ref: PS01

<b>Prepared By</b>	Operations Director
Date of Review	November 2019
<b>Date of Next Review</b>	November 2022
<b>Reviewed By</b>	PHA Board

## **1. INTRODUCTION**

### **1.1 Statement of Objectives**

The Repairs & Maintenance Policy aims to ensure that the Association provides an effective property management service that complies with its landlord obligations in respect of repairs and maintenance.

Our objectives include:

- delivering a clear, comprehensive and equitable property management service;
- ensuring that all properties are safe, secure and meet relevant standards;
- maintaining our stock in accordance with the relevant and applicable legal requirements placed on us and our responsibilities set out in our tenancy agreement;
- providing an efficient, effective and value for money property management service aimed at prolonging the useful life of our properties and delivering customer satisfaction through high standards of service;
- collecting and using business intelligence on the condition of our stock and demonstrate that we are using this to make informed financial decisions to maintain and improve our stock;
- regularly reviewing our arrangements for the procurement of repairs and maintenance works;
- taking positive steps to inform and listen to tenants about continuous improvements to our property management service;
- Making our customer aware of the services we provide by providing information to new tenants and providing regular updates through newsletters and our website; and
- We will influence the design specification and components of our new development to ensure our customers benefit from good quality, energy efficient homes, we will also improve the value for money offered by our homes by making sure life cycle costs of maintaining and servicing our homes is fully considered.

### **1.2 Compliance with Regulatory Standards**

In terms of the Scottish Social Housing Charter, the Scottish Housing Regulator has identified a number of key indicators relevant to repairs and maintenance by which it will measure landlord performance, including the following:

- Quality of housing – tenants' homes as a minimum will meet the Scottish Housing Quality Standard (SHQS) and meet the Energy Efficiency Standard for Social Housing (EESH) by 2020.
- When properties are allocated, they are always clean, tidy and in a good state of repair.
- Repairs, maintenance and improvements – tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.
- Value for money – tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.

### **1.3 Expected Outcomes**

Key outcomes of operating an effective Repairs & Maintenance Policy include:

- ensuring that properties are well maintained, safe, secure and in line with the Scottish Housing Quality Standard (SHQS) and meet the Energy Efficiency Standard for Social Housing (ESSH) by December 2020;
- maximising the percentage of reactive repairs carried out that were completed right first time, and minimising repeat repairs;
- optimising customer satisfaction with service delivery
- delivering value for money.

### **1.4 Informing and Involving Stakeholders**

We will promote our Repairs & Maintenance Policy through our newsletter, website and tenancy handbook. Where we plan to make significant changes to the policy, we will consult tenants through our Scrutiny Panel or working groups.

### **1.5 Corporate Fit**

#### **1.5.1 Legislation and best practice**

We will comply with all relevant legislation and associated regulations, including:

- The Health & Safety at Work Act 1974;
- The Control of Asbestos Regulations 2006;
- The Housing (Scotland) Act 1987, 2001, 2010, 2014;
- The Gas Safety (installation and use) Regulations 1994, and Amendment 1996 No. 550, and Amendment No 2, and the Gas Safety (installation and use) (Amendment) Regulations 2018;
- BS 7671:2018, the IET wiring regulations 18<sup>th</sup> Edition, and any subsequent editions or amendments;
- Approved Code of Practice and guidance L8: Legionnaires Disease. The control of Legionella bacteria in water systems;
- The Tenement (Scotland) Act 2004;
- Energy Performance of Buildings (Scotland) Regulations 2008;
- Factoring (Scotland) Act 2011;
- The Scottish Social Housing Charter;
- SHQS;
- ESSH; and
- General Data Protection Regulation (GDPR).

Common law, statute and the contractual obligations within our tenancy agreement set out our responsibilities as landlord and those of our tenants. These are summarised in our 'Guide to Repairs' (see Appendix A).

We expect our tenants to conduct their tenancies in a reasonable manner and not damage or allow any member of their household or visitor to their home to damage the property, either internally or externally. If a tenant has damaged their property or failed to take care of it, we may charge for the costs of repair – this is covered in our Rechargeable Repairs Policy.

Our Repairs & Maintenance Policy is consistent with our:

- Group Corporate Plan;
- Group Standing Orders;
- Group Financial Regulations;
- Privacy Policy;
- Asset Management Strategy;
- Health & Safety Policy;
- Risk Management Strategy;
- Procurement Policy;
- Gas Servicing Policy;
- Asbestos Management Policy;
- Rechargeable Repairs Policy;
- Electrical Inspections Policy;
- Alterations & Improvements Policy;
- Energy Performance Certificates Policy;
- Legionella Policy;
- Pest Control & Management Policy;
- Factoring Strategy; and
- Void Management Policy.

### **1.5.2 Equalities**

Our Repairs & Maintenance Policy complies with PHA's Equality Policy to ensure equality of treatment for all tenants without discrimination or prejudice.

### **1.5.3 Confidentiality**

PHA recognises that confidentiality is important to tenants and will treat their tenancy information in confidence under the General Data Protection Regulation (GDPR) and in line with PHA's Privacy Policy.

### **1.5.4 Business Plan and risk management**

Our Business Plan reflects that repairs and maintenance is a key landlord responsibility. We seek to mitigate against business risk through managing our repairs and maintenance service in an efficient, effective and economic manner.

### **1.5.5 The Board**

The Operations Director has responsibility for overseeing the implementation of the Repairs & Maintenance Policy and the Property Services Manager is responsible for key aspects of the day-to-day service delivery with delegation of specific tasks to appropriate staff.

We clearly define budgetary responsibilities and delegation of authority for repairs and maintenance functions within our Group Standing Orders, Group Financial Regulations and Procurement Policy.

The Property Services Manager carries out a monthly desktop review of repairs ordered as follows:

- a random 5% sample of response repairs ordered by the staff;
- addresses any anomalies and takes appropriate action, including updating procedures if necessary; and
- notes and reviews any significant fluctuations in the nature or volume of repairs ordered and take appropriate action.

In order to monitor the effectiveness of this policy, key performance indicators (KPIs) (see Annex 1) will be used to measure the effectiveness of our repairs service and customer satisfaction. We will routinely review and analyse the outcomes and make recommendations where changes are required.

The Board will receive regular updates on the implementation of the Repairs & Maintenance Policy so that they can have reasonable assurance that it is operating effectively in practice.

### **1.5.6 Reporting performance**

We measure how good the service is through our post inspection, internal audit process and through estate inspections with members of our Customer Advisory Panel, our benchmarking group, partner agencies and Contractors. We also carry out resident surveys on the quality of our services and any changes we introduce.

Staff carry out regular reviews of our performance against key performance indicators shown in Annex 1, taking whatever action necessary to improve poor performance. The Board receives quarterly performance reports. Any concerns about our services will be reported to the Board together with a service improvement plan aimed at addressing the matter.

We report details of performance against the indicators set out in the Scottish Social Housing Charter to our customers each year through the Annual Customer Performance Report, we also publish information in our newsletters, and website and we report performance to The Scottish Housing Regulator through the Annual Return on the Charter

## **2. KEY PRINCIPLES – REPAIRS & MAINTENANCE POLICY**

### **2.1 Planned Maintenance and Repairs**

We have a number of elements within our Asset Management Strategy to ensure that our housing stock and related assets meet the needs and standards required now and in the future.

- Cyclical maintenance repairs or improvements: are programmed and carried out through a programme of works and/or inspections at regular intervals. Programmes of work include, but are not limited to gas servicing; Electrical Installation Condition Reports; close painting; back court services; close cleaning; gutter cleaning and roof anchor checks.
- Major repairs: are improvements to our houses to replace and/or upgrade existing components. Programmes are set in advance, and include kitchen upgrades, bathroom upgrades, gas central heating upgrades; window replacement programmes and door entry system upgrades.
- Project Based Works are: 'one off' projects to improve an area and/or address an issue within a building or common area. Improvement programmes may involve negotiation with owner-occupiers and other parties who have an interest in the building or common area. All programmes must be agreed and have an appropriate budget in place before work starts. Programmes may include stonework repairs, large-scale common area improvements and improvement and/or amalgamation of properties.
- Reactive repairs: are repairs to a tenant's house or the common property arising on a day-to-day basis, that require attention within a short period of time. Such repairs are tenant led, reported by the tenant, or in the case of common repairs, reported by any resident of the building or PHA staff when carrying out routine inspections.
- Adaptations: are improvements to a house and/or common area to help the tenant to live more comfortably within their home and reduce the need to transfer to another house. Referrals are received from the Health & Social Care Partnership and are funded through development funding received from the Council. Priority is given to tenants in greatest need of assistance.
- Void Management: is when a tenant ends their tenancy and the house requires improvement in line with our lettable standard. This will involve minor repairs and maintenance, and the completion of standard gas safety, electrical safety and energy efficiency assessments. We may carry out major improvements to the house during the void phase dependent on condition of the property component, available budget, and talking cognisance of the effect of renewal on future planned maintenance programmes. Major works identified during the void period may also be programmed for installation immediately following re-let with the agreement of the new tenant, to minimise void re-let times.
- Servicing: Routine gas, and electric safety inspections will be carried out in all Association houses. Servicing will be carried out in line with legislation and at appropriate intervals.

We have an obligation to manage asbestos in our houses and maintain an Asbestos Register, which includes the results of surveys we carry out, and details of where asbestos has been removed or made safe. We carry out appropriate Asbestos surveys before any major works are carried out and we record the existence and position of any Asbestos Containing Materials in any of our houses. Tenants will be provided with advice on its management, but it will not be removed unless advised by the surveyor that this is the appropriate option.

The Construction (Design & Management) Regulations 2007 will apply to certain works instructed through this policy and the majority of major works will require the appointment of a CDM coordinator. Some projects, specifically those which are expected to last for more than 30 working days or involve more than 500 person days, will be deemed as notifiable under the regulations and PHA will comply with this requirement.

All contracts are procured, in line with the Procurement Policy. We comply with procurement rules by making sure the procurement process is transparent, fair, non-discriminatory, offers mutual recognition to suppliers and the assessment process is proportional to the value of the contract. Full policy details are available from our website [www.partickha.org.uk](http://www.partickha.org.uk).

## **2.2 Administration**

Our fully trained property services team will deliver all aspects of our response service, including pre-inspection of defects, repairs ordering and post inspection of completed works.

We will carry out all repairs, which are necessary to:

- maintain the property in a 'wind and watertight' condition; and
- ensure that there is constant provision of services such as water, gas and electricity.

We operate a 24-hour service for reporting emergencies, for example defects that could be a risk to health or safety or could lead to serious structural damage, such as:

- no heating or hot water;
- no electricity;
- burst pipes; and
- choked main drains.

We will issue full instructions to our contractor for all repairs and maintenance work.

## **2.3 Repairs by appointment**

In order to provide a service that is responsive to the needs of tenants, we will provide a repair by appointment system for reactive repairs classified as non-emergencies for the following trades: Joiner, Plumber, and Electrician.

Appointments will be available on working days, with a choice of morning or afternoon timeslots. An Emergency service operates at all times including bank and public holidays.

Common repairs and those that do not fall within the appointment system will be treated as follows:

- Emergency - to be attended to and made safe within 4 hours of notification; and
- Non-Emergency - to be completed within 7 working days of notification.

The repairs by appointment service will be available where only one trade is required. Where more than one trade is required to repair a defect, the contractor will co-ordinate the work required and contact the tenant direct to agree suitable access arrangements.

If due to unforeseen circumstances a contractor is unable to keep the appointment, they will contact the tenant before the specific appointment time to explain the difficulty and to make an alternative appointment or access arrangements. We will continuously monitor the appointments system, and investigate broken appointments in order to refine how the service works to minimise service failures in the future.

## **2.4 Tenant responsibilities**

Certain repairs are the responsibility of tenants; these are detailed within our Guide to Repairs and Tenancy Handbook. Tenants will be advised when such a defect is reported or inspected.

## **2.5 Rechargeable repairs**

The cost of some repairs will be charged to the tenant. These are called 'rechargeable repairs' and details are included within our Rechargeable Repairs Policy.

Our obligation to carry out repairs is limited to those items identified in the tenancy agreement, lease agreement or deed of conditions. All other repairs are the responsibility of the resident and must either be completed by them or by the Association on their behalf.

We will recharge customers for repairs resulting from:

- vandalism or willful damage;
- supplying lost or additional keys;
- forcing entry to their home;
- negligence;
- misuse of the emergency service; and
- failure to clean and clear their house when they end their tenancy.

In these circumstances, the customer must complete an application confirming liability for with repairs and pay the full cost in advance of the work being carried out. Where the tenant is in financial difficulties, we may enter into an agreement to pay by instalment. An application form can be obtained from our offices or downloaded from our website at [www.partickha.org.uk](http://www.partickha.org.uk).



## 2.6 Prioritising repairs

We prioritise repairs requests based upon their urgency. We will use the following repairs categories and target timescales for responding.

Category	Type of repair	Overall timescale
<b>Emergency Repairs</b>	To make safe or repair any defect/s that may deteriorate quickly into a health and safety issue or cause significant damage to the property, if left unattended.	<ul style="list-style-type: none"> <li>Attend within 4 hours and make safe</li> </ul>
<b>Non-Emergency Repairs</b>	Any repairs which are identified as responsive repairs and which cannot be delayed until a future cyclical maintenance programme or planned renewal.	<ul style="list-style-type: none"> <li>Attend and complete within 7 working days</li> </ul>

Examples of 'Emergency Repairs' include the following:

- significant water ingress to property where the tenant is unable to stem the ingress;
- significant leaks from water or heating pipes, tanks or cisterns where the tenant is unable to contain the flow;
- burst pipes;
- no water supply;
- blocked or leaking foul drains or soil stacks;
- choked toilet, where there is only one toilet in house;
- toilet not flushing, where there is only one toilet in house;
- blocked sink or bath;
- partial loss of electrical supply;
- no heating;
- blocked flue to boiler;
- loss or partial loss of gas supply;
- full loss of lighting and / or power, where the household includes a child or vulnerable adult;
- dangerous or unsafe electrical power or lighting socket, or electrical fitting;
- no lighting or power;
- faulty cooker control unit;
- unsecured external door or windows on a lower level;
- broken windows;
- unsafe timber flooring or stair treads;
- loose or detached banister or handrail; and
- any Health & Safety issue.

'Non-emergency repairs' include all other repairs that are the landlord's responsibility and that cannot be delayed until a future cyclical maintenance programme or planned programmed renewal.

## **2.7 Service interruption**

The Property Services Manager and Operations Director may determine that there are circumstances, such as severe weather, where we may temporarily need to suspend our normal repairs service. Where this happens, we will focus on tackling emergency repairs and suspend routine repairs, including repairs by appointment, and void repairs. We will notify tenants, seek to minimise the period of suspension, and reschedule repairs and appointments as quickly as practically possible once normal service resumes.

## **2.8 Pre inspections**

With the exception of emergency repairs, we will inspect a defect before instructing a repair if:

- the nature of the defect or source of the problem cannot be easily identified;
- a similar repair has recently been carried out to the same property;
- the required repair is a recurring defect in other similar property types and may therefore need to be included in a cyclical maintenance project or other planned investment work;
- the defect is not a standard repairs item covered by our schedule of rates;
- we know, or reasonably suspect, that the tenant may have caused damage to the property; or
- the defect could potentially lead to an insurance claim.

## **2.9 Post inspections**

We will inspect all completed repairs to vacant properties and a sample of all other repairs. The sample for inspection will be:

- a random 10% of all reactive repairs;
- all completed repairs costing in excess of £750;
- all planned maintenance and void properties;
- all completed repairs where there is a variation of + or - 10% compared to the estimated cost of work;
- all completed repairs where there are complaints from tenants about the quality of a repair; &
- where there is evidence that the contractor has performed poorly.

## **2.10 Right to repair**

We tell our customers if a repair is a qualifying repair under this scheme and give them details of:

- the maximum time allowed to do the repair;
- the last day of that period;
- their rights under the scheme; &
- the name, address and phone number of our contractor and the secondary contractor they can approach to carry out the work if necessary.

If we fail to complete the repair within the time-scales, we will pay compensation in line with the scheme rules. Full details of the scheme can be obtained from our offices or downloaded from our website at [www.partickha.org.uk](http://www.partickha.org.uk)

<b>Qualifying defects / repairs</b>	<b>Maximum timescale</b>
• Blocked flue to boiler	1 day
• Blocked / leaking foul drains, soil stacks, toilet pans (where there is no other toilet in the house)	1 day
• Blocked sink, bath or basin	1 day
• Complete loss of electric power	1 day
• Loss of electric power	1 day
• Partial loss of electric power	3 days
• Insecure external window or door lock	1 day
• Unsafe access path or step	1 day
• Significant leaks or flooding from water or heating pipes, tanks or cisterns	1 day
• Loss or partial loss of gas supply	1 day
• Loss or partial loss of space or water heating, where no other source of heating is available	1 day
• Toilet not flushing (where there is no other toilet in the house)	1 day
• Unsafe power or lighting socket or electrical fitting	1 day
• Complete loss of water supply	1 day
• Partial loss of water supply	3 days
• Loose or detached banister / handrail	3 days
• Unsafe timber flooring or stair treads	3 days
• Mechanical extractor fan in internal kitchen or bathroom not working	7 days

Further information on the right to repair is available within our Tenancy Handbook, on our website or on request at our office.

### **2.11 Right to compensation for improvements**

This enables tenants to claim compensation for certain improvements that have been made to their home. Tenants must receive written permission before they can make any improvements, in accordance with our Alterations & Improvements Policy. Compensation can only be claimed after the tenancy has ended.

The right to compensation applies to improvements such as:

- bath or shower;
- cavity wall insulation;
- double glazing;
- draught proofing of external doors and windows;
- insulation of pipes and loft;
- water tanks or cylinders;
- kitchen sink;
- rewiring;
- space or water heating;
- storage cupboards in bathroom or kitchen;
- radiators or valves;
- wash hand basin;
- Water Closet (WC); and
- work surface for food preparation.

Tenants will not be eligible for compensation if we have had to repossess their home. Full details of the scheme can be obtained from our offices, or downloaded from our website at [www.partickha.org.uk](http://www.partickha.org.uk).

## **2.12 Repairs involving neighbouring homeowners**

Where repairs are required to common parts that involve neighbouring homeowners, we will contact homeowners to advise them. We will encourage homeowners to participate in any common repairs works and contribute towards the costs as appropriate. However if emergency or essential works are required, we may carry out the repairs first and recharge the homeowners afterwards. We only carry out common repairs when we are the property factors.

## **2.13 Repairs to vacant properties**

We aim to relet our vacant properties quickly and to our Lettable Standard. This is covered within our Void Management Policy.

## **2.14 Customer feedback**

We collect customer feedback to monitor and review the quality of service that we provide and identify potential service improvements.

Customers can complain if they feel that we did not meet our service standards. The complaints process is outlined in our Comments, Compliments & Complaints Policy which can be accessed through our website.

## **2.15 Contractor management**

We monitor and review the quality and cost of services provided on our behalf by our contractors by post-inspecting completed jobs as well as evaluating customer satisfaction and complaints information.

We hold regular meetings with our contractors to discuss performance issues, and where applicable improvement plans are set up. If a contractor persistently fails to deliver an appropriate service across a range of indicators, we can use clauses within the contract to either ensure performance improves, or to bring it to an end.

### **3. MISCELLANEOUS**

#### **3.1 Alternative Formats**

On request, the Association will provide translations of all our documents, policies and procedures in various languages and other formats such as on a computer storage device, or in large print, Braille etc. These can be obtained by contacting the Association's offices.

#### **3.2 Next Review**

We will review the Repairs & Maintenance Policy every three years or sooner if required by statutory, regulatory or best practice requirements.

## PARTICK HOUSING ASSOCIATION

## REPAIRS &amp; MAINTENANCE POLICY – KEY PERFORMANCE INDICATORS

Key Performance Indicators	Target
Cumulative percentage of <u>emergency</u> repairs completed within 4 hour target	100%
Average length of time taken to complete <u>emergency</u> repairs	≤ 4 hours
Cumulative percentage of non-emergency repairs completed within 7 working day target	≥ 100.0%
Average length of time taken to complete <u>non-emergency</u> repairs, including pre inspection	≤7 working days
Percentage of repairs by appointment kept	100%
Percentage of reactive repairs carried out that were completed right first time	≥ 100%



## **Guide to Repairs**

**November 2019**

## **INTRODUCTION**

This is a guide to our repairs and maintenance service.

It tells you about:

- repairs that we must carry out by law (part 1);
- repairs that we will carry out as part of our landlord responsibilities (part 2);
- repairs that you must carry out as part of your tenant responsibilities (part 3);
- damage to your home (part 4);
- reporting a repair (part 5); and
- other matters (part 6).

If you have any questions, please contact our housing property services team at Partick Housing Association. Our staff will be pleased to help you.

### **1. REPAIRS THAT WE MUST CARRY OUT BY LAW**

This section tells you about the repairs that we must carry out by law.

We only repair things that we have supplied or fitted, or that we have agreed to maintain.

#### **Inside your home, we will repair:**

- ceilings, floors and internal walls;
- hot and cold water systems (including boilers, immersion heaters and storage tanks);
- kitchen fittings (including drawers, shelves and work tops);
- the bathroom suite (including bath or shower, toilet and wash-hand basin – where these have been provided by us);
- room-heating systems;
- gas supply pipes and appliances (including water pipes, radiators, thermostats, pumps, etc.);
- the electrics (including sockets, switches and hard-wired smoke detectors); and
- ventilation systems.



### **Outside of your home we will repair:**

- the structure of the house – for example, walls, the roof, chimneys, windows (including glass), front and back doors, gutters and down pipes;
- door locks and fittings;
- drains;
- stair lighting (if not adopted by the Council) ; and
- rubbish chutes and bin stores.

## **2. REPAIRS THAT WE WILL CARRY OUT AS PART OF OUR LANDLORD RESPONSIBILITIES**

Each year we decide how much money we can afford to spend on other repairs. This means that our policy on these items may change.

We only repair items that we have supplied or fitted, or that we have agreed to maintain.

### **Inside your home we are responsible for:**

- insulation – for example loft insulation, pipe lagging tanks;
- ventilation systems, including extractor fans (except where the tenant has installed these);
- testing smoke and heat detectors and repairing as required;
- handles and latches to inside doors;
- internal banisters;
- adaptations provided for disabled people – for example, handrails and showers;
- shared TV aerials; &
- shared laundry equipment.

### **Outside of your home we are responsible for:**

- door entry systems;
- glazing;
- floor tiles in common closes;
- light fittings above outside doors;
- communal stair lighting;
- footpaths, steps and driveways (except where the tenant has built these);
- slabs or chippings in shared drying areas;
- fences and gates;
- clothes poles, clothes lines and rotary driers ;
- bin stores;
- external stores (except where the tenant has built these);
- garages(except where the tenant has built these);
- communal parking areas;
- chimney stacks, pots and cowls;
- external meter cupboards;
- paintwork;
- play areas (provided by us); and
- retaining walls (provided by us).

### **3. REPAIRS THAT YOU MUST DO AS PART OF YOUR TENANT RESPONSIBILITIES**

This is not a full list, but it shows some of the things that you are responsible for.

This means that you must arrange to pay for this type of repair yourself.

### **Inside your home you are responsible for:**

- things that you have added or improved (without our permission);
- decorating;
- pelmets, curtain rails and coat hooks;
- ventilation systems, including extractor fans (where the tenant has installed these);
- electric plugs and fuses;
- light bulbs (except for sealed units);

- toilet seats; and
- public utility supply meters.

**Outside of your home you are responsible for:**

- replacement keys and key fobs,
- the garden unless stated otherwise in the tenancy agreement;
- footpaths, steps and driveways (where the tenant has built these);
- garden sheds, greenhouses and external stores (where the tenant has built these);
- garages (where the tenant has built these);
- TV aerials; where not communal
- public utility supply meters; and
- Refuse bin/s.

**4. DAMAGE TO YOUR HOME**

If you damage your home (even by accident) or do not take care of it, you will usually have to get the repair done and pay for it.

We will repair damage caused by vandals, but you need to report it to the police first, and obtain a crime reference number.

**Insurance**

If you do not have contents insurance, we would strongly recommend that you get some. For example, if your home were damaged by a fire or flood, we would repair the building. However, we would not be responsible for decorating the inside or replacing your belongings.

You might be able to claim back the cost of some of the repairs from your contents insurance. This depends upon your insurance contract. Tenant should check their policy to see if you are covered for 'accidental damage'.

## **5. REPORTING A REPAIR**

We are generally open from Monday to Friday during office hours. If you want to report a repair, you can:

- phone our Repairs Freephone on; 0300 303 1703;
- visit Partick Housing Association's office;
- write to us;
- e-mail us; Repairs@partickha.org.uk

### **What we need to know**

We need to know your name, address and phone number. We need to know what the repair is, and how the damage has happened. Finally, we need to know how our contractor can get in to fix it.

### **Dealing with your repair**

When you report a repair, we will decide if:

- it is our responsibility or yours;
- it is an emergency or a non-emergency repair; and
- our officers need to see it before we can start work.

We will tell you if one of our officers needs to visit you. We will offer an appointment where possible.

### **Reporting an emergency repair**

We run a 24-hour emergency service for any repairs that could be a risk to health or safety, or could lead to serious structural damage to your house. Some examples of this are:

- no heating or hot water;
- no electricity; or
- burst pipes.

Please only use the emergency service for real emergencies. If you report an emergency without good reason, you will have to pay for the repairs that you have asked for.

## **What to do**

- If you need to report an emergency repair, phone on: **0300 303 1703** or 0141 357 3773.
- Tell us:
  - your name, address and phone number;
  - what repair is needed; &
  - Where the repair is.

## **Burst pipes**

You can help us by finding out where your main water stopcock is. If you are not sure, please ask us and we will come and show you.

## **Gas leaks**

If you think that you have a gas leak, phone British Gas immediately free on: **0800 111 999**.

- Do not smoke.
- Do not use naked flames.
- Do not turn electric switches on or off.
- Do open doors and windows to get rid of the gas.

## **Power cuts**

If you have a power cut, please contact Scottish Power on **0800 092 9290**.

## **Security**

If anyone calls at your door to do a repair, ask to see their identification before you let them in.

Do not let anyone into your home unless you are sure they are genuine. If you are in any doubt, ring Partick Housing Association's office.

## **6. OTHER MATTERS**

### **Right to Repair**

Tenants have a right to have small urgent repairs carried out within a given timescale. If we do not complete the work on time, tenants have a right to ask another contractor approved by us to carry out the work and may be eligible for compensation. This is called the 'Right to Repair' scheme. Further information is available within our Tenancy Handbook, on our website, or on request at Partick Association's office.

### **Right to compensation**

This enables tenants to claim compensation for improvements that have been made to their home. Tenants must receive written permission before they can make any improvements. Compensation can only be claimed after the tenancy has ended.

The right to compensation applies to improvements such as:

- bath or shower;
- cavity wall insulation;
- double glazing;
- draught proofing of external doors and windows;
- insulation of pipes and loft;
- water tanks or cylinders;
- kitchen sink;
- rewiring;
- space or water heating;
- storage cupboards in bathroom or kitchen;
- radiators or valves;
- wash hand basin;
- Water Closet (WC); and
- work surface for food preparation.

Tenants will not be eligible for compensation if we have had to repossess their home.

Further information on the right to compensation for improvements is available within our Tenancy Handbook, on our website or on request at Partick Housing Association's office.

### **Customer feedback**

We are committed to improving our repairs service and may contact you to find out what you thought of our service.



# **Repairs & Maintenance Checklist of Landlord And Tenant Responsibilities**

**November 2019**



## PHA Repairs Responsibilities

Description	Landlord	Tenant	Comments
Balconies	✓		
Banisters (internal)	✓		
Barges, fascias, soffit boards, etc.	✓		
Bath panels	✓		
Bathroom suites	✓		Unless installed by tenant
Baths	✓		
Bin shelters	✓		
Brickwork, block work	✓		
Ceilings	✓		
Chimney stack / pots / cowls	✓		
Cisterns	✓		
Clothes poles	✓		
Communal areas to flats	✓		
Communal TV systems	✓		
Damp proof course	✓		
Decoration – internal		✓	
Door bell, if installed by us	✓		
Door entry system	✓		
Door name plates		✓	
Doors internal	✓		

Description	Landlord	Tenant	Comments
Driveways	✓		Unless installed by tenant
Drying areas	✓		
Electric central heating system	✓		
Electrical appliances & plugs		✓	
Electrical wiring, sockets & switches	✓		
External door lock, fittings & furniture	✓		
External drainage	✓		
Fences & gates - boundary	✓		
Fences & gates - divisional	✓		
Finishing timbers	✓		
Floor tiles	✓		Unless installed by tenant
Garages	✓		Unless installed by tenant
Gas central heating, water pipes, radiators, timers, thermostats, pumps, etc.	✓		
Glass – external	✓		
Glass to internal doors / screens	✓		
Immersion heaters	✓		
Keys & keys fob replacements		✓	
Kitchen fittings / worktops	✓		
Kitchen units & sink	✓		

Description	Landlord	Tenant	Comments
Landing & stairs (communal or internal)	✓		
Lift / elevator repairs	✓		
Mirrored / built in wardrobes	✓		Only if installed by us as original specification
Parking area (communal)	✓		
Path & steps giving access to property	✓		
Play area and equipment	✓		Only if owned by PHA
Plugs & chains	✓		
Public utility supplies / meters		✓	
Refuse chutes	✓		
Refuse / recycling / garden waste wheelie bin		✓	
Retaining walls	✓		
Roof coverings	✓		
Roof lights / skylights	✓		
Ropes for clothes drying		✓	
Ropes for windows (sash cords)	✓		
Rotary drier & clothes lines		✓	
Roughcast	✓		
Shower & enclosure	✓		Unless installed by tenant
Shower unit	✓		Unless installed by tenant
Sink unit top	✓		
Skirting	✓		
Smoke detector batteries	✓		Only if there is no PHA hard-wired smoke detector installed

Description	Landlord	Tenant	Comments
Smoke detectors	✓		
Stair lighting (communal)	✓		
Taps	✓		
Toilet seats		✓	
TV aerial communal sockets	✓		Unless installed by tenant
Extractor fan	✓		
Vermin infestation		✓	Environmental issue
Wash hand basin	✓		
Washer on taps	✓		
Water heating	✓		
Water storage tanks	✓		
Water supply	✓		
WC	✓		
White goods		✓	
Window frames, sills, fittings	✓		