



## **Maintenance and Repairs**

From time to time you may have occasion to contact the Association about a repair or other maintenance work that needs to be carried out to your property.

**In this section we explain -**

- Which repairs the Association will carry out for you.
- What your maintenance responsibilities are.
- How you should report the need for repair work.
- How long you should expect to wait for work to be carried out.
- About your statutory right to have certain repairs done.

### **WHICH REPAIRS WILL THE ASSOCIATION CARRY OUT?**

The Association is responsible for -

1. Maintaining the structure of your home so that it is kept wind and water tight and in a habitable condition. The structure includes the roof, doors, foundations, walls, windows and chimneys. Periodic redecoration of external paintwork to keep the property in good order is also covered in this section.
2. Drains, waste pipes, manholes, gullies, gutters and downpipes - but if we have to clear a blockage in a drain or waste pipe which has resulted from misuse or neglect on your part we will recharge you with the costs incurred.
3. Work to internal walls, plasterwork, floors, ceilings, internal doors, stairs and all internal finishings, fittings and equipment supplied by the Association (e.g. sanitary fittings and kitchen units).
4. All equipment or fittings, which the Association provides for the supply of water, gas, electricity and television reception. If you have gas central heating the Association has a responsibility under law to ensure that your boiler is serviced every year.
5. Repairs and maintenance works, including periodic decoration where appropriate, to communal areas, facilities and building owned by the Association in the vicinity of your home. This includes repairs to stairlighting and door entry systems in blocks of flats, maintenance of landscaped and communal areas and repair to pathways, bin stores, etc.

The above list is not exhaustive and any particular query or repair should be discussed with a member of the Maintenance Section.

### **Important Note**

Where repairs or replacements are necessary as a result of misuse or negligence by you, your household or your visitors, you will be required to make good the damage to our specified standards. Castlehill can carry out the repair work, but before this is arranged you will have to pay at **least** part of the estimated cost to us. This also applies to the costs incurred changing your locks if you lose or have your keys stolen, or if you lock yourself out of the property and no spare keys are available.

In emergency situations where we identify that you will be liable for the repair costs we will try to advise you of the estimated cost before works are carried out and you must make a firm agreement for making repayment to us.

If your property is vandalised it is very important that you report the damage as quickly as possible to the Association and the Police. The Association, through our building insurance policy, will then be able to recover the costs of doing the required repairs. In this situation you should obtain a Police Crime Reference number and advise this to the Association.

### **PLANNED MAINTENANCE IN YOUR HOME**

The Association is committed to maintaining your home to a high standard of quality and repair and through the process of long term planning, we are able to identify when part of your home or its equipment or installations may require to be upgraded or replaced.

As far as possible we will seek to involve and consult you on the details of any major repairs or planned maintenance works which will affect your home or environment and once works are completed we will check whether or not you are satisfied with the work and the way it was completed.

### **WHAT ARE YOUR MAINTENANCE RESPONSIBILITIES?**

In addition to your responsibility for payment for repair work as indicated above, you are responsible (except in certain circumstances at the Association's discretion) for:

- Damage to glass, sinks or sanitary ware (including toilet seats), choked wastes, fitting/renewing tap washers, plugs or chains and internal door handles. Replacing lost or broken keys and any cost incurred through forcing entry through lost keys.
- Ensuring that all possible care is taken by you, your family and your visitors to avoid neglect or damage to the property and the communal areas around your home.

- You should follow carefully instructions that are given to you about the use and care of the central heating system and other equipment, which the Association provides in your home.
- Reporting all maintenance problems to the Association and then co-operating with our staff and contractors to help ensure the works are carried out without delay.
- Repairing or replacing any appliances, fittings or fixtures which you have fitted in your home and which have not been accepted for maintenance by the Association.
- Maintaining the internal decoration of your home (if you live in a brand new property there may be a temporary limitation on decoration).
- Regular testing of your smoke alarm and replacement of its batteries as required (unless this service is provided by the Association). Reporting any fault in the smoke alarm to the Association.
- If you wish Castlehill to provide maintenance services such as connecting a cooker or washing machine, we can do this for a standard set cost (see current Newsletter), which must be paid in advance of the works being carried out.

## HOW TO REPORT A REPAIR

Routine Repairs - Report all faults or repairs to the Association as soon as the need arises. You can contact our Maintenance Section directly by telephone on 01224 628104 between 9am and 4pm, Monday to Friday. If you can't get through or it is outwith these hours, call the main switchboard on 01224 625822. The direct line to Maintenance is for maintenance related calls only. Any other matters can only be dealt with through the main switchboard. Alternatively if the repair is not urgent you may wish to send us a letter.

When reporting a fault or requesting a repair from the Maintenance Section we need you to provide the following information in order to promptly process the request -

1. Your name and the address of the property.
2. Your contact telephone number, if available.
3. Details of the fault or the required repair.
4. Access information. Please give us an indication of the times when you are normally at home. If you are unlikely to be available at your property personally when a contractor or Maintenance Officer calls then tell us the name, address and telephone number of the person you have nominated to give access.
5. Once we agree a date and a time for the contractor it is essential that he be allowed access at the appointed time to carry out the works. If the contractor is unable to gain entry he will charge the Association for the wasted time and we will have to pass this cost on to you.

## EMERGENCY REPAIRS OUTWITH OFFICE HOURS

The Association will have supplied you with an important notice to keep in a safe place in your home, which gives you guidance to follow in the event of emergency repairs being required. Please do refer to this notice - if a contractor is called out of hours and the repair turns out not to have been urgent you may be charged with the call out costs – Also see the section “Telephone Numbers and Contacts” in this Handbook.

An emergency repair occurring outwith office hours can be reported by calling our office phone at 4 Carden Place (01224 625822). An answerphone message will inform you of an emergency number to report your repair to. At the first available opportunity, it is essential that you contact our Maintenance Section and advise us that you had to report an emergency repair.

If, outwith office hours, you lock yourself out of your home or lose your keys you should employ a locksmith to assist you getting back into the property. You must also report this to the Maintenance Section immediately after the incident.

## HOW LONG SHOULD YOU EXPECT TO WAIT FOR REPAIRS TO BE CARRIED OUT?

The Association aims to provide a responsive repairs and maintenance service to all tenants and sharing owners.

Repairs and maintenance work falls into three categories and our target response time for dealing with the work depends on the urgency awarded to that category.

Category	Urgency	Target Response Time for Attention
1	<u>EMERGENCY REPAIRS</u> Repairs necessary to prevent serious damage to the building, danger to health, risk to safety or risk of serious loss or damage to the occupier's property.	6 HOURS
2	<u>URGENT REPAIRS</u> Repairs that seriously affect the comfort or convenience of the occupier	3 WORKING DAYS
3	<u>ROUTINE REPAIRS</u> Repairs that will not seriously interfere with the	20 WORKING DAYS

	comfort and convenience of the occupier.	
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As a guide we have listed below types of typical repairs and the category that is appropriate to the work carried out.

<u>Trade</u>	<u>Job Description</u>	<u>Priority Indicator</u>
Plumbing	Burst Pipes / Tanks / Cylinders	1
	Cold Water Fault	1
	Hot Water Faults	2
	Faulty WC's and Cisterns	1
	Leaking Pipes / Tanks / Cylinders	1
Electrical	Complete Loss of Power	1
	Lights, Switches, Sockets	2
	Storage Heaters, Panel Heaters	3
	Extract Fans and Ventilation	3
	Cookers and Kitchen Equipment	3
Door Entry	All repairs	2
	Repairs if awaiting parts	3
Fire Alarms	Call Outs	1
	Routine Repairs/Serviceing	2
	Repairs if awaiting parts	3
Drainage	Blocked External Drains	1
	All Other Drainage Works	3
	Choked Wastes (internal) if agreed with the tenant to clear	2
Central Heating	Complete Loss of Heating	1
	Leaking Pipes/Radiators	1
	Repairs to Boilers and Equipment	2
	Repairs if awaiting parts	3
Laundry Equipment	All Repairs	2
	Repairs if awaiting parts	3

Glazing	Broken and Unsafe Glass	1
	Temporary Glazing	1
	Replacement Double Glazing Unit	3
Painting	Minor Decorative Repairs	3
	Small Jobs and Voids	3
Joinery	Emergency Repairs to Door/Windows	1
	Door Locks and Locking Systems	1
	All Other Categories of Joiner Repairs	3
Slater/Roofer	Roof Leaks (Slates/Tiles)	2
	Bitumen Felt Roofing	3
	Gutters and Down Pipes	3
Keys and Locks	All Repairs/Replacements	1
	Awaited Suited Systems	3
TV Aerial Systems	All Repairs	2
	Replacement Systems	3

The above list is not exhaustive and any particular query or repair should be discussed with a member of the Maintenance Section.

## **YOUR STATUTORY RIGHT TO REPAIR**

As a Scottish Secure Tenant, you have a statutory right to have certain repairs carried out within timescales laid down by the Scottish Executive. This is called the "Right to Repair" Scheme. For each repair instructed by the Association you will be given a copy of the repair order and advised whether or not it is a qualifying repair under the Right to Repair. If a repair is delayed there may be good reason eg. If the contractor has not been able to gain access to your home or if parts are needed which are not readily available.

If there is unreasonable failure to complete the works on time, you may be entitled to direct another contractor approved by the Association to carry out the works and you may also be entitled to compensation from the Association. We will advise you of our approved list of contractors and exact procedure to follow for any qualifying repair on request. These repairs are listed below, along with the timescale expected for their completion.

Repair	Maximum period in working days from date after date of notification of qualifying repair or inspection
<ul style="list-style-type: none"> <li>• Blocked flue to open fire or boiler</li> </ul>	1
<ul style="list-style-type: none"> <li>• Blocked or leaking foul drain, soil stacks or toilet pans where there is no other toilet in the house</li> </ul>	1
<ul style="list-style-type: none"> <li>• Blocked sink, bath or drain</li> </ul>	1
<ul style="list-style-type: none"> <li>• Electric Power</li> </ul>	
<ul style="list-style-type: none"> <li>Loss of electric power</li> </ul>	1
<ul style="list-style-type: none"> <li>Partial loss of electric power</li> </ul>	3
<ul style="list-style-type: none"> <li>• Insecure external window, door or lock</li> </ul>	1
<ul style="list-style-type: none"> <li>• Unsafe access path/step</li> </ul>	1
<ul style="list-style-type: none"> <li>• Leaks or flooding from water or heating pipes, tanks, cisterns</li> </ul>	1
<ul style="list-style-type: none"> <li>• Loss or partial loss of gas supply</li> </ul>	1
<ul style="list-style-type: none"> <li>• Loss or partial loss of space or water heating where no alternative heating is available</li> </ul>	1
<ul style="list-style-type: none"> <li>• Toilet not flushing where there is no other toilet in the house</li> </ul>	1
<ul style="list-style-type: none"> <li>• Unsafe power or lighting socket, or electrical fitting</li> </ul>	1
<ul style="list-style-type: none"> <li>• Water supply</li> </ul>	
<ul style="list-style-type: none"> <li>Loss of water supply</li> </ul>	1
<ul style="list-style-type: none"> <li>Partial loss of water supply</li> </ul>	3
<ul style="list-style-type: none"> <li>• Loose or detached banister or hand rail</li> </ul>	3
<ul style="list-style-type: none"> <li>• Unsafe timber flooring or stair treads</li> </ul>	3
<ul style="list-style-type: none"> <li>• Mechanical extractor fan in internal kitchen or bathroom not working</li> </ul>	7

## THE RIGHT TO IMPROVE YOUR HOME

You have the right to make alterations or improvements to your home, subject to the written approval of the Association having been obtained first. You may also be entitled to receive compensation at the end of your tenancy for particular types of improvements and these are listed below. Compensation is determined by a specific calculation based on the expected life of the improvement, the length of time between the works and the end of the tenancy, and the cost of the works.

QUALIFYING IMPROVEMENT WORK AND NOTIONAL LIFE

Item	Notional life in years
1. Bath or shower	12
2. Cavity wall insulation	20
3. Sound insulation	20
4. Double glazing or other external window replacement or secondary glazing	20
5. Draught proofing of external doors or windows	8
6. Insulation of pipes, water tank or cylinder	10
7. Installation of mechanical ventilation in bathrooms and kitchens	7
8. Kitchen sink	10
9. Loft insulation	20
10. Rewiring and the provision of power and lighting or other electrical fixtures including smoke detectors	15
11. Security measures other than burglar alarm systems	10
12. Space or water heating	12
13. Storage cupboards in bathroom or kitchen	10
14. Thermostatic radiator valves	7
15. Wash hand basin	12
16. Water closet	12
17. Work surfaces for food preparation	10

All requests for alterations and improvements are considered on their merits, and we will not unreasonably withhold permission. However, if we feel that the proposed works may be detrimental to the condition of the property or affect neighbouring properties, we may not grant approval.

For full written information about the Associations policy and procedures on Improvements and Alterations please contact our office.