

Maintenance and Repairs

The Association undertakes, as covered by the Service Charge, to organise the maintenance of the property to ensure that it is kept wind and watertight.

All internal repairs are the responsibility of the Sharing Owner except the Central Heating System and extraction fans that are covered within the Service Charge. Internal decoration of individual properties is also the sharing owner's responsibility.

Paths which are solely for access to your property and within your feu are your own responsibility. Boundary fences, which are shared with neighbours, are also the responsibility of sharing owners jointly.

Further explanation of responsibilities within your scheme can be found in your Deed of Conditions, however, if you have any queries please don't hesitate to contact our Maintenance Section.

REPORTING A REPAIR

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

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 your 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 time for the contractor to call, it is essential that they 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

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

MAINTENANCE RESPONSE TIMES

The Association aims to provide a responsive repairs and maintenance service to all sharing owners. Repairs and maintenance works fall 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 | Emergency Repairs | 6 Hours |
| 2 | Urgent Repairs | 3 Working Days |
| 3 | Routine Repairs | 20 Working Days |

As a guide we have listed below types of typical repairs and the category that is appropriate to the work carried out. These are for guidance only – for particular repairs, please ask the Maintenance Section for advice.

| Trade | Job Description | Priority Indicator |
|-----------------|--|--------------------|
| Electrical | Extract Fans and Ventilation | 2 |
| Joinery | Doors/Windows – ALL REPAIRS OTHER THAN EMERGENCIES | 3 |
| Door Entry | All Repairs | 2 |
| | Repairs if awaiting parts | 3 |
| Central Heating | Complete Loss of Heating | 1 |
| | Leaking Pipes/Radiators | 1 |
| | Repairs to Boilers and Equipment | 2 |
| | Repairs if awaiting parts | 3 |
| Glazing | Broken and Unsafe Glass | 1 |
| | Temporary Glazing | 1 |
| | Replacement Double Glazing Unit | 3 |

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|--------------|---------------------------|---|
| Slater/Rofer | Roof Leaks (Slates/Tiles) | 2 |
| | Bitumen Felt Roofing | 3 |
| | Gutters and Down Pipes | 3 |

ACCESS TO YOUR HOME

Castlehill does not hold any keys to your property and we would therefore never take access to your property except in the event of an emergency occurring where we have cause to be concerned about the risk of fire, explosion or flood, or we otherwise have serious cause for concern for your safety and well being. In this event we will try our best to get in touch with you first through any known contacts.

If the above situation arose and we could not contact a keyholder we will ensure that two people representing the Association take entry together and one of these people will be an officer of the Association. A note would be left in the property to confirm the time of our taking entry and any action taken.

Should we require to force entry, the property will be secured before leaving it unattended.

ALTERATIONS AND ADAPTATIONS

If you wish to make any alterations or adaptations to your home, apart from minor changes such as fitting shelves, you must inform Castlehill before doing so.

Anything that affects the structure of the property will require not only our permission but also the permission of the local council to make sure that the proposed work meets with all Planning and Building Warrant requirements. Other alterations not requiring planning permission may need building warrant consent.

An 'Application for Alterations' form is available from our office and should be completed and returned to our Maintenance Manager who will be pleased to assist you with any enquiries you may have at the preliminary stage.

The Association will sympathetically consider all requests for alterations and we will not unreasonably withhold approval. It is also advisable not to consider any alterations during the first year as the property is still under the Contractor's defects period. Should alterations be made without Castlehill's approval, you may be asked to re-instate the property to its original condition. After any alterations have been carried out Castlehill may wish to inspect the property.

Full details with regard to the Association's policy on alterations and adaptations are available by contacting our Maintenance Manager or Housing Officer.