



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 that 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 let the Scheme Manager know as quickly as possible in order that the Association and the Police can be informed. The Association, through our building insurance policy, may 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, 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 that the Association provides in your home.

- Reporting all maintenance problems promptly to your Scheme Manager 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 for Castlehill to provide maintenance services such as connecting a cooker or washing machine, we can do this for a standard set cost, which must be paid in advance of the works being carried out.

HOW TO REPORT A REPAIR

Routine Repairs

You should report ALL repairs or other maintenance issues to the Scheme Manager who is on duty at your scheme. The Scheme Manager will confirm the details and contact the Association's Maintenance Section at 4 Carden Place.

It is important that you can give us an indication of when you will be at home to give access for the repair to be carried out or for our maintenance staff to call to assess what work is required. These arrangements should be made through your Scheme Manager.

Emergency Repairs When The Scheme Manager Is Off Duty

Should a genuine emergency repair be required at a time when the Scheme Manager is off duty, you should contact the Community Alarm control centre in the normal way, using the call system in your flat. The Community Alarm control centre will be able to call out either the Scheme Manager, if available, or local volunteer who will have information on emergency contacts for repairs.

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 comfort and convenience of the occupier.	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.

<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. 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"> Blocked flue to open fire or boiler 	1
<ul style="list-style-type: none"> Blocked or leaking foul drain, soil stacks or toilet pans where there is no other toilet in the house 	1

• Blocked sink, bath or drain	1
• Electric Power	
Loss of electric power	1
Partial loss of electric power	3
• Insecure external window, door or lock	1
• Unsafe access path/step	1
• Leaks or flooding from water or heating pipes, tanks, cisterns	1
• Loss or partial loss of gas supply	1
• Loss or partial loss of space or water heating where no alternative heating is available	1
• Toilet not flushing where there is no other toilet in the house	1
• Unsafe power or lighting socket, or electrical fighting	1
• Water supply	
Loss of water supply	1
Partial loss of water supply	3
• Loose or detached banister or hand rail	3
• Unsafe timber flooring or stair treads	3
• Mechanical extractor fan in internal kitchen or bathroom not working	7

When you report a qualifying repair to us, we will advise you of the procedure you may wish to follow in the event of our contractor not completing the repair within the proper timescale. There may be good reasons why the repair cannot be completed eg – if the contractor has not been able to get access to your home or if parts are needed which are not readily available,

If there is an unreasonable failure to complete the works on time, you may be able 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 keep you advised in our newsletters of our list of approved contractors. You should note that it is extremely important to follow the advice and proper procedures that will be issued to you when you first report a qualifying repair.

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.