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Your guide to . . .

Repairs and maintenance

Ensuring your home is well maintained,
safe, secure and of a good standard

Glen Oaks
HOUSING ASSOCIATION



This document provides you with information on our repair service, and the timescales in which you should expect your repair to be completed.

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Glen Oaks Housing Association is committed to providing you with a home that is safe, secure and of a good standard.

How do I report a repair?

Our Technical Department is responsible for the day-to-day repairs to your home. We want to ensure that your home is kept in good repair and is well maintained.

It is important that you report any repairs needed within your property. This will ensure your home remains in good condition for your comfort and for tenants who will live in your property in the future.

You can report a repair to us:

In person or by post: 3 Kilmuir Drive, Arden
By email: go@glenoaks.org.uk
By text (SMS): 07860 027496
By phone: 0141 638 0999 (option 1)
Online: www.glenoaks.org.uk

What information will I need?

When you report a repair, be ready to give us the following information:

- your name and address
- your current telephone number
- as much information about the repair as possible. This will help avoid any delay and make sure that we send the correct tradesperson to your house and ensure your repair is prioritised correctly.
- when we can gain access to your home to carry out the repair, bearing in mind repairs are prioritised depending on their urgency (see page 4).

Reporting repairs when the office is closed?

If you have an emergency repair (see page 5 for the definition of an emergency repair) when our office is closed you can still report it:

Gas central heating/hot water repairs	01294 468113 (Gas Sure)
All other emergency repairs	0800 595 595 (City Building)
Our phone system can also direct you to the correct emergency contractor when our office is closed.	0141 638 0999 Simply phone our office and listen to the instructions.

Only emergency repairs will be attended to when our office is closed.

Who is responsible for what?

Generally we will carry out the majority of repairs to your property, but you are responsible for doing some minor repairs and general maintenance.

Full details of the repairs the Association or you as the tenant are responsible for are detailed in your tenancy agreement. The following list is indicative of the types of job requests we get and who is responsible for repairing them.

		Us	You
Plumbing	Pipes, taps or stopcocks	✓	
	Tap washers	✓	
	Plug and chains		✓
	Storage tanks	✓	
	Blocked sinks, basins, toilet or baths	✓	
	Toilet bowl	✓	
	Toilet seat		✓
	Showers (fitted by Glen Oaks)	✓	
	Showers (fitted by the tenant)		✓
	Washing machine connections		✓
Heating	Boiler (heating and hot water)	✓	
	Pipes and radiators	✓	
	Storage Heating	✓	
Electrical	Switches, sockets	✓	
	Light fittings	✓	
	Plugs and fuses		✓
	Light bulbs		✓
	Extractor fan	✓	
	Door bells (if fitted by Glen Oaks)	✓	
	Smoke detectors	✓	
	Carbon monoxide alarms	✓	
	Electrical appliances		✓
	Communal TV aerial, satellite or aerial connection	✓	
	Individual TV aerial, satellite (fitted by Glen Oaks)	✓	
Individual TV aerial, satellite (fitted by tenant)		✓	

		Us	You
Joinery	Doors & frames (recharge if you cause the damage)	✓	
	Handles & locks (recharge if you lose your keys)	✓	
	Skirtings and facings	✓	
	Stairs, bannisters and handrails	✓	
	Floors i.e. floorboards or ply wood flooring	✓	
	Floor coverings i.e. carpet, vinyl or laminate flooring		✓
	Walls and ceilings (decoration is tenant's responsibility)	✓	
	Kitchen units	✓	
	Windows	✓	
	Broken window (recharge if you don't report to the police – call non-emergency police number 101)	✓	
Structural	Paths and steps	✓	
	Handrails	✓	
	Fences and gates	✓	
	External walls	✓	
	Roof tiles and ridges	✓	
	External woodwork	✓	
	Door entry	✓	
	Gutters and downpipes	✓	
	Clothes poles	✓	
	Rotary driers (only if supplied by Glen Oaks)	✓	
Other	Bin stores	✓	
	Internal decoration i.e. wallpaper, gloss painting		✓
	External decoration i.e. stairwell painting	✓	
	Pest infestation		✓
	Carpets and personal belongings		✓
	Gas cooker connections – your cooker MUST be fitted by a qualified and competent person by law.		✓

Repair targets

We have set timescales and targets for carrying out repairs and will always aim to attend within the target.

We will aim to provide you with an appointment day/time that is convenient to you, however, repairs are prioritised depending on their urgency.

Type of repair	Gold Service members	Other tenants
Emergency	Made safe within 4 hours	Made safe within 4 hours
Urgent	1 working day	3 working days
Routine	5 working days	10 working days
Right to Repair	Between 1 & 7 days*	Between 1 & 7 days*

* See the Right to Repair section of this booklet

Repair inspections

Sometimes a repair you report to us will require an inspection by a member of our Technical team. This is to ensure the correct tradesperson and priority is allocated to your repair. We will aim to carry out the inspection as quickly as possible.

We also aim to inspect 10% of repairs once they have been completed. This allows us to ensure the standard of the repairs being carried out by our contractor remains high.

Gold Service membership

You will receive a quicker repair service if you are a Gold Service member.

This is only one of the many benefits of being a member. You can find out more in **Booklet 5 – Gold Service**. You can also contact the office on 0141 638 0999 or email us at go@glenoaks.org.uk.

Emergency repairs

An emergency repair is defined as something which could not have been foreseen and which could cause danger to health, residents' safety, or serious damage and destruction to your property.

Our target time of 4 hours is for us to respond and make safe. This can therefore mean follow-up work is required at another time.

Emergency call out contractors will aim to make safe and then return during normal working hours to complete the repair.

Emergency repairs include:

- Significant leaks or floods
- Electrical faults which may endanger a building or resident
- Full loss of electricity
- Blocked drains resulting in back-surge of waste into your home
- Making safe broken windows
- Security of your home (if lost keys you will be recharged for the repair)

Urgent repairs

An urgent repair is defined as something that is not an emergency but will cause discomfort or inconvenience to you as the tenant. There may be circumstances when a part is needed to complete the job and this may delay the timescale for completing the work.

Urgent repairs include:

- Door entry not working
- Partial loss of electrical power
- Partial loss of water or gas supply
- Loss of TV reception

Routine repairs

A routine repair is defined as something that has a low level of inconvenience to you or may require parts or materials to be ordered that will delay completion of the work.

Routine repairs include:

- Repairs to skirtings or doors
- Replacement of kitchen units or worktops
- Replacement window (after window has been made safe as an emergency repair)

Right to Repair scheme

This is a scheme that gives you the legal right to arrange an alternative contractor, or claim compensation from the Association, if we fail to carry out certain repairs within a set timescale.

The jobs covered under this scheme, the associated timescales and relevant levels of compensation are set by the Scottish Government and are the same for all landlords in Scotland.

Full details of the Right to Repair scheme are available on the Scottish Government website www.gov.scot

When you report a repair that qualifies under this scheme, our staff will advise you of the timescales and you will receive a letter advising you of your rights under the scheme.

Qualifying Repair	Maximum Period (Working days)
Blocked sink, bath or drain	1
Loss of electric power	1
Insecure window, door or lock	1
Unsafe access path or step	1
Loss or partial loss of gas supply	1
Loss or partial loss of water heating	1
Loss of water supply	1
Toilet not flushing (no other toilet in the house)	1
Unsafe power or lighting socket or electrical fitting	1
Blocked or leaking foul drains, soil stacks or toilet pans (where there is no other toilet in the house)	1
Blocked flue to open fire or boiler	1
Partial loss of electric power	3
Partial loss of water supply	3
Unsafe timber flooring or stair treads	3
Loose or detached banister or handrail	3
Mechanical extractor fan in internal kitchen or bathroom not working (only if room has no other source of ventilation e.g. no windows)	7

Rechargeable repairs

This is when we carry out a repair and charge you the cost of the repair.

Below are examples of when this would normally happen:

- When we have carried out a repair as a result of neglect, misuse or vandalism by you, a member of your household or visitors to your home
- When you ask us to carry out work you are responsible for
- If you use the emergency call out system and did not need to
- If we cannot get into your home, on two occasions, to carry out a repair

If possible we will tell you the cost of a repair in advance. When we have completed the repair we will write to you confirming the cost and send you a copy of the contractor's invoice.

In most circumstances we will require full payment in advance of the works being carried out; however we can discuss a payment arrangement if you would have difficulty paying the full amount at once.

Planned maintenance

We carry out regular maintenance work to our homes to keep them in good condition. This work is part of an organised programme that is carried out in a set timescale, e.g. every five years. Examples of this type of work are:

- External painting and woodwork outside of your home every five years
- Gutter cleaning every year
- Kitchen or bathroom replacements approximately every 15 / 20 years
- Boiler renewals approximately every 15 years
- Rewiring

When we need you to provide access for any planned maintenance we will notify you in advance to allow for a mutually agreeable appointment.

Also look out for updates in our quarterly newsletters. This will give you an indication of when your property is included in any planned maintenance programme.

Gas servicing

Due to current gas safety legislation, we must ensure that any gas appliances within your home, such as your boiler or fire, are inspected every year. This is referred to as your annual gas safety check.

It is your responsibility to allow access to the property. If we are unable to gain access by arrangement, then we must force access and you will be charged. This can cost in excess of £100.

This check is carried out in order to ensure you and your neighbours' safety. We will send you a letter to arrange an appointment that is convenient to you.

Alterations and improvements

As a tenant you have a right to make improvements to your home. However, these must only be carried out once we have given you permission.

An alteration is anything which is an addition or change to the property or its gas, electrical or water supply.

Examples of the most common alterations are:

- Changing light fittings
- Adding or moving an electric point
- Erecting a garden shed
- Additional fencing
- Installing a shower

A "Request for an Alteration" form is available on our website www.glenoaks.org.uk or contact our office.

We will reply to your request within 28 days and will not withhold permission unreasonably.

Our Technical Officer will attend once your alteration is complete to ensure it is safe and has been carried out to a reasonable standard.

You will be responsible for the maintenance costs associated with your alteration.

If you do not obtain permission you may be charged to repair or restore the alteration to its original state.

Laminate flooring

Laminate flooring can cause problems when we need to carry out repairs in your home. It is easy to pull up carpets if we need to get to the floorboards, but laminate flooring is normally nailed or glued to the floor and the skirting board. Not all laminate flooring can be used after it has been taken up.

If your repair requires laminate flooring to be removed, you must arrange for this to be taken up before we inspect or carry out the repairs which affect it. If you don't and we have to take it up for you, you will have to pay the costs.

We will not be responsible for any damage to your laminate flooring (or any other floor coverings) should we be required to remove this to carry out your repair.

You should also consider whether laminate flooring is appropriate for your home as it could be noisy for your neighbours. Proper under floor insulation should always be used.

Contents insurance

Accidents do happen and it is important that you have insurance to cover any damage to your home.

The Association will maintain comprehensive buildings insurance for all its properties. Tenants, sharing owners and factored owners are responsible for arranging home contents insurance to cover their own possessions, decoration, furnishings, floor coverings etc.

If your property is flooded or has been fire damaged, the Association will only cover the cost of any structural damage. It will not compensate residents for damage that should be covered by household contents insurance.

Contact Us

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 0141 638 0999

 07860 027 496

 www.glenoaks.org.uk

 go@glenoaks.org.uk

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Our office opening hours are:

Monday, Tuesday & Thursday: 9am - 5pm

Wednesday: 9am - 1pm

Friday: 9am - 4pm

Our office is closed for staff training from 1pm every Wednesday.



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