

section 6

Repairs and maintenance

6



Bogend Road, Bannockburn



Repairs and maintenance

Milnepark Road, Bannockburn

Repairs and maintenance

This section helps you understand how your home is maintained and kept in good repair for your comfort and safety.

It also provides you with the information you might need regarding repairs.

How to report a repair

By phone

During office hours telephone our office.

By Letter

Write to us with details of your repair request giving suitable times for access and if possible, a contact telephone number.

By E-mail - info@forthha.org.uk

E-mail us details of a repair request, giving suitable times for access and if possible, a contact telephone number.

On-line

If you would like to report a routine repair on-line then you should log onto **www.forthha.org.uk** and click on Report a Repair on the home page.

Emergency repairs

Only use this number to report **genuine emergency repairs** which cannot wait until the next working day.

We prioritise emergency repairs.

These are repairs which are considered necessary to prevent serious damage to the building, danger to health, risk to safety, risk of serious loss or damage, or serious inconvenience to the occupier or occupier's property.

These repair requests should be attended to by the contractor within 4 hours of notification, 24 hours a day, 7 days a week, to make safe the hazard or complete the necessary repair.

Non-emergency or routine repairs should be reported during normal working hours. Do **not** use the website on-line service to report an emergency repair.

Out-of-office hours emergency service

We operate an Out-of- Office Hours emergency service provided by the Contractor. If you need to use this service (*see section 9.3 for telephone number*). Please give:

- Your name and address,
- Telephone number,
- A description of the repair request.

Please follow any instructions given or requests made by the contractor which may assist with your repair request.

Alternatively, telephone the office and listen to the recorded message (*see section 9.3 for telephone number*).

During office hours

Emergency repairs should be reported to the office as normal (*see section 9.3 for telephone number*).

Gas heating and hot water

If you are having problems with your heating/hot water and this is provided by a gas fired combination boiler, please phone the contractor. (*see section 9.3 for telephone number*).

During office hours your repair request will be taken by a member of staff.

Outwith office hours your call will be transferred automatically to a call centre. Please give:

- Your name and address
- Telephone number
- A description of the repair request.

Before using the Emergency Repairs Service please consult the table overleaf to see if your repair is an 'Emergency'. Please note, the Contractor/Association has discretion to attend to the repair/fault which you are experiencing, if the fault does not appear on this list.

If you are in any doubt, please phone and ask!

General guide to emergency repairs

Trade	Repair request	Comment
Electrics	Sparking sockets/ switches/bare wires.	Make safe.
	No electricity (whole property).	Trace and repair fault. Possible Tenant recharge.
	No lighting (whole property).	Trace and repair fault. Possible Tenant recharge.
	No power to sockets (whole property).	Trace and repair fault. Possible Tenant recharge.
	No hot water throughout property.	Trace and repair minor electrical fault.
	No stair lighting to complete close.	Trace and repair minor electrical fault.
Plumbing	Internal burst pipes/ tanks/hot water cylinders.	Make safe.
	No water supply throughout property.	Investigate fault and reinstate supply.
	Blocked wc where there is no other wc in property.	Clear blockage. Possible Tenant recharge.
	Blocked or leaking foul drains or soil stacks.	Clear blockage. Possible Tenant recharge.

Trade	Repair request	Comment
Plumbing	Taps running full bore.	Turn off water supply to tap.
	Unsafe manhole cover.	Make safe.
	Hot water from over flow.	Make safe.
	External burst pipes/ overflows causing icy conditions.	Make safe.
Joiner	Board up of broken window/glass.	Possible Tenant Recharge.
	Gain entry/exit to/from property where no other door exists.	Possible Tenant Recharge.
	Make own property lock fast if insecure (not close doors).	Possible Tenant Recharge.
Gas	Loss/partial loss of gas supply.	Investigate.
	Blocked flue to gas boiler.	Investigate and clear same.
	No heating throughout property.	Investigate and repair same.
	Gas leak/smell of gas.	Isolate gas supply Investigate source of leak.

Trade	Repair request	Comment
Builder	Inspect dangerous chimneys, pots, slates, roof tiles, walls, ceilings, buildings, gutters and rain water pipes.	Make safe.
	Water ingress.	Investigate if weather conditions permit and make temporary repair.

Defects

When a tenant takes up residency of a new-build property repairs are dealt with in a different manner. These properties are covered by the Defect Liability Period (DLP) which runs for one year from the time the property is handed over to us by the contractor.

During this period the contractor **will normally** be responsible for **most** repairs which are required to your home within the DLP.

Please contact our Tenant Services Department, should you require to report a defect, within the first year of living in a new-build property.

Reporting repairs

During office hours you should report repairs directly to us, giving as much detail as you can, for instance:

- Your name and address.
- A contact telephone number.

- Where and what the fault is.
- When the contractor can get access to your home to repair the fault.

Response times

As a general rule we expect contractors to keep to the following response times:

Out of hours Emergency repairs

Attendance within **4 hours of reporting defect** which might cause danger to tenants or others, or which might cause damage to the buildings, or tenants' property.

Urgent repairs

Attendance within **2 working days** from the day after reporting the repairs request, or at a time to suit the tenant, for defects which might affect the water supply, drainage, electricity supply, gas supply or security of the house.

Routine repairs

Attendance within **10 days** from the day after reporting the repairs request, or at a time to suit the tenant, for normal day to day repairs such as faulty unit doors.

Defects liability period

We expect contractors to attend to minor items on a monthly basis for the first six months of the defects liability period and on a quarterly basis for the second six months. Minor items would include items such as plaster shrinkage.

Emergency repair requests

Please remember that if you report a repair as an emergency and it is found that the repair is either not an emergency or it is your responsibility, **you may be charged for the cost of the repair.**

General guide to repairs and maintenance

Please note that we are responsible for some repairs and maintenance to your home. However, you as the tenant also have responsibilities for some repairs and maintenance. This guide highlights the most common repairs and who is responsible for these. There might be occasions when we will carry out a repair on your behalf and recharge you any cost that we incur in doing so.

- * Where you see this asterisk, it means Forth may carry out the repair on your behalf but you will be recharged the cost of the work.
- ** Where you see these asterisks, it means that Forth will only carry out these repairs on the items:
 - when a property is vacated for a new tenant,
 - as part of a planned maintenance programme,

Otherwise the repair is your responsibility.

- *** Where you see these asterisks, it means Forth will carry out these repairs, but you need to report this to the police first and ask for an incident number. Should you fail to do so, you will be recharged for the repair.

Bathroom

ITEM	Forth Housing	Tenant
Blocked drain/waste pipe	✓*	
Water supply pipes	✓	
Bath	✓	
Shower (belonging to FHA)	✓	
Shower (belonging to Tenant)		✓
Wash Hand Basin (WHB)	✓	
WC Bowl	✓	
WC Cistern	✓	
WC seat & lid		✓**
Clos-o-mat	✓	
Taps	✓	
Tap washers	✓	
Plug & chains		✓**
Non-slip flooring (Installed by FHA)	✓	
Towel rails & toilet roll holders		✓

* ** *** (full asterisk explanation on page 6.8)

Kitchen

ITEM	Forth Housing	Tenant
Blocked drain/waste pipe	✓*	
Water supply pipes	✓	
Taps	✓	
Tap washers	✓	
Sink bowl and drainer	✓	
Plug & chains		✓**
Non-slip flooring (Installed by FHA)	✓	
Kitchen units & work tops	✓	
White goods and fittings (Installed by FHA)	✓	
<ul style="list-style-type: none"> • Cooker • Oven • Washer/drier 		
White goods and fittings/plumbing belonging to Tenant		✓
<ul style="list-style-type: none"> • Cooker • Oven • Washing machine • Tumble drier • Fridge/freezer 		
Gas supply pipe	✓	
Gas bayonet fitting and supply hose to cooker		✓
Supply and fitting bayonet fitting where none exists within property		✓*

* ** *** (full asterisk explanation on page 6.8)

Electrical

ITEM	Forth Housing	Tenant
Sockets	✓	
Pendants, lamp holder and ceiling rose	✓	
Extractor fans/mechanical fans	✓	
Plugs and fuses		✓
Mains operated smoke detector	✓	
Battery operated smoke detector	✓	
Battery for smoke detector		✓**
Light switches	✓	
Water immersion heater	✓	
Electric fires		✓
Storage heaters	✓	
Wiring and circuits	✓	
Consumer unit (but not resetting MCBs/RCDs)	✓	
External light fittings to front/rear of property (not bulbs)	✓	
Common stair lights	✓	
Fluorescent tubes		✓**
Starters		✓**
Diffusers		✓**
Bulbs		✓
TV aerial, cable and coaxial		✓
Shared TV aerial/satellite dish – only within a close	✓	

* ** *** (full asterisk explanation on page 6.8)

In the house

ITEM	Forth Housing	Tenant
Water pipes, stop cocks, valves and drains	✓	
Ceilings	✓	
Walls	✓	
Plasterwork	✓	
Floors	✓	
Loft hatch	✓	
Skirting	✓	
Facings	✓	
Stairs	✓	
Bannister/handrail	✓	
Cupboards	✓	
Decoration		✓**
Floor coverings carpets, vinyl, laminate, etc.		✓

* ** *** (full asterisk explanation on page 6.8)

Heating

ITEM	Forth Housing	Tenant
Electric storage heaters	✓	
Panel heaters & fan heaters	✓	
Gas central heating system	✓	
Gas water heating system	✓	
Radiators, thermostats, timers, boilers & pumps	✓	
Gas pipes, hot & cold water tanks	✓	

External structure area

ITEM	Forth Housing	Tenant
Gutters	✓	
Down pipes (rain & soil)	✓	
Overflow	✓	
Roof tiles/slates	✓	
Roof timbers	✓	
Fascia boards, soffit, barge boards and over hangs	✓	

* ** *** (full asterisk explanation on page 6.8)

External structure area

ITEM	Forth Housing	Tenant
Car ports & garages	✓	
Lean to roofs and porches	✓	
Walls	✓	
Roughcast, render & external brick work	✓	
Foundations & damp proof course/membrane	✓	
Chimney	✓	
Chimney flue	✓	
Steps to entrance	✓	
Stairs, bannister, handrail	✓	
Communal paths	✓	
Communal slabs	✓	
Communal stairs & entrances: floor & wall finishes	✓	
Fences & gates erected by FHA	✓	
Communal parking areas	✓	
Bin stores and drying areas	✓	
Clothes poles	✓	
Clothes pole rope		✓
Rotary driers	✓	
Garden shed/greenhouse		✓
External decoration	✓	

Windows

ITEM	Forth Housing	Tenant
Glass in windows	✓***	
Window frames	✓	
Window fittings, catches, ropes & handles	✓	
Window locks	✓	
Window sills	✓	
Trickle Vents	✓	

Doors

ITEM	Forth Housing	Tenant
Letterbox	✓	
Door bell batteries		✓
Door bell on electric circuit	✓	
Outside (front or main) door, hinges frames & handles	✓	
Internal doors, handles, latches, hinges & door stops	✓	
Stair entry door	✓	
Door chain		✓**
Door name plate		✓
Keys & replacement locks		✓**
Locks repair	✓	
Glass in doors & screens	✓***	

* ** *** (full asterisk explanation on page 6.8)

Services

ITEM	Forth Housing	Tenant
Communal grounds maintenance	✓	
Garden maintenance (front garden of property)	✓	
Individual rear garden maintenance		✓
Furnishings & equipment (where provided by FHA)	✓	
Internal window cleaning (individual property)		✓
External window cleaning (individual property)		✓
Internal window cleaning (communal stairs)	✓	
External window cleaning (communal stairs)	✓	
Stair cleaning (communal stairs)	✓	
Annual service of Clos-o-Mat	✓	
Communal TV aerials installed by FHA (closes only)	✓	

Rechargeable repair work

We do not undertake repairs/work which are the tenants responsibility unless in an emergency e.g. access to/securing a property or, work which a tenant was instructed to carry out, but failed to do so. When we undertake work on a tenants behalf, the tenant will be advised in writing that they will be recharged the cost of the work incurred by us.

Cyclical and planned maintenance

In order to maintain our stock, certain works/inspections are carried out at regular intervals e.g. painter work or kitchen replacements. Where such work has to be undertaken tenants will be informed in advance.

Improvements and alterations

Tenants have the right to carry out certain alterations and improvements to their homes which they may receive compensation for when they end their tenancy. However, should you wish to carry out such work you must first receive written permission. We will not refuse permission without good reason. Moreover, approval may be given but certain conditions might apply i.e. materials to be used or standard of work. An application form and guidance note can be obtained from our office by anyone wishing to carry out alterations or improvements to their home. It is important to read this information before proceeding with any work. Please contact the office for a copy.

Adaptations

Should you require a minor adaptation contact your Housing Officer with your request. They will assess your request and if it is considered a minor adaptation will request this work to be carried out. If the adaptation required is more substantial, the Housing Officer will advise you to contact your Occupational Therapist.

Examples of minor adaptations include:

- Provision of stair and grab rails
- Repositioning of electrical sockets
- Fitting of simple ramps

These adaptations are often needed by older people, either to facilitate their discharge from hospital or to safeguard their safety and independence at home. If you wish further information please contact your Housing Officer.