

GUIDE TO REPAIRS

August 2010

INTRODUCTION

This is a guide to our housing maintenance service.

It tells you about:

- repairs that we must carry out by law (part 1);
- repairs that we will carry out as part of our landlord responsibilities (part 2);
- repairs that you must carry out as part of your tenant responsibilities (part 3);
- damage to your home (part 4);
- reporting a repair (part 5); and
- other matters (part 6).

If you have any questions, please contact our housing maintenance team at Clyde Valley Housing Association. Our staff will be pleased to help you.

1. REPAIRS THAT WE MUST CARRY OUT BY LAW

This section tells you about the repairs that we must carry out by law.

We only repair things that we have supplied or fitted, or that we have agreed to maintain.

Inside your home we will repair:

- ceilings, floors and internal walls;
- hot and cold water systems (including boilers, immersion heaters and storage tanks);
- kitchen fittings (including drawers, shelves and work tops);
- the bathroom suite (including bath or shower, toilet and wash basin – where these have been provided by us);
- room-heating systems;
- gas supply pipes and appliances (including water pipes, radiators, thermostats, pumps, etc);
- the electrics (including sockets, switches and hard-wired smoke detectors); and
- ventilation systems.

Outside of your home we will repair:

- the structure of the house – for example, walls, the roof, chimneys, windows (including glass), front and back doors, gutters and down pipes;
- door locks and fittings;
- drains;
- stair lighting; and
- bin stores.

2. REPAIRS THAT WE WILL CARRY OUT AS PART OF OUR LANDLORD RESPONSIBILITIES

Each year we decide how much money we can afford to spend on other repairs. This means that our policy on these items may change.

We only repair items that we have supplied or fitted, or that we have agreed to maintain.

Inside your home we are responsible for:

- insulation – for example loft insulation, pipe lagging and jackets on hot-water tanks;
- solid fuel servicing, including chimney sweeping (annually);
- ventilation systems, including extractor fans (except where the tenant has installed these);
- handles and latches to inside doors;
- internal banisters;
- adaptations provided for disabled people – for example, handrails and showers; and
- shared TV aerials.

Outside of your home we are responsible for:

- door entry systems;
- glazing;
- floor tiles in common closes;
- light fittings above outside doors;
- communal stair lighting;
- footpaths, steps and driveways (except where the tenant has built these);
- slabs or chippings in shared drying areas;
- fences and gates (except divisional fences and gates);
- clothes poles and hooks;
- bin stores;

- coal bunkers;
- external stores (except where the tenant has built these);
- garages and car ports (except where the tenant has built these);
- communal parking areas;
- chimney stacks, pots and cowls;
- external meter cupboards;
- paintwork;
- play areas (provided by us); and
- retaining walls (provided by us).

3. REPAIRS THAT YOU MUST DO AS PART OF YOUR TENANT RESPONSIBILITIES

This is not a full list, but it shows some of the things that you are responsible for. This means that you must arrange to pay for this type of repair yourself.

Inside your home you are responsible for:

- things that you have added or improved (without our permission);
- decorating including minor plaster repairs;
- pelmets, curtain rails, coat hooks and pulley ropes;
- fireplace kerbs, tiles and ash pans;
- electric or gas focal point fires;
- toilet seats, plugs and chains;
- bath panels;
- ventilation systems, including extractor fans (where the tenant has installed these);
- draught-proofing;
- pass doors;
- wardrobe doors;
- glazing (including doors and screens);
- floor tiles;
- electric plugs and fuses;
- light bulbs;
- tubes and starters for fluorescent lighting;
- glass in partitions;
- cupboards;
- testing smoke detectors and replacing batteries as required;
- plugs for sinks and baths;

- public utility supply meters; and
- insect infestation.

Outside of your home you are responsible for:

- replacement keys and key fobs,
- door bells and nameplates;
- the garden;
- footpaths, steps and driveways (where the tenant has built these);
- divisional fences and gates;
- garden sheds, greenhouses and external stores (where the tenant has built these);
- garages and car ports (where the tenant has built these);
- clothes props;
- clothes lines / rotary drier lines;
- TV aerials and satellite dishes (not shared ones);
- retaining walls (where the tenant has built these);
- public utility supply meters; and
- refuse bin/s.

4. DAMAGE TO YOUR HOME

If you damage your home (even by accident) or do not take care of it, you will usually have to get the repair done and pay for it.

If we think that it would be better for us to do the repair, we will carry it out and send you the bill.

We will repair damage caused by vandals, but you need to report it to the police first and provide us with the incident number within 5 working days.

Insurance

If you do not have contents insurance, we would strongly recommend that you get some. For example, if your home was damaged by a fire or flood we would repair the building. But we would not be responsible for decorating the inside or replacing your belongings.

You might be able to claim back the cost of some of the repairs from your contents insurance. This depends upon your insurance contract. Check your policy to see if you are covered for 'accidental damage'.

5. REPORTING A REPAIR

We are generally open from Monday to Friday during office hours. If you want to report a repair you can:

- phone us (free on **0800 073 0703**);
- call in to Clyde Valley Housing Association's office;
- write to us; or
- e-mail us (**cvha@cvha.org.uk**).

What we need to know

We need to know your name, address and phone number. We need to know what the repair is and how the damage has happened. Finally we need to know how our tradesmen can get in to fix it.

Dealing with your repair

When you report a repair, we will decide if:

- it is our responsibility or yours;
- it is an emergency, an urgent or a routine repair.
- one of our officers needs to see it before we can start work.

We will tell you if one of our officers needs to visit you. We will offer an appointment where possible.

Reporting an emergency repair

We run a 24-hour emergency service for any repairs that could be a risk to health or safety, or could lead to serious structural damage to your house. Some examples of this are:

- no heating or hot water;
- no electricity; or
- burst pipes.

Please only use the emergency service for real emergencies. If you report an emergency without good reason, you will have to pay for the repairs that you have asked for.

What to do

- If you need to report an emergency repair, phone free on **0800 073 0703**.
- Tell us:
 - your name, address and phone number;
 - what repair is needed; and
 - where the repair is needed.

Burst pipes

You can help us by finding out where your main water stopcock is. If you are not sure, please ask us and we will come and show you.

Gas leaks

If you think that you have a gas leak, phone Transco immediately for free on **0800 111 999**.

- Don't smoke.
- Don't use naked flames.
- Don't turn electric switches on or off.
- Do open doors and windows to get rid of the gas.

Power cuts

If you have a power cut, please contact Scottish Power on **0845 27 27 999**.

Customer feedback

We are committed to improving our repairs service. So, we may contact you to find out what you thought of it.

Security

If anyone calls at your door to do a repair, ask to see their identification before you let them in.

Do not let anyone into your home unless you are sure that they are genuine. If you are in any doubt, ring Clyde Valley Housing Association's office.

6. OTHER MATTERS

Right to repair

Tenants have a right to have small urgent repairs carried out within a given timescale. If we do not complete the work on time, tenants have a right to ask another contractor approved by us to carry out the work and may also be eligible for compensation. This is called the Right to Repair scheme. Further information is available within our Tenant's Handbook, on our website or on request at Clyde Valley Housing Association's office.

Right to compensation

This enables tenants to claim compensation for certain improvements that have been made to their home. Tenants must receive written permission before they can make any improvements. Compensation can only be claimed after the tenancy has ended.

The right to compensation applies to improvements such as:

- bath or shower;
- cavity wall insulation;
- double glazing;
- draught proofing of external doors and windows;
- insulation of pipes and loft;
- water tanks or cylinders;
- kitchen sink;
- rewiring;
- space or water heating;
- storage cupboards in bathroom or kitchen;
- radiators or valves;
- wash hand basin;
- Water Closet (WC); and
- work surface for food preparation.

Tenants will not be eligible for compensation if they purchase their house under the Right to Buy or if we have had to repossess their home.

Further information on the right to compensation for improvements is available within our Tenant's Handbook, on our website (www.cvha.co.uk) or on request at Clyde Valley Housing Association's office.