
Glasgow Housing Association
www.gha.org.uk

Your repairs
Repairs and maintenance



**Do you need
something fixed?**
We're ready
to help



Better homes, better lives

We can produce information on request in large print, Braille, tape and on disk. It is also available in other languages. If you need information in any of these formats please contact us on Freephone 0800 479 7979.

如果你向我們提出要求，我們可以為你提供本資訊的其他語言的版本，或者是盲文或磁帶。如果你需要本資訊的任何一種這些版式的版本，請聯繫我們，電話號碼是 0800 479 7979

Si vous nous le demandez, nous pouvons vous remettre ces informations en d'autres langues, en braille ou sur cassette. Si vous souhaitez que ces informations vous soient fournies sous l'un de ces formats, contactez-nous en composant le 0800 479 7979.

چنانچه مایل باشید می‌توانید این مطالب را به فارسی یا زبان‌های دیگر و همچنین بریل و یا بر روی نوار کاست دریافت دارید. در صورت نیاز خواهشمندیم با شماره تلفن 0800 479 7979 با ما تماس بگیرید.

ਜੇ ਤੁਸੀਂ ਸਾਨੂੰ ਬੇਨਤੀ ਕਰੋ ਤਾਂ ਅਸੀਂ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਹੋਰ ਭਾਸ਼ਾਵਾਂ, ਬ੍ਰੇਲ (ਨੋਤਹੀਣਾ ਲਈ ਭਾਸ਼ਾ) ਵਿੱਚ, ਜਾਂ ਟੇਪ ਉੱਪਰ ਦੇ ਸਕਦੇ ਹਾਂ। ਜੇ ਤੁਹਾਨੂੰ ਇਨ੍ਹਾਂ ਵਿੱਚੋਂ ਕਿਸੇ ਰੂਪ ਵਿੱਚ ਚਾਹੀਦੀ ਹੋਵੇ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ 0800 479 7979 ਨੰਬਰ ਤੇ ਸੰਪਰਕ ਕਰੋ।

Na Pana/Pani życzenie możemy zapewnić te informacje w innych językach, alfabetem Braille'a lub na kasecie. Jeśli chciał(a)by Pan(i) uzyskać te informacje w którejś z tych form, prosimy skontaktować się z nami pod numerem telefonu 0800 479 7979.

Haddii aad na weydiisato waxaanu warbixintan kugu siin karaa iyadoo ku qoran luuqad kale, farta ay dadka indhaha la' akhriyaan ama cajalad ku duuban. Haddii aad jeclaan lahayd in warbixintan lagugu siiyo mid ka mid ah qaababkaas, fadlan nagala soo xidhiidh telefoonka 0800 479 7979.

По вашей просьбе данная информация может быть предоставлена на других языках, шрифтом Брайля или в аудиозаписи. Если вам требуется информация в одном из этих форматов, позвоните нам по номеру 0800 479 7979.



Because you're a GHA tenant you have certain legal rights when it comes to getting things fixed. This is called your Right to Repair, and it's just one of the many services available to you.

This booklet tells you all you need to know about our Repairs and Maintenance Service, but if it hasn't answered all your questions give us a call on Freephone 0800 479 7979.

Need to contact us?

- ›› **Call us 24/7 on Freephone 0800 479 7979**
- ›› **Visit your local housing office**
- ›› **Write to us at GHA Customer Service Centre, Lipton House, 170 Crown Street, Glasgow G5 9XD**
- ›› **You can also visit us online www.gha.org.uk or send an email to talk@gha.org.uk**

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As your landlord, we have a legal duty to carry out certain repairs to your property and to maintain your home to a safe and suitable standard.

We provide a range of easy ways for you to report a repair and we encourage you to give us your views so we can keep improving our services.



Online

Email us at talk@gha.org.uk



By phone

Call us 24/7 on **Freephone 0800 479 7979**



In person

You can also report a repair at your local office or by visiting our main office at: **Granite House, 177 Trongate, Glasgow**

What you should expect

When you call us, our customer service advisors will:

- ▶▶ Help you to fully describe the repair so we can send the right team to fix it
- ▶▶ Tell you if we are responsible for the repair and whether it is an emergency appointment or programmed repair
- ▶▶ Tell you if you have to pay for the repair
- ▶▶ Tell you if the repair is covered by your Right to Repair (see page 12)
- ▶▶ Make an appointment with you for the work to be inspected or carried out
- ▶▶ Ask that you call us back on **Freephone 0800 479 7979** if the appointment time is not suitable – we will agree another appointment time with you.

Your Right to Repair

For more information about your Right to Repair go to Section 2 (page 12) of this booklet

www.scotland.gov.uk

You can also find more about your Right to Repair on the Scottish Government's website

What happens next?

- ▶▶ We will contact you to confirm the appointment before we visit you.
- ▶▶ Workers from our mobile Repairs and Maintenance team will arrive at your home wearing GHA uniforms and carrying appropriate identity cards to confirm who they are.
- ▶▶ Always be sure to check workers' identity cards before allowing them into your home.
- ▶▶ If we are able to gain access to your home, your repair will then be carried out.
- ▶▶ If our workers are unable to gain access, we will leave you a calling card to let you know we were there – or we'll let you know by phone call or text message.

Once your repair has been completed

Please use the feedback card or call us to tell us what you think about the quality of service you received. Your feedback will help us continually improve our repairs service.

What repairs are GHA responsible for?

As your landlord we are legally required to carry out certain repairs and to maintain your home to a safe standard. We are responsible for maintaining different parts of your home both inside and out. Before a tenancy begins, we inspect the house and carry out work to ensure that the property is safe and secure, wind and watertight and ready to live in. After you move in, we will carry out work to keep the property in reasonable repair.

Want to know more?

Simply ask a member of staff at your local office or call us on **Freephone 0800 479 7979**

External fabric

We will repair and maintain the external fabric of the building. This includes roofs, external walls, gutters, downpipes and close doors.

Internal common areas

We will maintain the common entrances, halls, stairways, lifts, passageways and other communal areas to make sure they are in a good condition. This includes walls, ceilings, stairs, paintwork, window safety catches and communal TV aerials.

Internal fittings

We will maintain the fittings/installations we have provided. This includes kitchen and bathroom fittings, water and gas pipes, heating systems, electrical wiring (including hard wired smoke alarms), windows and doors.

Environmental repairs

We will repair and maintain areas around the property and related communal areas including paths, boundary walls and fences, drains, bin stores, drying areas, play areas, parking areas and hard and soft landscaping. We have a five year cyclical maintenance programme of works which covers general day-to-day maintenance. We also carry out planned cyclical works – such as gas servicing and lift maintenance – on an annual basis. We will also inspect houses from time to time as required.

What are you responsible for?

You must:

- Report any damage or repairs needed to your home or to related communal areas
- Allow us access to your property so we can carry out repairs, inspections, maintenance and annual gas servicing
- Take care of your house and related communal areas
- Pay for repairs where someone in your household, or a visitor, has caused damage to the property.

You are responsible for replacing:

- Plugs/chains on sanitary ware and toilet seats
- Light bulbs, including fluorescent lighting
- Filters for cooker hoods
- Lost or broken keys
- Batteries in smoke and other detectors, floor coverings supplied in kitchens and bathrooms as part of our capital investment and improvement programme
- Shower curtains supplied in bathrooms as part of our capital investment and improvement programme.

Different types of repair

There are four different categories of repairs – emergency, appointment, programmed and rechargeable – each one is described here.

1. Emergency repairs

An emergency repair is classed as one where there is a threat to health and safety or where we need to take quick action in order to prevent damage to your home or to a neighbouring property.

Some examples include:

- Your front door is not secure
- You have a burst water or heating pipe
- You have no heating
- There is severe water penetration
- You have no cold water supply
- Your windows are broken and there is a security risk.

Emergency repairs will be attended to within four hours of being reported and the repair should be completed within 24 hours.

Different types of repair (continued)

2. Appointment repairs

An appointment repair is classed as one where the problem is causing an inconvenience but presents no threat to health or safety. These repairs will be attended to within 15 days of being reported.

3. Programmed repairs

These are day-to-day repairs which are our responsibility but which don't fall into either of the categories above. Programmed repairs will be attended to within 30 days of being reported.

4. Rechargeable repairs

We will charge you for carrying out repairs that are your responsibility.

For example:

- Replacing your lock because you lost your keys
- Repairing damage caused by someone in your household or a visitor.

When you report the repair we will tell you upfront how much it will cost.

Our staff

All GHA members of staff carrying out repairs and maintenance work will identify themselves by wearing an identification badge with their photograph on it. They will also be wearing GHA uniforms and will visit you in a GHA vehicle.

If you are unsure about anyone requesting access to your home, please contact us on **Freephone 0800 479 7979** before allowing them into your property.

Staff conduct

Our staff will always conduct themselves in a professional, quiet and orderly manner and try to minimise disruption to your routine at home.

Minimising hazards

Our staff will ensure access to your property is maintained at all times and will take all necessary precautions to minimise hazards caused by the repairs and maintenance works inside and outside your home.

Entrances/exits, fire escapes and footpaths will also be kept clear for access.

The Housing (Scotland) Act 2001 gives you, as a tenant, the right to have small urgent repairs carried out by your landlord within a given timescale. The Right to Repair scheme covers certain repairs up to the value of £350. If we do not carry out the repair within the time limit set, you may be entitled to compensation.

What happens when I report a repair?**Our customer service advisors will:**

- ▶▶ Tell you if the repair is covered by the Right to Repair scheme
- ▶▶ Explain your rights under the Right to Repair scheme
- ▶▶ Tell you the date by which the repair should be completed.

In some cases, we might need to inspect the repair to find out if it is a qualifying repair or not. Sometimes there may be exceptional circumstances beyond our or the contractor's control which make it impossible to do the repair within the time allowed (for example, severe weather). In these circumstances, you will be notified of the time extension for the repair to be completed.

Repair times depend on the type of repair and are set by law, not by GHA.

Repairs covered by the scheme

Repair		Time
Blocked flue to open fire or boiler	▶▶▶▶▶	1 working day
Blocked or leaking foul drains, soil stacks or toilets where there is no other toilet in the house	▶▶▶▶▶	1 working day
Blocked sink, bath or drain	▶▶▶▶▶	1 working day
Loss of electric power	▶▶▶▶▶	1 working day
Loss of water supply	▶▶▶▶▶	1 working day
Insecure external window, door or lock	▶▶▶▶▶	1 working day
Unsafe access path or step	▶▶▶▶▶	1 working day
Significant leaks or flooding from water or heating pipes, tanks or cisterns	▶▶▶▶▶	1 working day
Loss or partial loss of gas supply	▶▶▶▶▶	1 working day
Loss or partial loss of space or water heating where there is no alternative heating available	▶▶▶▶▶	1 working day
Toilet not flushing where there is no other toilet in the house	▶▶▶▶▶	1 working day
Unsafe power or lighting socket or electrical fitting	▶▶▶▶▶	1 working day
Partial loss of electric power	▶▶▶▶▶	3 working days
Partial loss of water supply	▶▶▶▶▶	3 working days
Loose or detached banister or hand rail	▶▶▶▶▶	3 working days
Unsafe timber flooring or stair treads	▶▶▶▶▶	3 working days
Mechanical exterior fan in internal kitchen or bathroom not working	▶▶▶▶▶	7 working days

Repairs covered by the scheme (continued)

The timescales shown overleaf are the maximum period in working days from the day after you report a qualifying repair or inspection (excluding weekends and public holidays).

If we do not carry out the repair within the time limit set you may be entitled to compensation.

What happens if the work is not done in time?

If we do not start the repair within the time limit set you can ask an alternative contractor from our list to carry out the repair. Our Customer Service Centre will be able to provide you with the names and contact details of alternative contractors. You cannot use a contractor who is not on our list.

How long does the other contractor have to complete the repair?

The other contractor has the same length of time to carry out the repair as we do. If no other contractor is available, GHA will carry out the repair.

What if you miss an appointment?

If you miss your appointment we will cancel your Right to Repair, however you can apply for a new appointment.

Making an appointment outwith the timescale

If you choose to make an appointment outwith the timescale this will not be treated as a Right to Repair.

Paying for the repair

We will pay for the repair. Even if you have asked an alternative contractor from our list to carry out the repair, the contractor will still send the bill to us.

How to claim compensation

If the repair is not completed in the time allowed, we will pay you £15 compensation for the inconvenience. In addition to this, you will also be entitled to a further £3 for each working day up to the day the repair is completed – up to a maximum payment of £100. Compensation will automatically be paid under Right to Repair if a qualifying repair has not been completed in time.

Carrying out your own improvements

You must get written permission from GHA before you carry out any improvements or alterations to your home. Where we have given you written permission to make alterations, we may pay you compensation for these if we modernise your property or at the end of your tenancy.

Are you over 60?

Do you know about our Handyperson Service?

Our free Handyperson Service is open to all disabled tenants and tenants over the age of 60. The service offers practical help with odd jobs and small tasks around the house.

The service can help you:

- Change plugs and sockets
- Change light bulbs
- Clear/reorganise cupboards
- Clean internal windows
- Fit shelves
- Assemble furniture
- Freshen/repaint small areas
- Plumb in washing machines
- Replace/repair curtain poles/tracks
- Refix carpets/tiles/flooring
- Replace batteries in smoke alarms.

To find out more pick up a copy of our booklet about the service from any of our offices or call us on **Freephone 0800 479 7979**.

We do not insure the contents of your house or your personal possessions. We recommend that you insure your possessions against loss by fire, flood, theft, and accident. From as little as 50p per week, we can offer home contents insurance for a small additional charge on your rent. If you would like to join our insurance scheme, call us on **Freephone 0800 479 7979**.

Want to know more?

Pick up our home contents insurance booklet from any of our offices or call us on **Freephone 0800 479 7979**

Annual gas safety checks

We take our responsibilities very seriously when it comes to the safety of you and your family. As a landlord, we have a legal obligation to ensure our gas appliances (GHA-installed gas fires or central heating) and flues are maintained in a safe manner.

We service our gas appliances every year to keep them in good working order and safe for your use. Unsafe systems are dangerous and can have potentially fatal consequences.

We will send you a postcard in advance, advising you of the date we will come to carry out your gas service.

If you won't be at home that day – or can't arrange for someone else to be there – please call us on **Freephone 0800 479 7979** as soon as possible.

One of our customer service advisors will be happy to make a new appointment for a time and date that suits you within a maximum of 10 working days.

Remember by law you must allow us access to your home so we can carry out the gas safety check. The check protects you, your family and your neighbours.

If you need further information on gas safety, please contact your housing officer.

What should you do if you smell gas?

Everyone in your home should know what natural gas smells like. If you smell natural gas in your home:

- » Make sure all gas appliances and the burners on your stove are turned completely off
- » Put out any cigarettes
- » Open all doors and windows
- » Do not use matches or naked flames
- » Turn gas off at the meter
- » Do not operate any electrical switches or appliances including door entry systems
- » Call Transco free on **0800 111 999** or call us on **Freephone 0800 479 7979**.

On 1 April 2009, the Gas Safe Register replaced CORGI gas registration as the official gas safety body.

You should always check the identification of every gas engineer that comes to do work at your property. The main details to check are: the licence number, the start date, expiry date and the security hologram. All our engineers will carry an identification card with this information on it as well as the Gas Safe logo and their photograph.

If you're in any doubt, just call **0800 408 5500** to confirm the engineer is Gas Safe registered.



We want to deliver excellent housing services that meet your needs and expectations.

We are also committed to taking on board your opinions about how we do this, which is why your feedback on issues like repairs and customer service is really important to us.

If you want to complain or have any enquiries about the Repairs and Maintenance Service, please let us know.

We would also like your opinion on how well our service works. So if you are impressed, or unhappy, with a particular member of our staff or with a service we offer, please let us know.

Ways to get in touch

- ▶▶ Call our Customer Service Centre
Freephone 0800 479 7979
- ▶▶ In person at our Granite House office
(there are guides and forms to help you)
- ▶▶ In person at your local housing office
- ▶▶ Write to our Customer Engagement Team,
Granite House, 177 Trongate, Glasgow G1 5HF
- ▶▶ Email us at **talk@gha.org.uk**

There are certain standards of service you have a right to expect when you are in contact with our staff and contractors appointed by us.

We call these standards our customer service commitments, and the following pages detail the commitments that are related to the Repairs and Maintenance Service.

We will

When

We will**When**

Provide details of our services and commitments in 'The Handyperson Service'



In all our offices and in your tenant handbook

Provide a 24-hour emergency repair service



Attend within four hours of being reported and complete within 24 hours

Offer you an appointment for urgent repairs



At the time of your request/attend to repair within 15 days

Attend to programmed repairs



Within 30 days

Complete the work within the promised timescale



Tell you the target date at the time of the request

Ensure the work is completed to a good quality standard after your repair has been completed and/or while work is in progress



Our customer satisfaction target is 90%

We will**When**

Tidy up after completing the work



After your repair has been completed

Ensure your home has a current Gas Safety Certificate if required. Homeowners are responsible for organising their own gas safety checks



Annually

Meet our Right to Repair responsibilities under the Housing (Scotland) Act 2001



In all cases

Give you notice



Prior to work commencing

Agree an appointment with you



After work is scheduled with the service provider

Can I get a copy of GHA's Repairs and Maintenance Policy?

If you would like to receive a copy of our Repairs and Maintenance Policy, please contact us on **Freephone 0800 479 7979**, or contact your Local Housing Organisation.

Our policies and publications are also available for download at **www.gha.org.uk**

**Would you like to
know more about
this service?**

Call our team 24/7 on
Freephone 0800 479 7979



Would you like more information?

Freephone: 0800 479 7979

Email: talk@gha.org.uk

Visit: www.gha.org.uk

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