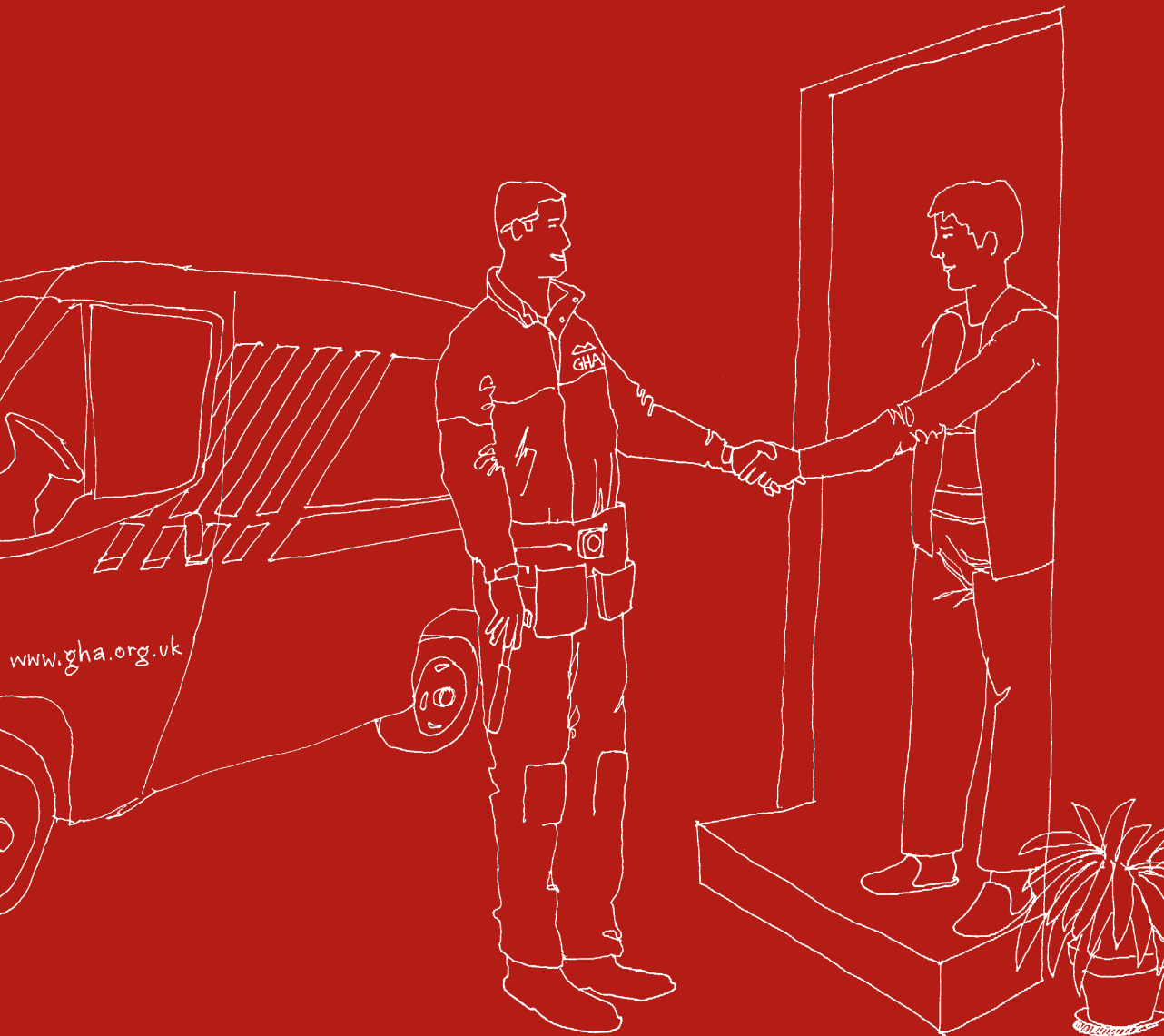

Your repairs

Being a GHA tenant gives you special rights when it comes to getting things fixed. This is called your Right to Repair. Here you'll find all you need to know about that, and much more. If you think we've missed anything give us a call on Freephone 0800 479 7979.



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Our repairs and maintenance service

As your landlord, we have a legal duty to carry out certain repairs to your property and 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 the service we provide.

As part of our service we will:

- Provide you with a high quality, flexible and accessible repairs service
- Make sure it's easy for you to report a repair
- Offer an appointment time that is convenient for you
- Aim to carry out all repairs within agreed response times
- Aim to get it "right first time"
- Offer good value for money
- Provide a 24-hour emergency repair service
- Monitor a high percentage of completed repairs to assess whether you are satisfied
- Give you clear information on the main aspects of the repairs and maintenance service.

How to report a repair

- Call us 24 hours a day, seven days a week on **Freephone 0800 479 7979**.
- Email us at **customerservicecentre@gha.org.uk**
- You can also report a repair at your Local Housing Organisation (LHO) office or at our main office at **Granite House, 177 Trongate, Glasgow**.

What happens next?

- We will contact you to confirm the appointment before we visit you.
- Workers from our mobile Repairs & 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 then be used to help make sure that we continually improve the 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.

External fabric

We will repair and maintain the external fabric of the building. This includes roofs, external walls, gutters, down pipes 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.

Different types of repairs

There are four different categories of repairs – each category 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.

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 how much it will cost.

Want to know more?
Pick up our leaflet
'Your guide to repairs &
maintenance' from any
of our offices or call us
on 0800 479 7979.

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.

Our staff

All GHA 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.

Your right to repair

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.

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 timescales shown opposite 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 (**Freephone 0800 479 7979**) 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.

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 day
Partial loss of electric water supply	▶▶▶▶▶▶▶▶ 3 working day
Loose or detached banister or hand rail	▶▶▶▶▶▶▶▶ 3 working day
Unsafe timber flooring or stair treads	▶▶▶▶▶▶▶▶ 3 working day
Mechanical exterior fan in internal kitchen or bathroom not working	▶▶▶▶▶▶▶▶ 7 working days

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 the 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.

The 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. As this is a free service you will not be charged for the handyperson's time or travel expenses. However, you will have to purchase any materials required to undertake the agreed work.

Our Handyperson 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 alarm.

Want to know more?
Pick up our 'Your guide to the Handyperson service' from any of our offices or call us on 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 suit 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 or call us on **Freephone 0800 479 7979**.

Gas Safe Register

On 1 April 2009, the Gas Safe Register replaced CORGI gas registration as the official gas safety body. Our engineers will carry an identification card with the new Gas Safe logo, their photograph and a licence number. 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.

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