

## **REPAIRS**

This information leaflet tells you how you should go about reporting a repair. It will advise you on how quickly your repair will be carried out/dealt with.

### **Reporting a Repair**

Repairs are dealt with by our Maintenance Staff. You can phone in, come in to the office or even report a repair on line. You can even agree a suitable time for our contractor to attend your repair.

Repairs are carried out by our selected and approved list of contractors. Where possible, we use local contractors. To make sure that the quality of repairs is kept to a high standard, we regularly check our contractors' work and we ask what you think. Your views are taken into account when it comes to renewing contracts.

### **How quickly are repairs done?**

This depends on their priority. We divide our day to day repairs into 3 categories:

**Emergency Repairs:** eg burst pipes, electrical faults – these will be responded to and made safe within 6 hours.

**Urgent Repairs:** those that need quick attention, but are not dangerous, eg broken windows, will be completed within 3 working days.

**Routine Repairs:** those repairs which can wait a short time, eg internal joiner, will be completed within 10 working days.

## **What about Regular Maintenance?**

We carry out regular checks and inspections to try to prevent problems before they start. Here are some examples:

- Smoke Alarms
- Gutters, drain pipes
- Close and Stair Lighting
- Deck access drainage
- Routine visual inspections
- Regular inspections of voids/empty houses
- Roof inspections

Much of this applies only to improved properties:

- Gas central heating and smoke alarms are inspected every year and repaired as necessary.
- Gutters are inspected and cleaned every 2 years.
- Closes and windows are inspected every year and repainted every 5 years.

Regular checks and maintenance reduces costs and inconvenience to tenants.

### **Recharging for Repairs**

Where repairs are considered the responsibility of the tenant, then the cost will be recharged to the tenant. You can make an arrangement to pay these costs up over a period of time. Please contact the Association's Maintenance Officer for advice.

## **REPAIRS AND MAINTENANCE**

### **Alterations / Improvements**

Before you carry out any alterations or improvements, you must first obtain permission from the Housing Association. Please ask for a form. Permission will not be unreasonably withheld.

Following completion of an alteration or improvement, the Maintenance Officer will carry out an inspection to ensure that it complies with health and safety requirements.

Alterations / improvements must be carried out by competent tradesmen.

### **Satellite Dishes / CB Aerials & Radio**

#### **Antennae**

The Association does not permit any Satellite Dishes, Aerials or any other form of attachment to be fitted to the exterior of improved or new-build properties. Permission may be granted where the dish can be erected onto a pole or concrete slab on ground level only.

### **Emergency Repairs Number**

#### **The McDougall Group:**

0333 123 1011

### **Emergency Gas Repairs**

#### **City Building:**

0800 595 595

**Please note that these numbers should only be phoned in the case of emergency repairs which cannot wait until normal office opening hours. Where a tenant calls out a contractor for a repair of a non-emergency nature, they will be recharged the cost of the call-out and repair.**

We can produce this document in different formats such as in larger print or audio-format; we can also translate the document into various languages, as appropriate.



## **REPAIRS & MAINTENANCE**

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