

Your guide to Repairs and Maintenance

Putting People 1st

This document provides you with information on our repair service, repairs responsibilities and the timescales in which you should expect your repair to be completed.

How do I report a repair?

We want to ensure that your home is kept in good repair and is well maintained. It is important that you report any repairs needed within your property to us.

You must report to us as soon as possible any damage to your home or the common areas surrounding it. This can be done in a number of ways:

- ✓ Contact us during office hours – phone **0141 944 3891**
- ✓ Email mail@pineview.org.uk (non-emergency repairs)
- ✓ Using our online repairs form at www.pineview.org.uk

Gas Central Heating Repairs (24 hours a day): **0800 595 595**

Except tenants of the following properties: 42-92 Summerhill Road; 17-41 Summerhill Road; 1-7 Backmuir Road; 1-8 Grogarry Road; and 16-38 Springside Place.

You should contact **Gas Sure** on **01294 468 113**.

What information will I need?

When you report a repair, be ready to give us the following information:

- ✓ Your name and address
- ✓ Your current telephone number
- ✓ As much information about the repair as possible. This will help avoid any delay and make sure that we send the correct contractor to your home and also ensure that your repair is prioritised correctly.
- ✓ When we can gain access to your home to carry out the repair, bearing in mind that repairs are prioritised according to their urgency category – see section below)

Out with Office Hours

If you have an emergency repair that is outside of office hours (please see section below for the definition of an emergency), then please contact City Building on **0800 595 595** and they will respond to the repair on our behalf.

Who is responsible for what?

Generally we will carry out the majority of repairs to your home, but you are responsible for some repairs.

Full details of the repairs that the Association or you as the tenant are responsible for are detailed in your tenancy agreement. The following list is indicative of the type of repair requests we might get and who is responsible for repairing them:

However, please note that you will usually be charged for any repair that is required as a result of damage caused by you, a family member or visitor – please see our rechargeable repair policy for more detail.

	PHA	Tenant
Plumbing		
Pipes, taps, stopcocks etc.	✓	
Plugs & chains		✓
Hot Water Cylinder	✓	
Storage tanks	✓	
Choked sinks or toilets	✓	
WC Cisterns	✓	
WC Bowl	✓	
Toilet seats		✓
Wash hand basins	✓	
Baths	✓	
Kitchen sinks	✓	
Showers (unless fitted by Pineview HA)		✓
Waste Pipes	✓	
Drains	✓	
Gutters & Downpipes	✓	
Washing Machine Valves (unless fitted by Pineview)		✓
Electrical		
Switches & sockets	✓	
Light pendants & fittings (unless installed or changed by the tenant)	✓	
Stair lighting	✓	
Wiring & consumer unit	✓	
Plugs & fuses		✓
Immersion heater	✓	
Electric fires (unless fitted by Pineview)		✓
Communal TV aerials	✓	
Controlled door entry systems	✓	
Extractor fans	✓	
Door bells		✓
Smoke detectors	✓	
Electrical appliances		✓
Outside lighting (if fitted by Pineview)	✓	
Light bulbs in individual properties		✓

	PHA	Tenant
Heating		
Boiler	✓	
Radiators, pumps, thermostats	✓	
Chimneys or flues	✓	
Chimney sweeping		✓
Gas fires (if fitted by Pineview)	✓	
Joinery		
External Doors and Frames (including handles and locks)	✓	
Internal pass doors & frames	✓	
Internal door handles	✓	
Replacing lost or stolen keys		✓
Skirting	✓	
Stairs, banisters and handrails	✓	
Floorboards & joists	✓	
Broken glass	✓	
Window frames latches, cords	✓	
Double glazing	✓	
Structure		
External walls, roughcast	✓	
Roof structure & covering, roof tiles, ridges, etc.	✓	
Chimney heads & stacks	✓	
Carports (unless built by Pineview)		✓
Garages (unless built by Pineview)		✓
External woodwork – fascias, soffits etc. (including painting)	✓	
Internal Walls (not decoration)	✓	
Plaster Repairs	✓	
Other		
Unsafe paths or steps	✓	
Handrails	✓	
Fences & gates (unless erected by tenant)	✓	
Clothes poles	✓	
Clothes ropes or drier cords		✓
Bin stores	✓	
Wheelie bins		✓

	PHA	Tenant
Front / rear boundary walls & fencing (unless erected by tenant)	✓	
Internal decoration		✓
External decoration	✓	
Carpets & personal belongings		✓
Pest infestation (unless in a common area) *		✓

Types of Repairs & their definitions

1. Emergency repairs:

Emergency repairs are where there is a threat / risk to health and safety, or where a contractor is required to attend to prevent further damage to your home and / or a neighbouring property. Emergency repairs should only be reported in exceptional circumstances.

Examples include, but are not restricted, to the following:

- Gas leaks
- Loss of electrical power or electrical faults endangering life and property
- Loss of water supply (but not where this is a local area fault e.g. Scottish Water supply fault)
- Structural problems causing a danger to tenants and the general public
- Your front or rear door is insecure
- There is an escape of water in your home that cannot be reasonably contained and is causing damage e.g. burst pipes and tanks.
- Severe water or rain penetration
- You do not have heating throughout your home
- Broken or choked W.C.
- Fires or break-ins
- Lightning, flood or storm damage
- Broken windows

We aim to have these repairs attended to and 'made safe' within 4 hours of being reported. This may mean that an additional follow up visit and repair work may be required. Any follow up work will be allocated a completion category timescale that reflects the extent and nature of the work

2. Urgent Repairs:

Urgent repairs are repairs which if not attended to have the possibility of causing further damage to the property or inconvenience to the residents or become a health and safety hazard.

Examples include, but are not restricted, to the following:

- Electrical fault not falling into emergency category
- Loss of heating not falling into emergency category
- Overflow running constantly.
- Leak at W.C. bowl/cistern
- Cistern not flushing
- Fault at controlled entry
- Choked waste at W.H.B., sinks and baths

We aim to complete these repairs within 2 full working days (commencing the day the repair was reported)

3. Routine Repairs:

Routine repairs are repairs which do not materially interfere with the comfort or convenience of the tenant or risk damage to the property.

Examples include, but are not restricted, to the following:

- Minor plasterwork repairs
- Repairs to fences & gates
- Dripping taps
- Internal door or skirting repairs

i.e. all other items of non-urgent work shall be categorise as Routine.

We aim to complete these repairs within 4 working days (commencing the day the repair was reported)

We reserve the right to amend the completion category and timescale for individual repair works to take account of unforeseen or other specific circumstances.

These include, for example, a requirement to order parts and materials, very specialist works and additional works being identified when repairs are being carried out.

Right to Repair Scheme

The Housing (Scotland) Act 2001 entitles you as the tenant, the right to have certain small urgent repairs carried out by your landlord within designated timescales.

These repairs are known as 'Qualifying Repairs' and we will tell you when you report a repair if your repair qualifies. Should we fail to complete the repair within the timescale which we tell you, you will be entitled to appoint an alternative contractor and may be entitled to compensation up to a maximum of £100.

There are some exclusions, as follows:

- ❌ Repairs under defects notification
- ❌ Repairs as a result of negligence
- ❌ Repairs in excess of £350

There may be occasions when we are entitled to suspend the "maximum period". An example of this is when a delay occurs that is out with the control of the Association or its contractors. If we do decide to suspend the maximum period, we will let you know of this decision.

Qualifying Repair Maximum Period	(Working days)
Blocked sink, bath or drain	1
Loss of electric power	1
Insecure window, door or lock	1
Unsafe access path or step	1
Loss or partial loss of gas supply	1
Loss or partial loss of water heating	1
Loss of water supply	1

Qualifying Repair Maximum Period	(Working days)
Toilet not flushing (no other toilet in the house)	1
Unsafe power or lighting socket or electrical fitting	1
Blocked or leaking foul drains, soil stacks or toilet pans (where there is no other toilet in the house)	1
Blocked flue to open fire or boiler	1
Partial loss of electric power	3
Partial loss of water supply	3
Unsafe timber flooring or stair treads	3
Loose or detached banister or handrail	3
Mechanical extractor fan in internal kitchen or bathroom not working (only if room has no other source of ventilation e.g. no windows)	7

Rechargeable Repairs

A rechargeable repair is when we carry out a repair and charge you the cost of the repair. Please see our rechargeable repairs policy for more information.

Some examples of rechargeable repairs are as follows:

- When we have carried out a repair as a result of neglect, misuse or vandalism by you, a member of your household or visitors to your home.
- If you use the emergency call out service and you did not need it
- If our contractors cannot get into your home on two occasions to carry out a repair.
- If at the end of your tenancy you do not leave the property in a clean and lettable condition.
-

Planned & Cyclical Maintenance

As well as providing a reactive repairs service, we also have a cyclical programme which includes the following:

- Gutter Cleaning & Roof Anchor Testing
- Gas Boiler Safety Inspections
- Electrical Testing Safety Inspections
- External & Communal Painting
- Communal Grass Cutting & Landscape Maintenance

We also replace other essential items in your home such as kitchens, boilers, windows, bathrooms, roofs, doors when they reach their replacement dates.

We notify you each year of proposed works for your home over the next 5 years.

Alterations & Improvements

We understand that many of our tenants may wish to improve and/or alter certain aspects of their home by, for instance,

- Fitting a shower
- Fitting decking
- Laying laminate flooring
- Erecting a garden shed, garage or fence
- Changing the internal doors
- Replacing a light pendant with another fitting
- Installing a satellite dish

If you wish to carry out any such alterations to your home you must get written permission from us before carrying out the works.

Permission will not normally be refused unless the proposed alteration is going to present a safety hazard or structural problem to the property or adversely affect our ability to let the property in the future. If permission is refused you have the right to appeal the decision.

Please note that certain alterations such as those that affect the electrical or gas supply will need to be checked by a qualified tradesperson appointed by us and this will incur a charge, which you will be required to pay. These checks are very important for the safety of you, your family and your neighbours.

Please contact us to discuss your request and receive advice on completion of our Alterations & Improvements Form.

It is important to note that if you do not obtain our written permission you may be charged to repair or restore the property to its original condition.

Right to Compensation for Improvements

You have the right to compensation at the end of your tenancy for certain types of improvements you have made to your home with our written permission.

There is statutory guidance on the types of improvements that would qualify for compensation and also a formula for working out the depreciated value of the improvement. Please contact us for further information.

Please note that we have the right to charge you the costs of restoring the property to its previous condition, if you carry out any alterations or improvements without our written permission. Or, you have had permission, but not carried out the work to an acceptable standard.

Aids and Adaptations

If required we can assist you by providing adaptations to help you or a household member live more independently within your home.

This can include:

- Fitting of handrails / grab rails
- Providing a ramp access to the house
- Fitting of 'wet rooms' / walk in showers

All you need is an assessment by an Occupational Therapist (OT) who will consider any adaptations to your home that would be of benefit to you.

If you think you would benefit from this service, please contact Glasgow City Council Social Services by:

- Phone – 0141 287 0555
- Email – socialcaredirect@glasgow.gov.uk

Following your assessment they will provide us with a referral from which will allow us to claim funding for the works to your home.

Insurance Responsibilities

Accidents unfortunately do happen and it is important that you have contents insurance to cover any damage to your home.

There are two types of insurance which should be in place for your home:

Building Insurance

As your landlord, it is our responsibility to provide this insurance. This covers the cost of the major repair work to your home should there be structural damage. Examples would be because of storm damage, a fire, or damage caused through a flood or escape of water.

Contents Insurance

It is your responsibility to insure your personal contents should they be damaged. We would strongly recommend that you take out appropriate insurance.

You should note that we will not be liable for the cost for damage of the replacement of any personal items damaged or lost because of any incidents which occur in your home.

For example, if there is a water leak into your home and this causes damage to your furniture, clothing, carpets or appliances, we would not be liable for any of these. There are various options for insurance and we can provide further information if you contact us.

Please let us know what you think

We always welcome feedback from our customers. If you would like any further information about repairs and maintenance or any other matter, please simply contact us by:

- ✓ telephoning 0141 944 3891 to speak to a member of our team.
- ✓ texting us on 0741 834 7038 and a member of our team will call you back.
- ✓ emailing us at mail@pineview.org.uk
- ✓ use our Contact Us form on our website www.pineview.org.uk/contact-us/
- ✓ find us on Facebook www.facebook.com/pineviewhousing or
- ✓ writing to us at Pineview Housing Association, 5 Rozelle Avenue, Glasgow G15 7QR.



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