

Repairs and Maintenance Service – updated 27.03.2020

Due to Government restrictions and the requirement to reduce the risk of spreading Coronavirus, we have had to restrict our repairs and maintenance service to emergency (life and limb) repairs only. All non-emergency repairs, and all cyclical maintenance and planned renewals are currently on hold until further notice.

In addition to the impact of Government restrictions, our contactors are being increasingly affected by the Coronavirus situation and their availability to do repair work is reducing. Whilst they and us have been trying to keep the repairs service as “normal” as possible we now need to restrict service to emergency repairs only. This also means that the statutory Right to Repair timescales will be suspended and only emergency repairs will be undertaken. Restricting the repairs service to only absolutely essential or emergency work means that we can all assist with maximising social distancing.

If you have an emergency repair requirement during our normal office hours please leave a phone message on our main phone line (0141 944 3891) giving your name, address, contact number and some brief details and someone will call you back.

If you have an emergency repair requirement outwith our normal office hours, please contact City Building on 0800 595 595.

Please continue to report your non-emergency repairs to us as we are logging them for priority work when restrictions are lifted.

Note about contractors attending your home for an emergency repair

If you do request an emergency repair, the emergency contractor will ask you if you are self-isolating or if anyone in the house is showing signs of the Coronavirus. The repair usually will be carried out, but you and your household may be required to remove yourself from the room or area affected by the repair while the trades people carry out the work. This is part of the contractor keeping their workforce safe. We would appreciate your co-operation in this matter. Follow up work that may be required but is not an emergency may well be put on hold until such times as routine repairs are returned as part of our normal service. The safety of staff and contractors should be respected and you should social distance yourself by 2 metres (6 feet) even if you are not self-isolating.