



# Ferguslie Park Housing Association

## Repair Service

### How to Report a Repair

If there is an issue with your property and it needs a repair, it is important that you contact our office as soon as possible.

You can report a repair over the phone on 0141 887 4053 Option 1 and speak to a member of the Maintenance Team. Please try and give as much information as possible about what the issue is, and when you can give access for the repair.

You can also report a repair online through our website at <http://www.fpha.org.uk/report-a-repair-online/> or via your online My Home tenant account.

At times we may need one of our staff team to visit your home to inspect the repair required. If we need to do this we will agree access with you unless we need urgent access. In these cases we will provide you with 24 hours' notice that we require access into the property.

### Out of Hours Repairs

If you have an emergency repair when the office is closed, then you can call us on 0141 887 4053 and you will be provided with the emergency contact details and our out of hours service who will arrange for a contractor to attend.

The types of repairs we will attend to outside of office hours include:

- significant water ingress to property where you are unable to stem the ingress;
- significant leaks from water or heating pipes, tanks or cisterns where you are unable to stem the flow;
- burst pipes; no water supply;
- blocked or leaking foul drains or soil stacks;
- choked toilet (where there is only one toilet in house);
- toilet not flushing (where there is only one toilet in house);
- no heating;

- blocked flue to boiler;
- loss or partial loss of gas supply;
- full loss of lighting and / or power, where the household includes a child or vulnerable adult;
- dangerous or unsafe electrical power or lighting socket, or electrical fitting;
- no lighting or power;
- faulty cooker control unit;
- unsecured external door or windows on a lower level;
- broken windows;
- and any Health & Safety related issue.

### Time to Complete Repairs

Once we know the type of repair that is to be carried out, we can advise you of the expected time it will take for this to be completed.

This can change if the contractor does not get access at the agreed time, or if an inspection is required by our staff to determine the amount of work(s) to be done.

### **Emergency Repairs**

To make safe or repair any defect/s that may deteriorate quickly into a health and safety issue or cause significant damage to the property if not attended to. These repairs will be attended within 2 hours.

### **Urgent Repairs**

To repair any defects that significantly detract from the tenant's use of the property and which would cause rapid deterioration if not attended to. Urgent repairs will be completed within 3 working days.

### **Routine Repairs**

Any repairs which are identified as responsive repairs and which cannot be delayed until a future cyclical maintenance programme or planned programmed renewal. Routine repairs will be completed within 5 working days.

### Right to Repair

From 30 September 2002 under the Housing (Scotland) Act 2001 Scottish Secure Tenants have the right to have small urgent repairs carried out by their Landlord within a given timescale. This is called the Right to Repair Scheme. The scheme covers certain repairs up to the value of £350. These repairs are known as “qualifying” repairs.

Full details of the [Right to Repair Regulations](#) can be found the Scottish Government website.

Qualifying repairs include:

<b>Qualifying defects / repairs</b>	<b>Maximum timescale</b>
Blocked flue to boiler	1 day
Blocked / leaking foul drains, soil stacks, toilet pans (where there is no other toilet in the house)	1 day
Blocked sink, bath or basin	1 day
Complete loss of electric power	1 day
Loss of electric power	1 day
Partial loss of electric power	3 days
Insecure external window or door lock	1 day
Unsafe access path or step	1 day
Significant leaks or flooding from water or heating pipes, tanks or cisterns	1 day
Loss or partial loss of gas supply	1 day
Loss or partial loss of space or water heating, where no other source of heating is available	1 day
Toilet not flushing (where there is no other toilet in the house)	1 day
Unsafe power or lighting socket or electrical fitting	1 day
Complete loss of water supply	1 day
Partial loss of water supply	3 days
Loose or detached banister / handrail	3 days
Unsafe timber flooring or stair treads	3 days
Mechanical extractor fan in internal kitchen or bathroom not working	7 days

### Your Responsibilities & Our Responsibilities

It is important that your property is maintained to a high standard. While we will repair most of the items in your home, you have responsibility for some repairs. Below is a list of repairs and who is responsible.

<b>Description</b>	<b>FERGUSLIE PARK HOUSING ASSOCIATION Responsibilities</b>	<b>Tenant Responsibilities</b>	<b>Comments</b>
Ant infestation		✓	

Description	FERGUSLIE PARK HOUSING ASSOCIATION Responsibilities	Tenant Responsibilities	Comments
Back Boiler	✓		
Balconies	✓		
Banisters (internal)	✓		
Barges, fascias, soffit boards, etc.	✓		
Bath panels	✓		
Bathroom suites	✓		Unless installed by tenant without approval
Baths	✓		
Bin shelters	✓		
Brickwork, blockwork	✓		
Bulkhead Fitting	✓		
Car Ports	✓		Unless installed by tenant
Ceilings	✓		
Chimney stack / pots / cowls	✓		
Cisterns	✓		
Clothes poles	✓		
Clothes pulley		✓	
Coal bunkers		✓	
Communal areas to flats	✓		
Communal TV systems	✓		
Damp proof course	✓		
Decoration – internal		✓	
Door bell	✓		
Door entry system	✓		
Door name plates		✓	
Doors internal	✓		
Driveways	✓		Unless installed by tenant
Drying areas	✓		
Electric central heating system	✓		
Electrical appliances & plugs		✓	
Electrical wiring, sockets & switches	✓		
External door lock, fittings & furniture	✓		Unless damaged by tenant
External drainage	✓		
Fences & gates - boundary	✓		
Fences & gates - divisional	✓		
Finishing timbers	✓		
Fire – electric & gas		✓	
Floor tiles		✓	
Garages	✓		Unless installed by tenant
Gas central heating, water pipes, radiators, timers, thermostats, pumps, etc.	✓		

Description	FERGUSLIE PARK HOUSING ASSOCIATION Responsibilities	Tenant Responsibilities	Comments
Glass – external	✓		Unless damaged by tenant
Glass to internal doors / screens		✓	If damaged by tenant
Immersion heaters	✓		
Keys & keys fob replacements		✓	
Kitchen fittings / worktops	✓		
Kitchen units & sink	✓		
Landing & stairs (communal or internal)	✓		
Lift / elevator repairs	✓		
Mirrored / built in wardrobes	✓		
Parking area (communal)	✓		
Path & steps giving access to property	✓		
Play area and equipment	✓		Only if owned by Ferguslie Park Housing Association.
Plugs & chains		✓	
Public utility supplies / meters		✓	
Refuse chutes	✓		
Refuse / recycling / garden Waste Wheelie bin		✓	
Retaining walls	✓		
Roof coverings	✓		
Roof lights / skylights	✓		
Ropes for clothes drying		✓	
Ropes for windows (sash cords)	✓		
Rotary dryer & clothes lines		✓	
Roughcast	✓		
Sheds / outbuildings		✓	
Shower & enclosure	✓		Unless installed by tenant
Shower unit	✓		Unless installed by tenant
Shroud light fitting	✓		
Sink unit top	✓		
Skirting	✓		
Smoke detector batteries	✓		
Smoke detectors	✓		
Solid fuel central heating system	✓		
Stair lighting (communal)	✓		
Taps	✓		
Toilet seats		✓	

Description	FERGUSLIE PARK HOUSING ASSOCIATION Responsibilities	Tenant Responsibilities	Comments
TV aerial communal sockets	✓		Unless installed by tenant
Extractor fan	✓		
Vermin infestation		✓	Environmental issue
Wash hand basin	✓		
Washer on Taps	✓		
Water Heating	✓		
Water Storage Tanks	✓		
Water Supply	✓		
WC	✓		
White Goods		✓	
Window Frames, sills, fittings	✓		

### Alterations & Compensation for Improvements

You can make improvements or alterations to your home; however, you must first get out written permission to do so.

Examples of alterations may include:

- altering, improving or enlarging the house, fittings or fixtures;
- adding new fixtures or fittings (for example, kitchen and bathroom installations, central heating, laminate flooring, satellite dish);
- putting up a garage, shed or other structure.

To make an alteration request, please complete and return our [Application for Alterations Form](#) to the office.

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

Tenants will not be eligible for compensation if we have had to repossess the property.

Full details of the Right to Compensation Regulations can be found on the Scottish Government website.

## **Safety & Insurance**

### Home Insurance

We have insurance for the structure of your building, more commonly know as Building Insurance. This does not cover your contents such as furniture, clothes, tv's, games consoles, bedding, carpets and personal belongings. For these to be covered you will require to have Contents Insurance.

You can arrange Contents Insurance through your Bank, carry out an online search, or contact our staff who can advise of a Social Housing Contents Insurer who can provide a quote.

### Gas Safety

We require access to your property to carry out a gas safety check every year. This normally takes approximately 45 minutes as checks are carried out to your central heating boiler, radiators and pipe work. Once the Gas Engineer has completed his check and all is satisfactory, then they will issue a safety certificate that will last for 12 months.

We will notify you normally 10 months after the last inspection that access is required to carry the Gas Safety Check out, it is a legal requirement that this is done and if you fail to provide access we will contact you again requesting this. If you continue to fail to allow access then we have the right to force access to carry the safety check out.

If you have installed a gas appliance of your own (a gas cooker) then it should be repaired and serviced by an approved tradesperson, and they (or their company) must be registered with the Gas Safety Register. This is a body which approves qualified and trained gas installers.

#### What to do in Winter

Although our properties have central heating that should provide enough heat for your home, there is still a risk of a frozen or burst pipe during the coldest parts of winter. There are a few tips you can use to avoid damage to your home:

- Know where your main stopcock or tap is (ask our Maintenance Team to help locate this)
- Report dripping taps or running overflows and we can get them fixed
- Try and heat all the rooms in your home. If you are struggling financially then contact our Welfare Rights Team for some help
- If you are going away for a while, let us know and we can drain down your heating system to minimise the risk of a burst or frozen pipe

If the worst happens and your pipes freeze then please contact our office on 0141 887 4053.