



Repairing and Maintaining your Home

www.waverley-housing.co.uk



CONTENTS

PAGE 3

Repair reporting methods
Reporting routine (non-emergency) repairs
Reporting emergency repairs
What to do in an emergency

PAGE 4

What happens once a repair is reported?
Repairs compensation scheme

PAGE 5

Repair categories
Repairs that tenants are responsible for

PAGE 6

Planned maintenance programme
Cyclical maintenance programme

PAGE 7

Gas and electric servicing

PAGE 8

Right to repair

PAGE 9

Repairs feedback
Terminating your tenancy



Repair reporting methods

We run a repair appointment system and most repair appointments are arranged between the hours of 8:30am and 4pm. However, we aim to be flexible and where possible will accommodate any requests for repairs after 4pm on weekdays.

You can report a repair as follows, the more information you can give us about the problem, the better the chance of getting the repair done quickly. Damage because of delay in notifying us may be recharged to the tenant.

We need the following information from you when reporting a repair:

- Your name and address
- Nature of the problem
- Access details
- Does it affect you or does it impact on your neighbours or common area?

Reporting routine (non-emergency) repairs

- Online via the Housecall system on our website:
<http://wavhousing.wpengine.com/report-repair>
- By telephone to our dedicated repairs line 0800 104 105 (free from landlines)
- By e-mail to info@waverley-housing.co.uk

Reporting emergency repairs

During office hours

By telephone to our dedicated repairs line 0800 104 105 (free from landlines).

Outside office hours

During evenings, weekends and public holidays, a call-out service will operate with repairs attended to by the tradesman on stand-by. The contact number for emergency repairs is 07721 889 618 (please note this number is for genuine emergency repairs only. You will be charged for all callouts which are subsequently found not to be an emergency).

What to do in an emergency

Emergencies can happen at anytime to anyone. Make sure that you now what to do about them and take note of where the following are located in your home.

- fire escape routes.
- water supply stopcock.
- gas meter shut-off valve.
- gas pilot lights.
- electricity main switch.
- central heating controls.

Other Emergency Numbers:

Police, Fire or Ambulance - Call 999

Gas Leaks (National Grid) - Call 0800 111 999

(or for the hard of hearing Minicom/Textphone) - Call 0800 37 17 87

Power Failure SP Energy Networks - Call 0800 092 9290 or 0330 1010 222 from a mobile phone.

Burst Pipes out-with your property (Scottish Water) - Call 0800 077 8778 or go online at www.scottishwater.co.uk/Help-and-Resources/Contact-Us/Contacting-Us where you can report a problem on their portal.

Note: If you have burst or frozen pipes, please carry out the following:

- turn off the water at the main stopcock and turn on all cold taps.
- switch off the electricity at the mains if water comes into contact with electrical fittings.
- switch off any water heaters.
- switch off your central heating.

What happens once a repair is reported?

We will advise the category the repair falls into. We will then tell you how long it will take to complete and make arrangements for access.

Tenants must allow our employees, agents or any other people authorised by us, access after 24 hours' prior notice, to carry out repairs, maintenance, improvements or inspections. Failure to do so could result in action being taken in accordance with Schedule 4, Part 4 of the Housing (Scotland) Act 2001.

Where there has been failure to gain access, and the works required are essential, the tenant will be advised in writing giving at least 24 hours' notice of our intention to gain entry to their home. This may be by force, if necessary, particularly in respect of emergency situations. Under such circumstances tenants will be charged for the reinstatement of any damage caused through forcible entry.

Repairs compensation scheme

Waverley Housing operates a Repairs Compensation Scheme under which tenants will be given a compensatory payment if qualifying repairs are not carried out within our stated response times.

Under the terms of our Tenancy Agreement, tenants are obliged to give our staff, or authorised contractors, access to their homes for the purpose of inspecting or carrying out repairs. To carry out repairs within the timescales specified for each category it is necessary to have reasonable access relative to the importance and urgency of the repair. For a repair to qualify under the compensation scheme tenants must make arrangements for access as follows:

- Emergency repairs – unrestricted access
- Urgent repairs – unrestricted access
- Routine repairs – access period equal to a cumulative minimum of 5 working days.

Where reasonable periods of access cannot be given, it may not be possible to complete the job in the timescale given, and in such an event the job shall not qualify for compensation.

Repair response timescales

Emergency Repairs

Repairs which are the landlord's responsibility and if left unattended would constitute a danger to life or limb or result in immediate serious damage to the fabric of the property, example being burst pipes or loss of power etc. They will be attended to within 4 hours of notification to initially remove the source of hazard and make safe.

Urgent Repairs

Repairs that if left unattended for a lengthy period would unacceptably infringe or interfere with the normal occupancy and use of the property and would cause an adverse effect on the fabric

of the building, for example, partial loss of water, individual electrical faults. These repairs will be completed within 3 working days of notification.

Routine Repairs

Repairs that can reasonably wait a period of time to be addressed without causing a significant inconvenience to the tenant. Examples are repairs to internal joinery, routine plumbing and electrical work. These repairs will be completed within 10 working days.

Repair categories

Waverley Housing is responsible for most fair 'wear and tear' repairs to tenants' homes but there are some items that the tenants are responsible for. These are listed below, though this list is intended as a rough guide and so tenants should also contact the office or their Housing Officer for further information.

Also, tenants are responsible for any repairs arising from accidental damage, malicious damage or through negligence and where this type of work is required, tenants will be charged with the cost of the repair as well as any associated costs.

Repairs that tenants are responsible for

- Plugs and plug fuses, light bulbs, fluorescent strips and starters
- Electric & Gas fires (unless provided by Waverley Housing)
- Washing machine and dishwasher valves, inlet pipes and wastes, tumble dryer vents
- Toilet seats, sink plugs and drains, blockage of wastes to toilet/sink/bath or washbasin (if block- age caused by tenant this will be a re-charge, for example caused by flushing baby wipes/ nappies down the toilet)
- Appliances such as cookers, fridges, washing machine (unless provided by Waverley Housing)
- Shower unit, enclosures, trays, screen, curtain and curtain rail (unless provided by Waverley Housing)
- Doorbell, chain, internal letter-plate/flap, name plate (& numbers affixed by the tenant), night latch – tale type locks (unless provided by Waverley Housing)
- Replacement keys and door entry key fobs (unless where the key fobs are faulty)
- Internal glass screens, double glazing (internal), single/double external glazing (unless due to vandalism reported to the Police and an incident slip provided)
- Cleaning of common stairwells (unless the property is factored)
- Floor coverings including carpet, vinyl & laminate flooring, floor tiles (unless in communal areas)

- Garden paths, huts, greenhouses, outbuildings and garages (unless provided as part of the lease) or driveways (unless part of the pedestrian access to the house or provided by Waverley Housing)
- Clothes pulley, ropes and rotary driers (unless rotary drier provided by Waverley Housing)
- Coal bunkers (unless provided by Waverley Housing)
- Vermin, insect infestation including wasp nests (unless Waverley Housing made aware at the time of letting the house)
- TV aerials
- Wardrobe rails, coat hooks
- Internal decoration

There are 4 categories of repairs deemed as re-chargeable and these are detailed below:

- Repairs which are the responsibility of the tenant
- Access recharges
- Repairs undertaken as a result of a breach of tenancy conditions
- Void recharges

Planned Maintenance Programme

Planned Maintenance is the collective term for all of our major repairs and improvements to our properties. This includes improvements such as installation of central heating, fitted kitchens, bathrooms, double glazing etc. when they reach the end of their useful life. It also includes any major repairs to the outside of properties such as roofs, roughcasting, repair to balconies as well as improvements to the general environment in hard landscaped areas etc.

The Planned Maintenance Programme is tentatively pre-planned over a period of 30 years. To assist us in doing this we have independent stock condition surveys carried out on a regular basis. However, a lot can happen over thirty years so the plan over that period of time can only be provisional. In order to manage the programme we operate a rolling 5-year schedule of planned/programmed repairs taking account of the requirements of the Scottish Housing Quality Standard.

A Planned Maintenance Plan is presented to the Waverley Housing Board for approval annually. When each annual plan is approved, we notify tenants in advance of any works that are planned to be carried out in a tenant's home, also asking tenants to participate in selecting choices where appropriate, such as kitchen units and worktops etc.

If you would like to know whether your property is in line for any works, please get in touch.

Cyclical maintenance programme

As part of the process of keeping tenants' homes in good order Waverley Housing also operates a Cyclical Maintenance Programme. Under this programme we will ensure that where required, all gutters, down-pipes, external woodwork and common stairs are painted every five years. All necessary repairs will also be carried out to any of these items prior to painting.

Gas & electric servicing

Where there is a gas supply to a tenant's home, Waverley Housing, through the Gas Safety (Installation and Use) Regulations 1998, has a legal requirement to carry out an annual gas safety inspection of gas appliances supplied in the property on an annual basis. We will also, at the time of the gas safety inspection, service any appliances for which we are responsible as well as any gas fire owned by our tenants.

Gas servicing is very important to ensure that boilers and fires in the home are safe to use. Faulty appliances can prove fatal as they produce dangerous levels of carbon monoxide. We will maintain any gas appliances for which we are responsible, but tenants will be responsible for the cost of any repair to a gas fire owned by them. We will not service or carry out any repairs to gas cookers unless they have been supplied by us.

It is vital that tenants allow us access to their home to enable us to carry out this work. Our contractor, appointed to undertake this work on our behalf will contact tenants direct to make access arrangements. If necessary, where tenants repeatedly fail to respond to our requests for access, we will make arrangements for Forced Access Entry and tenants will be advised in writing giving 24 hours' notice of our intention to gain entry to their home.

The last thing we want to do is to have to break into a tenant's home as this course of action will incur costs for the tenant for the necessary arrangements having to be made and the cost of reinstating any damage and/or replacing locks. Therefore, if tenants need any help or assistance regarding their gas servicing appointment, they should phone our Repairs team on 0800 104 105 and we will do our best to help.

Our gas maintenance contractor has the authority under the gas safety regulations to condemn and/or prohibit the use of any faulty gas appliances regardless of ownership. In such cases the contractor will disconnect and seal off the appliance unless repaired or renewed by a competent contractor.

Following a gas safety inspection and/or service the contractor will send tenants a certificate in the post along with a tenant satisfaction survey. Tenants should leave the certificate in the house if they vacate the property. The satisfaction survey should be completed and returned in the Freepost envelope provided. Tenants should also advise the office if they are aware of their house not having had a gas safety inspection for more than one year.

Waverley Housing is required by law to carry out periodic electrical inspections to its houses, every 5 years. Electrical safety is very important and tenants must make arrangements to allow us, or our contractor, access to their home for an inspection. Where there has been repeated failure to gain access to carry out an electrical inspection tenants will be advised in writing giving at least 24 hours' notice of the company's intention to gain entry to the home. This may be by force if necessary. Under such circumstances tenants will be charged for the necessary arrangements having to be made and the cost of reinstating any damage, caused through forcible entry.

Right to Repair

Tenants have a right to have small urgent repairs up to the value of £350 carried out by us within a given timescale. The repairs covered under the Right to Repair scheme are known as 'qualifying' repairs. If a tenant reports one of these types of repair, the work must be completed within the maximum time stated, as long as they can provide suitable access to the workman.

Failure to complete a repair within the maximum time allowed shall entitle tenants to £15 in compensation for the first working day over, plus £3 for each additional working day on which the repair has not been completed, up to a maximum of £100. The scheme also allows tenants the right to instruct an alternative contractor to do the work and send the bill to us provided that:

- the work was not completed by us within the maximum time allowed.
- tenants have complied with access arrangements.
- tenants contact us to advise us of the failure to complete the work before instructing an alternative contractor.
- tenants have selected a contractor on our Approved Contractor list.
- the cost of any single qualifying repair does not exceed £350.

If an alternative contractor is instructed and the above conditions are not met tenants may be recharged the cost of the repair.

| Item | Defect | Maximum Time (In working days) |
|--|--|--------------------------------|
| 1 | Blocked flue to open fire or boiler | 1 day |
| 2 | Blocked or leaking foul drains, soil stacks or toilet pans where there is no other toilet in the house | 1 day |
| 3 | Blocked sink, bath or drain | 1 day |
| 4 | Toilet not flushing where there is no other toilet in the house | Emergency (4 hours) |
| 5 | Complete loss of electric power (except where not within the control of Waverley Housing e.g. power cut) | Emergency (4 hours) |
| 6 | Partial loss of electric power | 1 day |
| 7 | Unsafe power or lighting socket, or electrical fitting | 1 day |
| 8 | Mechanical extractor fan in internal kitchen or bathroom (i.e. where there are no windows) not working | 7 days |
| 9 | Loss or partial loss of gas supply (except where not within the control of Waverley Housing e.g. shut off by Transco) | 1 day |
| 10 | Loss or partial loss of space or water heating where no alternative heating is available | 1 day |
| 11 | Complete loss of water supply (except where not within the control of Waverley Housing e.g. shut off by Scottish Water). | Emergency (4 hours) |
| 12 | Partial loss of water supply | 3 days |
| 13 | Significant leaks or flooding from water or heating pipes, tanks or cisterns | Emergency (4 hours) |
| 14 | Insecure external window, door or lock | Emergency (4 hours) |
| 15 | Loose or detached bannister or handrail | 3 days |
| 16 | Unsafe timber flooring or stair treads | 3 days |
| 17 | Unsafe access path or step | 1 day |
| <p>NB: The maximum time will start the first working day after date reported, working days mean a day that is not a Saturday or Sunday; any public or bank holiday, or day appointed for.</p> | | |

Note:

The above response times may not be met if, for instance, limited access is given for the reported repair, in storm conditions or adverse weather which would make working unacceptably dangerous or if the repair is dependent on the availability of parts or materials. Where we are prevented from completing a repair under such conditions, the delay will not be subject to compensation.

Repairs feedback

We are committed to continually improving our services and appreciate feedback on all repairs undertaken.

Once a tenant's repair has been carried out, it is important for us to ensure that the work has been carried out correctly and up to standard. We may contact tenants to carry out a post-inspection and find out how satisfied they are with the work.

However, tenants can also help Waverley Housing to improve the quality of the repairs service provided, by completing the satisfaction survey form which our trades will have on their handheld devices and any contractors we use will have a form on the repair order sent to them. We also select a number of jobs where we may contact you by telephone to complete a survey over the phone, these only take a few minutes to complete. There is also an option to submit feedback online via our website at: <http://wavhousing.wpengine.com/customer-feedback/reactive-repairs/>.

Terminating your tenancy

If you decide to end your Tenancy, a representative from Waverley Housing will arrange an appointment to inspect the condition of your home. If they decide that any work is required to be done, they will confirm the details of which and decide whether you or Waverley Housing is responsible for carrying out this work. If you fail to complete any work you are responsible for and Waverley Housing have to do it, you will be charged for it.

waverley

housing

51 North Bridge Street

Hawick • TD9 9PX

T: 01450 364200

E: info@waverley-housing.co.uk

www.waverley-housing.co.uk

follow us on....



@WaverleyHousing

To request this report in an alternative format,
e.g. large print or different language
please call 01450 364200