



Dalmuir Park Housing Association
Beardmore House

631 Dumbarton Road
Dalmuir
Clydebank
G81 4EU
0141-952-2447

www.dpha.org.uk

A Guide to Reporting Repairs

Version 1.2 September 2009

We are committed to equality and diversity, valuing people's differences and aim to provide a service to all of our customers. We are happy to make any of our information available in other formats and languages. If you need this information in Braille, on audio tape, in large print or in a different language, please let us know. We will also be happy to arrange a sign or language interpreter on request. If you need any more help or advice, our staff will be happy to help.



Dalmuir Park
Housing Association



Dalmuir Park
Housing Association

Responsibility

DPHA has a statutory responsibility to carry out certain repairs, while others are the responsibility of the tenant. The Association has accordingly adopted a repairs policy which details which repairs you, as tenant, are responsible for.

Where damage has been caused by misuse by you, a member of your family, or by anyone in the house with your consent, you will be expected to repair the damage or in certain circumstances pay the Association to carry out the repair. A deposit may be required before any work commences. However if you have not paid for a previous repair that was your responsibility the Association may refuse to carry it out.

Reporting Repairs

If something in your flat or building is in need of repair, you should contact the office either in person, in writing, by telephone or through the Association's web site at www.dpha.org. It is important that you tell us as much as you can about the repair and tell us when you will be in so that we can arrange access. Please be as flexible as possible when arranging a suitable time for access. Any repair reported may have to be inspected by the Association's Maintenance staff in order to establish the exact nature of the repair.

Repairs will be categorised as either:

- Emergency - requiring immediate attention within 24 hours (and made safe within 4 hours)
- Urgent - requiring attention within 2 days
- Routine - which will be carried out as required within 10 working days.

We aim to complete repairs within the above timescales wherever possible.

Definition of Responsibility

DPHA Housing and/or Maintenance Staff will initially decide if a repair is the responsibility of the Association or if there will be a charge to the tenant. If you are unhappy with a staff decision, you may write a letter of appeal against the decision, which will be considered by the Association's Management Committee. You are also entitled to make use of DPHA's Complaints Procedure.

What the Association will repair

We will keep in repair or proper working order:

- a) the structure and outside of the house including mutual drains;
- b) gutters and external pipes;

Alterations

Tenants who wish to carry out any alterations or improvements to their home have the right to do so but only with the written approval of the Association. The appropriate form may be obtained from the office. The Association will not unreasonably withhold its consent but this will be conditional upon the work being carried out to a reasonable standard.

If you are in any doubt as to how you should go about the job please do not hesitate to contact our office and a Maintenance Officer will be pleased to advise you. Please note that the Association will not give permission for the use of ARTEX, laminate flooring unless professionally fitted and insulated, nor individual Satellite Dishes (see section 6.11), although a dish capable of supplying all occupiers of a close will be considered.

REMEMBER TO MAKE SURE THAT YOU DO NOT SCREW OR NAIL ABOUT OR AROUND ELECTRICAL SOCKETS OR THE METER BOARD.

Failure to apply to the Association for permission for any alterations will be treated as a breach of tenancy conditions.

Right to Compensation

Under the Housing (Scotland) Act 2001, tenants have a right to compensation for certain improvements done in the house and a level of payment available for each item.

The scheme allows for tenants, on the termination of their tenancy to be compensated for certain improvements that have been given written approval by the Association. These are detailed in Appendix 2.

If you wish to speak to a member of staff about repairs please telephone or call at the office.

Living in a new or improved home

The Association welcomes you to your new or improved home. We want to provide you with a home that is comfortable and in good order. Sometimes, however, defects appear in the early stages that need to be dealt with.

The First Year

On completion of each contract there is a "guarantee period" of 1 year. This begins on the day the improved or new house is officially handed over to the Association. During the first year, if problems arise because of faulty material or workmanship, the Contractor, not the Association, is responsible for the repair. If you find any defects please let the Association know in writing.

In case of emergency (e.g. burst pipes, gas leaks, electrical faults) repairs will be done as normal. When the problem is less serious it may take longer than if the Association was responsible. Minor faults may not be seen to until the end of this period. At the end of the first year the architect will always inspect the house to define any outstanding defects.

IMPORTANT: please do not get another tradesman to repair any fault during this period. If you do, the contractor will no longer be responsible for that fault or any other problem which arises from it. You will also have to pay for the cost of the repair.

Drying Out

Fresh plaster will take up to a year, or sometimes longer, before it completely dries out. This is one of the minor problems that arise after improvement. It is not likely to be serious. The walls may show signs of paint work flaking or the staining of patterned paper.

It is most likely to show as a white powdery substance on the surface of the walls. If this happens it should be just brushed off. Do not wash it off and do not paint over it.

Maintenance Cycles

The Association has a planned programme for the improvement or replacement of all major maintenance elements of the building you live in. The work to be done varies from yearly maintenance to the major replacement of items over a 40-year lifespan. The Association will endeavour to keep residents informed about any planned works affecting your home. The Association uses part of your rent payment to pay for such work, which extends the lifespan of the building.

Decoration

It is your responsibility to decorate the inside of your home and you should keep it decorated to a reasonable standard.

- c) all inside installations which supply water, gas and electricity that are not owned by the tenant;
- d) all sanitary appliances, including wash-hand basin, baths, showers and w.c;
- e) fixtures and fittings such as kitchen cupboards
- f) glass windows broken due to malicious damage or vandalism (where a report of the damage is made to the Police within 24 hours), or broken due to the weather.

In general, we shall maintain the house in the same condition in which it was handed over to you, taking fair wear and tear into account. Access for the servicing of certain items (e.g. gas fire, central heating system, etc) must be given when requested.

What the tenant will repair

- a) Any appliances, fixtures, etc brought into the house by the tenant.
- b) Any damage caused by the tenant (e.g. w.c., wash-hand basin) by neglect or intention or accidental damage.
- c) The clearing of choked waste and soil pipes, sinks, wash-hand basins, baths and showers where this occurs within the house before connection with the common drain.
- d) All internal decoration
- e) Any damage done to doors or door locks caused by forced entry or vandalism (if not reported to the Police within 24 hours). The Association may agree to carry out this work but the cost will be charged to the tenant.

Emergency Repairs

Emergency repairs will be carried out as soon as possible to avoid danger to the health and safety of residents. If you require an emergency repair outwith normal office hours, you can telephone the office where an answering machine will give you the telephone numbers of the Association's emergency contractors who will carry out any such repair. These numbers are also on display at the Association's office and in all Association Newsletters.

If you have any cause to contact the office after hours, please leave your name, address and nature of the call on the answering machine.

Normally the following work will be classed as Emergency:

- Gas Leaks
- Burst Pipes
- Dangerous Structures
- Serious Electrical faults
- Broken entrance doors and windows
- Blocked drains or sanitary fittings
- Loss of Heating (winter months)
- Total loss of cold water (but not hot water)

Abuse of the out of hours reporting system e.g. reporting a repair that is not an emergency will result in a charge being made to the tenant.

Right to Repair

The Housing (Scotland) Act 2001 gives tenants the right to compensation for some repairs not carried out within a specific timescale. In such circumstances the tenant is entitled to:-

- Notification that the job is a qualifying repair
- Details of when the job is due to be completed
- £15 compensation for a failed job plus £3 per day afterwards
- The name of a second contractor who could complete the work

The scheme applies only to specified jobs which are the responsibility of the landlord and which if not carried out within an agreed period may jeopardise the health, safety or security of the tenant. They are detailed in Appendix 1.

You cannot contact the secondary contractor without advising the Association that the initial job was not completed on time and giving the association the opportunity of resolving the matter.

The scheme is subject to certain conditions and exclusions (e.g. where there are access problems, where essential materials are awaited, or where only a temporary repair is possible).

DPHA will inform tenants of the existence of the scheme at least once a year. A policy statement and leaflet "The Right to Repair" is available from the office.

Burst Pipes

To help prevent burst pipes you should keep your home as warm as you are able to in winter and always remember to switch off the water supply in your flat and drain down your hot water cylinder if you are leaving your house for any length of time. Someone from the Association will be pleased to show you where the stopcocks etc are in your house if you do not already know, but, if you prefer the Association will turn off and drain down your system before you leave and turn everything back on when you return.

REMEMBER – if you do get a burst pipe while your flat has been left empty and damage is caused to the contents of any of your neighbours' houses then you could be held liable for any damage caused. This is another reason to fully insure your home contents. (See also section 7.2 Insurance)

If you do get a burst pipe you should:

- a) turn off the water immediately at the stopcocks;
- b) turn on all taps as quickly as possible (to remove water in the tank);
- c) switch off the electric water heater or gas boiler (depending on which you have) as quickly as possible;
- d) identify where the burst pipe is;
- e) contact the Association or emergency contractor.

Electricity

Any electrical faults should be reported immediately to the Association. Be sure you know how to turn off your electricity at the mains switch in case of emergency. This must be done before replacing a fuse or repairing fittings connected to the supply.

Gas

Never attempt to deal with faults yourself. Gas leaks can be dangerous and should be reported immediately. Be sure you know how to turn off the gas supply at the valve in case of emergency.

**GAS LEAK: phone TRANSCO 0800 111 999.
Please also inform the Association of your problem.**

Communal TV Aerials

There is a common aerial installed in most blocks of flats and the Association provides an aerial socket in the living room of each house. You must not interfere with the aerial and under no circumstances must you attempt to enter the loft. If you think that the aerial is not working properly check first with the neighbours. If their picture is alright then your television is likely to be the source of the problem. However, if you are sure that it is the aerial (it almost certainly will be if your neighbours are having the same problem) then you should contact our office.

DPHA does not give permission for the installation of individual SATELLITE DISHES in tenement properties although a dish capable of supplying all occupiers in a close will be considered. Contact the Maintenance Manager for more details.

Condensation

Condensation occurs in some way in all houses and is caused, simply, by warm moist air making contact with cold surfaces such as windows and walls. It is impossible to prevent all condensation, but the following measures will keep it to a minimum.

- 1) Use your extractor fans, (if fitted) in the bathroom and kitchen, whenever steam is produced. The bathroom fan should switch on automatically with the light switch.
- 2) The use of paraffin or liquid gas heaters are not permitted as this contributes greatly to the moisture content in the house.
- 3) Keep kitchen and bathroom doors closed when running hot water or when washing.
- 4) As far as possible, keep lids on saucepans when cooking.
- 5) Try to make sure all rooms are sufficiently heated and ventilated.
- 6) Keep a window open when drying clothes.