

SBHA Standard for Repairs and Maintenance

SBHA provide a repairs and maintenance service across all its properties to ensure tenants live in a safe, well maintained home as part of our commitment to 'Creating Great Places to Live. As your landlord we are responsible for repairing and maintaining the structure of the property that you live in. Please refer to Appendix 1 for more information on SBHA's and tenants repairing responsibilities.

To report a repair call our FREEPHONE REPAIRS LINE: 0800 0193 222

If you smell gas, turn off the gas supply, open windows and call SCOTTISH GAS NETWORKS (SGN): 0800 111 999

Where timescales are given to undertake a repair, an emergency repair is measured from the point the emergency repair request is received. For all other non-emergency repair priorities, this is measured from the start of the day after the non-emergency repairs request is received. We will measure and publish on performance on meeting repairs times annually.

Please note SBHA may reduce the timescales in certain circumstances e.g. where there is a risk to Tenant and/or property or in cases of vulnerability. Timescales may be extended if major or complex works are required or there are events affecting delivery e.g. severe weather

In certain circumstances we may need to arrange an inspection of the issue to ensure we have the right level of information to deal with the repair correctly. Where this is required a suitable appointment will be arranged with you.

Where mixed tenure ownership in a block exists, we will attend emergencies to make safe. Non Emergency works can only be done upon agreement with owners and charges apportioned in accordance with the Tenement Scotland Act 2004 and the Factoring Scotland Act 2011 and any subsequent legislation which may be applicable. SBHA will engage with owners to ensure that works are completed in a timely fashion.

Area	SBHA Standard
Repairs Standards	<ul style="list-style-type: none">• We will tell you if your repair qualifies under the Right to Repair Scheme (Please see Appendix 3 for more information)• Where access is required into your home we will arrange a suitable appointment with you (Please see Appendix 2 for more info on the types of appointments we offer)• We will let you know if further works are required to complete a permanent repair and arrange an appointment for this where required• We will let you know if anything is impacting our delivery of the service e.g. severe weather and re-arrange a suitable appointment with you where required
Emergency Repairs	<ul style="list-style-type: none">• We will provide an emergency service at all times during working hours and out of working hours• We will tell you if your repair is categorised as an emergency (Please see Appendix 2 for types of emergency repairs)• We aim to attend within 2 hours and make safe within 4 hours of reporting
Urgent Repairs	<ul style="list-style-type: none">• We will tell you if your repair is categorised as urgent (Please see Appendix 2 for types of urgent repairs)• We will complete an urgent repair within 3 working days (excluding weekends and bank holidays)
10 Day Repairs	<ul style="list-style-type: none">• We will tell you if your repair is categorised as a 10 day repair (Please see Appendix 2 for types of 10 day repairs)• We will complete a 10 day repair within 10 working days (excluding weekends and bank holidays)
20 Day Repairs	<ul style="list-style-type: none">• We will tell you if your repair is categorised as a 20 day repair (Please see Appendix 2 for types of 20 day repairs)• We will complete a 20 day repair within 20 working days (excluding weekends and bank holidays)

Area	SBHA Standard
Gas Servicing	<ul style="list-style-type: none"> • We will contact you to arrange access to your home to carry out an annual safety check and service to ensure your safety • We will provide a carbon monoxide detector and check this annually as part of the annual safety check and service to ensure your safety • Where access to carry out the safety check and service has not been achieved after 2 appointments we will arrange a controlled access to your home in order to carry out this work in order to ensure your safety and comply with legal requirements (the costs of this will be re-charged to the tenant)
Other Types of Heating Servicing (Solid Fuel, Air Source Heat Pump, Electric Wet, Oil)	<ul style="list-style-type: none"> • We will contact you to arrange access to your home to carry out an annual safety check and service to ensure your safety • We will provide a carbon monoxide detector where required and check this annually as part of the annual safety check and service to ensure your safety • We will sweep the chimney once a year where required • Where access to carry out the safety check and any subsequent safety related works has not been achieved after 2 appointments we will arrange a controlled access to your home in order to carry out this work in order to ensure your safety and comply with legal requirements (the costs of this will be re-charged to the tenant)
Other Safety Checks	<ul style="list-style-type: none"> • We will contact you to arrange a safety check of your homes electrical system every 5 years • We will undertake lift inspections every 6 months • We will undertake monthly Legionella safety checks in communal areas within our amenity housing sites • We will undertake regular safety checks of communal hot water tanks based on risk • We will undertake regular safety checks of asbestos in communal areas based on risk • We will carry out annual fire risk assessments in our Amenity Housing sites and undertake regular inspections of communal blocks and neighbourhoods
Other Cyclical Maintenance Programmes	<ul style="list-style-type: none"> • We will undertake a cyclical programme of gutter cleaning • We undertake regular communal grounds maintenance • We undertake external cyclical painting and communal stair painting, where required, every 12 years aligned with the 6 year Planned Maintenance Programme
Pest Control	<ul style="list-style-type: none"> • We will remove wasps and bees inside your home • We will only deal with other types of pests in exceptional circumstances on a case by cases basis
Rechargeable Repairs	<ul style="list-style-type: none"> • We will not charge for any damage caused by fair wear and tear • We will charge for damage caused wilfully, accidentally or through negligence by you, your family or visitors • We will arrange payment plans where required to help spread the cost • We will take into account special circumstances • We will inspect the property during and at the end of your tenancy and if repairs deemed as re-chargeable are required we will invoice you for these. Where there is no forwarding address we will initiate a debt recovery process
Our Service Standards (Applies to SBHA Employees and Contractors Working on our Behalf)	<ul style="list-style-type: none"> • We will be tidily dressed and wear a uniform at all times • We will introduce ourselves and show identification to you before entering your home • We will take care of your property and possessions, protecting them from damage, dust and other substances • We will respect your home and traditions • We will be polite and respectful to you and your family

Area	SBHA Standard
	<ul style="list-style-type: none"> • We will not accept gifts • We will follow health and safety requirements • We will make sure materials and tools do not cause danger • We will keep noise to a minimum and warn you and neighbours of any likely disturbance • We will keep you informed about the progress of the repair • We will remove work related rubbish from the property • We will not work in your home without a responsible adult present over the age of 16 • We will not smoke in your home • We will not play radios or use your facilities without your permission

Feedback

SBHA values the feedback received from Tenants as it gives the Association an opportunity to find out how we can improve our services. After you've had a repair carried out in your home you may receive a phone call inviting you to take part in a phone or online survey. These surveys are carried out by an independent research company we employ to gather feedback on SBHA's behalf. You can also give us feedback by calling 01750 724444, or by emailing enquiries@sbha.org.uk. If you are not satisfied with the service that SBHA provided, please let us know and we will do everything we can to resolve it. However, if you are still not satisfied, then our complaints process will provide you with the opportunity to state the reasons for your dissatisfaction and resolve any issues as soon as possible.

Repairs and Maintenance Responsibilities

	Item	SBHA's Responsibility	Tenant's Responsibility
Bathroom	Bath / wash basin / toilet pan	•	
	Toilet seat		•
	Bath / wash basin plugs and chains		•
	Shower unit fitted by SBHA	•	
	Shower unit fitted by tenant		•
Kitchen	Cooker		•
	Cooker socket	•	
	Kitchen units	•	
	Sink top	•	
	Worktops	•	
	Washing machine fittings		•
Heating	Chimney and flue	•	
	Chimney sweeping (once a year)	•	
	Coal bunker	•	
	All types of heating systems, radiators and fires fitted by SBHA	•	
	All types of heating systems, radiators and fires installed by the tenant (where permission has been granted and you have agreed to maintain)		•
Doors	Door bell (except communal door entry systems)		•
	Door chains, numbers and name plates		•
	Door letter boxes	•	
	Internal doors including ironmongery	•	
	Keys		•
	Gaining access where tenant has lost keys		•
	Communal door locks and fobs	•	
	Communal doors	•	
	Electrical	Communal TV aerial system	•
Individual property TV Aerial systems			•
Immersion heater		•	
	Standard SBHA light fittings	•	

	Item	SBHA's Responsibility	Tenant's Responsibility
	Tenant fitted light fittings		•
	Light bulbs, fluorescent tubes and starters		•
	Ventilation fans	•	
	Plugs and fuses		•
	Smoke, heat and carbon monoxide detectors (excluding battery replacement)	•	
	Sockets	•	
	Communal stair lighting	•	
	Standard SBHA switches	•	
	Wiring and circuits	•	
Plumbing	Blocked sink, wash basin, bath or toilet which the tenant cannot unblock themselves (where blockage has occurred due to mis-use tenant will be recharged)	•	
	Hot and cold water supply	•	
	Downpipes, drains and gutters	•	
Other	Wasps and bees within the property	•	
	Other types of pests within the property		•
	Clothes poles	•	
	Clothes lines		•
	SBHA fitted rotary dryers	•	
	Internal decoration within the home including fixing minor cracks and holes		•
	Paths, stairs and walls	•	

Preparing for and during our visit

In order to help us carry out your repair quickly and safely there are some things you can do:

- Let us know if you are not going to be in at the allotted time
- If you have a credit meter for gas/electricity that it is in credit
- Cease smoking in your home an hour before we arrive
- Keep children and animals away from the place we are working in
- Allow us to work without interruption and treat our people and contractors with respect and politeness

Repairs Categories

Trade	Emergency Repairs	Urgent Repairs	10 Day Repairs	20 Day Repairs
Electrical	<ul style="list-style-type: none"> • No electric power • No electric heating and hot water • Faulty alarms and detectors (not removable battery replacement) • Unsafe power or lighting or standard SBHA electrical fittings where power cannot be isolated • Complete loss of communal stair lighting • Lift breakdown • Issues with amenity/communal fire alarms 	<ul style="list-style-type: none"> • Partial loss of electric power • No heating but has hot water • No hot water but has heating • Faulty thermostat • Faulty shower if bath not available • Partial loss of communal stair lighting • Faulty communal washing/drying machines • Broken fan if no window 	<ul style="list-style-type: none"> • Faulty electric shower if bath available • Water too hot/cold • Faulty communal TV aerial 	<ul style="list-style-type: none"> • Broken fan if window available
Plumbing	<ul style="list-style-type: none"> • Burst pipes • Uncontainable leaks from pipes/tanks/cisterns • Blocked toilet • Blocked waste to basin, sink or bath • Blocked external drain • Loss of mains water supply • Water running on full pressure constantly • Toilet not flushing 	<ul style="list-style-type: none"> • Leaking sanitary fittings • Leaking waste pipe • Partial loss of water supply 	<ul style="list-style-type: none"> • Renew hot water cylinder • Overflow running • Leaking/dripping pipes/taps where it can be contained by the tenant 	<ul style="list-style-type: none"> • Broken non leaking sanitary fittings • Noise from pipes • Loose sanitary fittings • Re-enamel baths
Gas	<ul style="list-style-type: none"> • No heating and hot water 	<ul style="list-style-type: none"> • No heating but still have hot water • No hot water but still has heating • Faulty gas fire 		<ul style="list-style-type: none"> • Loose non leaking radiator • Loss of heat to single radiator • Replace gas fire with electric fire suite where other form of heating is available

Trade	Emergency Repairs	Urgent Repairs	10 Day Repairs	20 Day Repairs
Joiner	<ul style="list-style-type: none"> • Faulty lock where entry/exit cannot be gained • External window, door or lock not secure • Board broken windows which pose a safety/security risk 	<ul style="list-style-type: none"> • Faulty locks • Unsafe timber floor boards or stair treads • Loose or detached banister or hand rail 	<ul style="list-style-type: none"> • Doors/windows which are difficult to open/close • Loose flooring 	<ul style="list-style-type: none"> • Broken sash cord • Door and window ironmongery • Broken kitchen units/doors • Loose curtain plate • Internal door/ironmongery • Skirtings and facings • Minor garage repairs
Building	<ul style="list-style-type: none"> • Dangerous structures which are a safety risk • Unsafe access to path or step • Blocked flue due to open fire or boiler 		<ul style="list-style-type: none"> • Fit new flue liner, flue box etc. • Renew fire baskets if other form of heating available 	<ul style="list-style-type: none"> • General building repairs which are not a safety risk • Rotary dryer and clothes pole replacement • Skim plasterwork • Fire bricks/tiles • Slabs on footpaths • General communal repairs which do not pose a safety risk
Roofing	<ul style="list-style-type: none"> • Large scale water penetration through roof/ceilings (attend where conditions safe to do so) 	<ul style="list-style-type: none"> • Minor roof leaks • Loose roof coverings/cowl 		<ul style="list-style-type: none"> • New chimney pot/can/cowl • Blocked leaking gutters • Missing slates • Garage roof leaks

Appointment Types: SBHA offers the following appointment types:

- All day – We will arrive anytime between 8am and 4.30pm Monday to Thursday and 8am and 4.00pm on a Friday
- Morning (am) appointments – we will arrive between 8am and 12.30pm
- Afternoon (pm) appointments – we will arrive between 12.30pm and 4.30pm Monday to Thursday and 12.30pm and 4.00pm on a Friday
- School run appointments – we will arrive between 10am and 3pm Monday to Friday

Reporting Repairs: Emergency repairs can be reported 24 hours a day – please note not all types of emergency repairs will be undertaken out of hours and in certain circumstances we may attend the following morning. Call Freephone 0800 0193 222 outwith working hours to report your emergency.

All other types of repairs can be reported: Monday to Thursday 8am to 6pm and Friday 8am to 3.45pm

The Right to Repair

The Housing (Scotland) Act 2001 introduced the Right to Repair scheme. This gives tenants the right to have certain repairs carried out within a fixed timescale, and also gives you the right to be paid compensation if we don't meet the required timescales.

To qualify for the right to repair scheme, the repair must:

- Be a 'qualifying repair'. (Qualifying repairs are listed in the table below)
- And have an estimated value of £350 or less

Requesting a repair

When you phone SBHA to report your repair, we will tell you:

- If it is a qualifying repair and arrange access to fix it.
- The maximum length of time we have to fix it and the date it must be fixed by before you are entitled to compensation.
- Your rights under the Right to Repair Scheme
- The name and contact details of an SBHA approved alternative contractor, who you may contact if we have not started the repair in the time allowed.

Compensation

If we do not complete a qualifying repair within the time allowed, you are entitled to £15 compensation. You are also entitled to a further £3 each qualifying day until the repair is completed. The maximum compensation that you can be paid is £100.

Timescales for completion

We will always work hard to complete your repair much sooner than the legal timescales, many of which have a one working day completion time. (See list of qualifying repairs on the following page).

This means for example, if a repair is requested on a Tuesday we will have until 4.30pm on Wednesday to complete the repair. If a repair is reported on a Friday, we will normally have until 4.30pm on Monday to complete the work.

Exceptional circumstances

Sometimes there may be circumstances beyond our control which will make it impossible to do the repair within the maximum time allowed, for example severe weather or availability of parts from manufacturer.

If this happens we might need to make temporary arrangements and to extend the maximum time to complete the repair. We will let you know if we need to do this. If boiler parts are unavailable, temporary heating can be provided. You will then be told when the parts will be available and when the repair will be carried out.

Using the alternative SBHA approved contractor.

If we have not started the repair within the time limit set, you can tell the SBHA approved alternative contractor to carry out the repair. You will be given the name and contact number of this contractor when you first report the repair. The contractor will tell us you have asked them to carry out the work. We will then authorise the contractor to go ahead.

The Right to repair does not apply if:

- i) The cost of the repair exceeds £350. In this case the right to repair is at an end.
- ii) We have been unable to gain access for inspection or for the repair to be carried out. In this case you will need to make a new repair request and the right to repair process will start again.

Fault	Timescale for completion in working days
Blocked flue due to open fire or boiler	1
Blocked or leaking foul drains, soil stacks or toilet pans (where there is no other toilet in the house)	1
Blocked sink / wash hand basin, bath, drain	1
Loss of electric power	1
Partial loss of electric power	3
External window, door or lock not secure	1
Unsafe access path or step	1
Significant leaks or flooding from water or heating pipes, tanks or cisterns	1
Loss or partial loss of gas supply	1
Loss or partial loss of space or water heating where no alternative heating is available	1
Toilet not flushing and there is no other toilet in the house	1
Unsafe power, lighting socket or electrical fitting	1
Loss of water supply	1
Partial loss of water supply	3
Loose or detached banister or hand rail	3
Unsafe timber flooring or stair treads	3
Mechanical extractor fan in internal kitchen or bathroom not working	7

Appeals

If you want to appeal our decision on whether or not to award compensation, you can contact us by writing to us at South Bridge House, Whinfield Road, Selkirk, TD7 5DT, or email enquiries@sbha.org.uk, or telephone 01750 724444. Your appeal will be managed using our two stage complaints process. If, following this process, you are still unhappy with our decision, then you are entitled to appeal to the Scottish Public Services Ombudsman.