

# Repairing and maintaining your home



**SBHA will provide you with a safe, comfortable home to live in. We will provide a number of services to repair and maintain your home.**

**This booklet has been devised to give Tenants information and advice about how to report a repair, and how SBHA's repairs and maintenance services operate.**

**In turn, we ask that you look after your home and let SBHA know if there are any problems which need to be addressed.**

# Responsive repairs

SBHA has an in-house Maintenance Division who carry out most day to day repairs in SBHA homes. A Freephone repairs line - 0800 0193 222 - is available to report repairs.

Emergency repairs can be reported 24 hours a day. Urgent or routine repairs can be reported from 8.00am until 5.00pm (Monday to Thursday) and from 8.00am until 3.45pm on a Friday.

Appointments are offered for 'am' and 'pm' or to avoid certain times of the days (e.g. school run, etc), where possible. Specific appointments will not usually be given for external work.

SBHA categorises repairs into four different priorities:

## 1. EMERGENCY REPAIRS - attend within 2 hours, deal with emergency risk within 4 hours

Electrical	Plumbing	Joiner
No power	Burst pipes	Locked out / gain entry (may be charged for this service)
No lights (complete house)	Serious leaks from pipes / appliances	Secure doors / windows (vandalised or forced entry)
No sockets (all sockets)	Blocked toilet (no other toilet in home). Blocked waste to basin, sink or bath (no alternative available)	Broken windows (only to be boarded - Tenant charged if no Police Incident number)
No electrical heating and hot water (no other form of heating)	Toilet not flushing - next day	Windows not shutting (only if they pose a security threat - ground floor)
Problems with smoke alarms	Blocked external drain (if over-flowing) refer to Scottish Water - (Tel: 0845 608855)	Problem with garage door (only if car is stuck inside)
Dangerous / exposed wires	No water in house (main supply)	<b>Building</b>
Smell of burning	Water running on full pressure constantly (taps, overflows, etc)	Dangerous structures (will be made safe ONLY)
No communal stair lighting (reset timer, etc)	<b>Roofing</b>	<b>Heating</b>
Lift breakdown	Serious water penetration (water physically coming through ceiling)	No heating and hot water. Smell of gas fumes (TRANSCO 0800 111 999) - Burst /Leak on heating system

## 2. URGENT REPAIRS - carried out within working 3 days<sup>1</sup>

Electrical	Plumbing	Joiner
No heating (partial)	Leaking bathroom and kitchen fittings	Faulty locks - house and garage (where security is involved)
No hot water (except medical case, which would be an emergency)	Blocked waste at bath, washhand basin or sink	<b>Heating</b>
Faulty sockets / switches (* if no others in same room)	No water, particularly bath (if no shower)	No heating
Faulty thermostat	Leaking waste pipe	No hot water (if no electric immersion)
Communal TV aerials	Continual water hammer (noise in pipes)	Faulty gas fire
Partial loss of lighting (communal)	<b>Roofing</b>	
Broken fan (only if there is no window)	Minor roof leaks	* If others available, and reported ones are not dangerous, the repair is a 10-day Routine Urgent repair
Communal washing machine, tumble driers, etc.	Loose / dangerous roof coverings - loose / missing cowl	

### 3. 10-DAY REPAIRS - carried out within 10 working days<sup>1</sup>

Electrical	Plumbing	Joiner
No heating (if other form of heating in property)	Renew Elson tank	Doors/window difficult to open / close (not security threat)
Sockets/switches not working (if others available and reported socket / switch not dangerous)	Renew hot water cylinder	Loose flooring (not dangerous)
Instruct Tenant on how to use heating / hot water system	Overflow running (not full bore)	Roofing
Faulty electric shower (if no bath, then 3 day Urgent Repair)	Leaking/dripping pipes/taps - unlikely to cause damage	Dampness on ceiling
Water too hot or too cold	Building	Heating
	Fit new flue liner, flue box, etc.	Renew gas fire where other form of heating available
	Renew fire baskets (if only form of heating, then 3 day Urgent Repair)	Renew back boiler where other form of heating available

### 4. 20-DAY REPAIRS - carried out within 20 working days<sup>1</sup>

Electrical	Plumbing	Joiner
Electric fire or storage heater not working	Broken toilet, wash-hand basin or bath, not leaking	Broken sash cord
Broken fan where there are windows	Intermittent water hammer (noisy pipes)	General ironmongery for doors / windows
Specific room lights not working	Re-securing loose sanitary fittings	Loose flooring, if not a trip hazard
Building	Re-enamel baths	Repair broken kitchen unit doors
New chimney pot/can/cowl	Roofing	Loose curtain plate
Rotary drier	Blocked/leaking rhones	Easing windows
Skim plasterwork	Missing slates	Draught excluding
Fire bricks/tiles	Roof leaks to garages	Renew kitchen units/doors
Clothes poles	Heating	Renewing of any kitchen units
Slabs on footpaths (not trip hazard)	Loose radiator (not leaking)	Internal doors / ironmongery
Communal area repairs - If not a safety issue (e.g. grass cutting, fencing, tree management and signage)	Loss of heat to single radiator	Skirtings and facings
	Bleed radiators	Minor repairs to garages

<sup>1</sup> This excludes weekends and bank holidays.

#### Who repairs what?

Please note that Tenants are responsible for certain repairs. The table overleaf gives further information, however SBHA team members are always happy to give guidance.

If SBHA carries out a repair that is not SBHA's responsibility, you may be charged, however we will let you know this when you call.

	Item	Who is responsible	
		SBHA	YOU
Bathroom	Bath (but not plugs and chains)	✓	
	Shower unit (fitted by Tenant)		✓
	Shower unit (fitted by SBHA/through Adaptation)	✓	
	Toilet seat		✓
	Toilet pan	✓	
	Wash-hand basin (but not plugs and chains)	✓	
Heating	Chimney and flue	✓	
	Chimney sweeping (SBHA carries this out once a year, but may be required more often, depending on your fuel type and how often the fire is used)	✓	✓
	Coal bunker	✓	
	Electric storage heaters	✓	
	Gas fired system with radiators	✓	
	Solid fuel system with radiators	✓	
	System fitted by you (where we have agreed to maintain)	✓	
	Fireplace tiles	✓	
Doors	Door bell (except door entry systems), chain and name plate		✓
	Inside doors (including handles)	✓	
	Keys		✓
	Outside door locks	✓	
	Outside doors	✓	
Electrical	Television aerial system (please contact Repairs for further information on responsibility as this is determined by the property you live in)	✓	✓
	Electric fire (fitted by Tenant)		✓
	Electric fire (fitted by SBHA)	✓	
	Immersion heater	✓	
	Light fittings (not table lamps)	✓	
	Light bulbs, tubes, starters		✓
	Mechanical ventilators/fans	✓	
	Plugs (including fuses)		✓
	Smoke detectors	✓	
	Sockets	✓	
	Common stair lighting	✓	
	Switches	✓	
Kitchen	Wiring and circuits	✓	
	Cooker		✓
	Cooker socket	✓	
	Kitchen units	✓	
Plumbing	Sink top	✓	
	Broken sink, wash-hand basin, bath or toilet	✓	
	Blocked toilet, wash-hand basin or bath	✓	
	Domestic cold water supply	✓	
	Downpipes (rain and soil), drains and gutters	✓	
	Hot water supply	✓	
	Sink plugs and chains		✓
Washing machine fittings (unless fitted by SBHA)		✓	

# Right to Repair

## What is Right to Repair?

Since 30th September 2002, under the Housing (Scotland) Act 2001, Scottish Secure Tenants and Short Scottish Secure Tenants have had the right to have small urgent repairs carried out by their landlord within a given timescale. The scheme applies to all Tenants of Local Authorities and Housing Associations and covers certain repairs up to the value of £350. These repairs are known as qualifying repairs which are shown in the table below.

If SBHA fails to complete a qualifying repair within the maximum time allowed, you may be entitled to £15 compensation, and further entitled to £3 per day for every day the repair remains outstanding to a maximum of £100.

Further details can be obtained by visiting SBHA's website at [www.sbha.org.uk](http://www.sbha.org.uk) or you can contact the Scottish Executive Development Department at: Housing 2:3, Area 1-G, Victoria Quay, Edinburgh, EH6 6QQ. E-mail: [housing.information@scotland.gsi.gov.uk](mailto:housing.information@scotland.gsi.gov.uk) Tel: 0131 244 2105

Fault	Max days**
Unsafe power or lighting sockets or electrical fittings	1
Loss of electric power	1
Partial loss of electric power	3
Loss or partial loss of gas supply	1
Blocked flue to pen fire or boiler	1
External window, door lock not secure	1
Loss or partial loss of room or water heating where no alternative heating is available	1
Toilets which do not flush (where there are no other toilets in the house)	1
Blocked or leaking foul drains, soil stacks or toilet pans (where there is no other toilet in the house)	1
Blocked sink, bath or drain	1
Loss of water supply	1
Partial loss of water supply	3
Significant leaking from a water or heating pipe, tank or cistern	1
Unsafe timber flooring or stair treads	3
Unsafe access to a path or step	1
Loose or detached banisters or handrails	3
Mechanical extractor fan in internal kitchen or bathroom not working	7

**\*\*Working days from day after date of notification of qualifying repair or inspection. Compensation is payable if the time in this column is exceeded. Please note that SBHA's own targets for these repairs aim to meet or better these targets.**

When SBHA visit your home, we will:

- Always try to keep our appointments and arrive on time. If we can't keep our appointments we will let you know;
- Introduce ourselves and show our identification card;
- Be polite and respect you and your home;
- Leave your home clean and tidy when works have been finished;
- Leave a calling card if you are not in; and
- Offer you an appointment for all internal repairs.

## How can you help?

### SBHA asks that all Tenants please:

- Contact SBHA as soon as possible if a repair is required;
- Look after your home and ask your family and visitors to do the same;
- Treat SBHA team members with respect at all times whether they are in your home, in an SBHA office or at the end of a phone. If you behave inappropriately, SBHA will take action that may affect the conditions of your Secure Tenancy Agreement;
- Always ask for identification before you give someone access into your home. If you are not sure whether a person is genuine, do not let them in. Phone SBHA immediately on 01750 724444 / Freephone 0800 0193 222 to report this;
- Take out a suitable home contents insurance policy to repair / replace your belongings if they are damaged.\*

\* SBHA are responsible for the fabric of the building and permanent fixtures

## Improving and investing in your home

### SBHA's Planned Maintenance Programme

SBHA has an ongoing planned maintenance programme to replace or repair major property elements in your home e.g. heating and kitchens.

The Scottish Government developed a 'Scottish Housing Quality Standard' (SHQS) in 2015. This is a legal standard which all socially rented housing is required to meet, unless exempt.

It covers five main areas and each property must:

1. Meet a 'tolerable standard' which is the basic minimum standard. This covers dampness and structural defects;
2. Be free from serious disrepair. This includes roofs, windows and doors;
3. Be energy efficient. This is calculated and must fall within an agreed acceptable range;
4. Be equipped with modern facilities and services that include kitchens and bathrooms;
5. Be healthy, safe and secure. This includes smoke alarms, ventilation and electrical wiring.

Further information can be obtained by visiting SBHA's website at [www.sbha.org.uk](http://www.sbha.org.uk)

## If you want to improve your home

If you want to carry out any work beyond basic decoration you must ask for permission. Please contact your local Neighbourhood Property Officer.

If you carry out major works (with permission) then leave your tenancy, you may be entitled to compensation.

Further information on this 'Right to Compensation for Improvements' is available from any SBHA office or on SBHA's website at [www.sbha.org.uk](http://www.sbha.org.uk)



## Annual servicing for Gas and Solid Fuel heating systems

An annual service and safety check to your Gas or Solid Fuel heating system will be carried out. We also carry out Electrical safety checks every five years.

SBHA has a legal obligation to carry out this work and it is essential that you provide access to allow us to do so.

It is also important for your safety that this work is carried out to avoid potential exposure to Carbon Monoxide.

### What do you need to do?

You will be contacted by letter with an appointment for the work to be carried out. If the date / time is unsuitable, please call the number on the letter to arrange an alternative appointment. Please note that it is essential that there is credit in the gas meter and electricity meter to enable servicing and safety checks to be carried out.

### What if you do not allow access to your property?

If you do not allow access, SBHA will arrange to enter your property to carry out the work. If forced entry has to be arranged to gain access to your property then SBHA will apply a fixed recharge. This fee will be applied, irrespective of whether or not you allow us access at this stage. SBHA's Finance Team will pursue the recovery of all recharges.

### Cyclical maintenance

SBHA's Asset Management Strategy aims to improve value for money for all Tenants by reducing the amount of work carried out on a responsive basis and increase the amount of work carried out on organised programmes. This includes works such as:

- cyclical painting
- gutter cleaning
- works to improve paths

See our website - [www.sbha.org.uk](http://www.sbha.org.uk) - for info about current programmes of work in your area.

## Giving up the Tenancy

If you end your tenancy, SBHA will visit you to check the condition of your home. If any work needs to be carried out before you leave, SBHA will confirm what needs to be done and whether you or SBHA will be responsible. If you do not complete the agreed work, and SBHA have to do it for you, you will be charged for this work.

## Tenant satisfaction and complaints

SBHA wants to make sure that you are satisfied with everything we do first time, however mistakes do sometimes happen. SBHA is committed to resolving complaints and problems first time around to provide the best possible service.

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 be given the opportunity to take part in a survey. You can also give us feedback by calling 01750 724444 / 0800 0193 222, 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.



This document will be available in other languages, large print, and audio format upon request.

Na życzenie mogą Państwo otrzymać ten dokument w innej wersji językowej, w formacie dużym drukiem lub w postaci nagrania dźwiękowego.

Mediante solicitação, este documento estará disponível noutros idiomas, em formato ampliado e em áudio.

Tento dokument bude na vyžádání k dispozici v jiných jazycích, velkém tisku a v audio format.

По запросу вы можете получить этот документ на другом языке, отпечатанным крупным шрифтом или в аудиоформате.

**Head Office:** South Bridge House, Whinfield Road Selkirk TD7 5DT

**Tel:** 01750 724444 / Freephone 0800 0193 222

**Email:** enquiries@sbha.org.uk

Registered as a Scottish Charity - No. SC030751