

Our Repairs Service





Our Repairs Service

Our aim

The Association aims to provide a first class repairs service to all of its tenants. This means that we will carry out all reported repairs, providing they are our responsibility, at a time agreed with you.

What is a repair?

A repair is a fault or issue with the property that requires attention and is reported to the Association by you or by someone acting on your behalf. It can be reported in person, by phone, by letter, by email or through our website. After you have reported your repair we will either issue a repair order right away, giving you a copy, or, if we think it is needed we will arrange for one of our staff to inspect the repair first. We call repairs that you report to us 'reactive repairs'. This distinguishes them from the maintenance that we carry out on a planned basis and which is initiated by us.

Categories of Reactive Repair

Repairs are divided into different categories, depending on their level of urgency, and the Association operates a system with three levels:

- **Emergency**
- **Urgent**
- **Routine**

Emergency Repairs

These are repairs that may pose a significant threat to the building or to the health or well-being of its occupants. Some examples of emergency repairs are:

- Flooding
- No electricity (if there is a general failure of supply it will be

the responsibility of your electricity supplier to rectify this)

- Exposed electrical wiring
- Choked toilet (where this is the only toilet in the house)
- Broken window where the glass is unsafe and/or broken all the way through
- No access to house through lost keys (although we will deal with this you will be recharged - see our leaflet on rechargeable repairs for cost details)

Urgent Repairs

These are repairs that do not necessarily pose a threat to the building or its occupants but that the Association wishes to carry out quickly to minimise inconvenience to occupants or further damage to the property. Some examples of urgent repairs are:

- Choked bath, wash hand basin, sink or drain
- Faulty light switch, socket or light fitting
- No heating or hot water
- Minor roof leak

Routine Repairs

These are all other repairs that are the Association's responsibility. Some examples of routine repairs are:

- Loose floorboards
- Cracked (but not broken) window
- Leaking guttering
- Dripping tap

How quickly will we respond?

We have set target response times for each category of repair:

- Emergency two hours to attend and make safe
- Urgent two working days to attend
- Routine ten working days to complete

For emergency repairs the time shown is the time within which we will attend your home to assess damage and make the area safe. It is rarely possible to complete a repair within 2 hours and on most occasions a follow up visit will be required to complete the work. The follow up work might be urgent or routine and the appropriate target time will apply.

For urgent repairs we will attend your home and attempt to complete the repair within two working days. On some occasions (where we need to order a part, for example) it is not possible to complete the repair within two days and a follow up visit will be required.

The Tenants' Right to Repair

In 2001 the Government introduced a scheme called the Right to Repair for all Scottish Secure and Short Scottish Secure tenants. This scheme covers certain small urgent repairs or 'qualifying' repairs. These are listed below, along with the relevant response times:

**It should be noted that in most circumstances when you suffer from a total loss of electric power, gas or water supply it will be the responsibility of the public utility company that provides these services (Scottish Power, Scottish Gas or Scottish Water) to reinstate your supply. Unfortunately the Association has no control over the response times for these companies. The required response time only applies where the fault is our responsibility.*

Qualifying Repair	Response Time (working days)
Blocked flue to open fire or boiler	1 day
Blocked or leaking foul drains, soil stacks or toilet pans where there is no other toilet in the house	1 day
Blocked sink, bath or drain	1 day
Total loss of electric power *	1 day
Partial loss of electric power	3 days
Insecure external window, door or lock	1 day
Unsafe access path or step	1 day
Significant leaks or flooding from water or heating pipes, tanks, cisterns	1 day
Total or partial loss of gas supply *	1 day
Total or partial loss of space or water heating where no alternative 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
Total loss of water supply *	1 day
Partial loss of water supply	3 days
Loose or detached banister or handrail	3 days
Unsafe timber flooring or stair treads	3 days
Mechanical extractor fan in internal kitchen or bathroom not working	7 days

The response timescales given above are the maximum period in working days from the date immediately following the day of notification of the qualifying repair or inspection. For example, if you report a loss of heating on a Monday the response period starts on the Tuesday and we are allowed until close of business on the Wednesday to attend. In essence this is the same as our own 2 day response time which is measured from the time you report the repair. In cases where our own response times are more stringent we will always endeavour to meet our targets, rather than those set down by Right to Repair.

What happens if we fail to meet our response timescales?

We aim to meet our target response times for all reactive repairs. However, we are conscious that we may not always achieve this and therefore we monitor our performance and, where necessary, look for ways to improve. We welcome your feedback on repairs that are carried out within your home and encourage you to return the satisfaction survey form you will receive along with your copy of the repair order.

If we fail to meet the timescales set down for a ‘qualifying’ repair then you have the right to contact an alternative contractor - whose details will be given on your copy of the repair order - to have them complete the repair. The alternative contractor would notify us that you have contacted them and we would pay you compensation of £15.00 for the inconvenience of having to re-arrange the job. The alternative contractor would then have the same length of time to carry out the repair as the original contractor. If they do not complete the repair within the time limit set, you will be entitled to a further £3.00 compensation for each working day until the repair has been completed – up to a maximum of £100.00 for any one repair. More details are given in our ‘Right to Repair’ leaflet.

Where qualifying repairs are arranged outwith the target timescale to suit your requirements or you do not provide access at the agreed time then, clearly, you will not be entitled to compensation.

Access to your home for repairs

When you report a repair we will agree a suitable appointment with you for our contractor to attend and carry out the work. For an emergency repair we would expect you to allow access immediately. For all other repairs we will generally agree a morning or afternoon appointment:

- **Morning** 9.00am – 1.00pm
- **Afternoon** 12.30pm – 4.30pm

It is extremely important that you provide access to your home at the agreed time. If the contractor arrives and you are not there then you may be charged for a ‘missed call’ since the contractor will have allocated time within his working day to carry out your repair and may charge the Association for this time. If you are unable to provide access at a pre-arranged time then you must notify us as soon as possible to minimise the risk of being charged for an abortive call. For more details on charges for no access please see our leaflet on rechargeable repairs.

Further information

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Web: www.wishawdha.org.uk



Open: Monday – Thursday: 9.00am – 4.30pm and
Friday: 9.00am – 4.00pm
Closed for lunch: 12.30pm – 1.30pm