

## **Repairs**

This information leaflet tells you how you should go about reporting a repair. It will also advise you on how quickly your repair will be carried out/dealt with.

### **Reporting a repair**

Day to day repairs are dealt with by our Property Administrator and you can phone on **0141 944 3881** or come into the office to report a repair during office opening times which are **Monday to Friday, 9.30am to 12.30pm and 1.30pm to 4.00pm..** When you report a repair, you will be given the timescale for completion and access details including telephone number will be taken.

Repairs are carried out by contractors on our approved list of maintenance contractors. To ensure that the quality of repairs is kept to a high standard, we carry out quality control inspections.

### **How quickly are repairs carried out?**

This depends on their priority and we divide our day to day repairs into 3 categories:

Emergency Repairs: e.g. burst pipes, insecure front door etc. These will be responded to and completed within 4 hours.

Non-emergency Repairs: Those that need quick attention but are not dangerous e.g. leaks, will be completed within 3 working days.

Qualifying Repairs and Right to Repair:

We have a separate information leaflet issued by the Scottish Executive which explains the requirements in more detail.

### **What about regular maintenance?**

We carry out regular checks and inspections to try and prevent problems before they arise. Examples of this include:

- Gutters and down pipes.
- Roof inspections.
- Common property.
- Void property.

In addition, we have a planned maintenance programme which involves upgrading and replacing components and painter works. This is part of our commitment to keeping your home and our housing stock in the best condition possible.

In addition, we carry out an annual inspection and service to central heating boilers in all of our housing stock.

### **Rechargeable repairs**

If you require repairs to your home as a result of deliberate damage, carelessness or neglect by you, your household, family or visitors to the home, you will be re-charged for the cost of such work. We may ask for a deposit against the work.

You will normally be asked to sign an authorisation prior to work being carried out and you can arrange to pay re-chargeable repair costs over a period of time.

Broken windows will not be re-charged if the incident is reported to the Police and an incident number provided.

### **Alterations and improvements**

Before you carry out any alterations or improvements, you must first obtain permission from the Housing Association. Alteration/Improvement Application Forms are available from the Association's offices and permission will not be unreasonably withheld. Alteration or improvement work will always be post-inspected to ensure it complies with Health and Safety and legislative standards.

Alterations/improvements should be carried out by a competent tradesman.

### **Satellite Dishes**

The Association has a policy and procedure on the installation of satellite dishes and permission must always be applied for before instructing any work in this respect.

### **Moving out**

If you are moving to a new house, the house you are leaving should be left in the same condition you entered it. An inspection of the house will be made before you move out to check what, if any, work is required and who will be responsible for it. In these instances, consideration is always given to the normal wear and tear which occurs in any home.

All fittings must be intact including kitchen units, baths, wc and wash hand basin etc. The house must be left clear of all personal belongings, carpets, furniture and household appliances.

### **Emergency repairs outwith office opening hours**

**Emergency repairs** which occur outwith office opening hours can be reported by telephoning **0800 595 595 AND gas central heating systems.**

Kingsridge Cleddans Housing Association

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