



PORT OF LEITH
HOUSING ASSOCIATION

Our Repair Service

Repairs

There are joint responsibilities on you as the Tenant and us as landlord, to make sure your home is maintained in a good state of repair.

Your main responsibility is to report repairs quickly to avoid further problems arising that could affect your wellbeing, or that of your neighbours.

You are also responsible for:

- Replacing electric fuses, light bulbs and sink and bath plugs.
- Keeping the inside of your home reasonably decorated.
- Replacement of keys and locks/ forced entry due to lost/stolen keys.
- Testing smoke alarms and replacing batteries when necessary.
- Unblocking any waste pipes blocked by misuse.
- Keeping your home free of vermin such as mice, ants or other infestations.
- Being aware of the position of the water main stopcock in your property and ensuring that it operates in case you need it.
- Resetting trip switches as and when necessary.
- Lifting of any floor coverings if required to allow access for repairs, and relaying after completion.
- Ensuring access is granted for annual servicing of gas supply to your property.

Our Responsibilities As Your Landlord Are:

- To ensure that the structure of the property is maintained in good condition for example the roof and windows.

Stair Lighting:

Faults with stair lighting should be reported to the Council: Tel: 0131 529 5757 or 0131 200 2345.

What Should I Do If I Smell Gas?

If you smell gas, or suspect you have a gas leak:

- **Extinguish all naked flames and cigarettes.**
- **Ventilate the property by opening windows and doors.**
- **Do not operate any electrical equipment (including telephone or mobiles) or light switches – but if anything is already switched on, leave it on.**
- **Evacuate the property once outside, call Transco emergency number 0800 111 999 immediately.**

Helping Us To Help You:

You can help us to provide you with an excellent repairs service by:

- Always reporting faults quickly.
- Keeping to appointments you make with POLHA contractors and staff.
- Sending back your satisfaction response slip so we know how our contractors and staff are performing.
- Ensuring that your home is not damaged deliberately, recklessly or through neglect.

Examples of routine repairs:

- Door entry system repairs
- Washing/tumble dryer repairs where the Association has provided the machine
- Dripping water taps
- Plaster cracks
- Faulty kitchen units
- Cracked or defective windows above ground floor
- Loose door handles
- Broken light fittings
- Damaged sanitary ware
- Insecure stair doors

For all repairs accepted by us, we post out a letter detailing the work that has been ordered. We also send a satisfaction slip to fill in and send back to us (freepost) when the work is done, so that we can check that the repair has been carried out properly.

If you are not happy with the work done please tell us as soon as possible.

For your own safety please remember to check the identity of anyone you allow into your home – our staff and contractors will be able to provide you with identification cards.

What If Damage Occurs In My Property?

Where damage occurs to the structure and fabric of the property through no fault of yourself, for example a flood from a flat above's washing machine, we will pay for the repairs. **We do not, however, make good any decoration or compensate you for damage to belongings, this is your responsibility and we strongly recommend purchase of house contents insurance to cover for this eventuality.**

If you have reported a repair, and as a result of no action being taken by us, damage occurs to your personal belongings. Providing you took all reasonable precautions to protect them, you may pursue a claim for loss or damage to your personal possessions.

If your negligence caused the damage, you may be held responsible for costs incurred by the Association in completing the repair.

- To repair fixtures and fittings inside your home such as kitchen units, baths, sinks, toilets, heating systems and pipes.
- To ensure that water, electricity and gas are supplied safely and waste disperses properly.
- To repair and maintain shared common areas such as stair wells, door entry or aerial systems, and lifts, in buildings where we are the majority owner.
- To deal with infestations within common areas.

We meet these responsibilities by responding to requests for repairs as and when faults occur, timetabling to carry out larger non-urgent types of repairs and scheduling improvements to prevent and reduce future repairs.

The Repair Service We Provide

Responsive, unplanned repairs

If a fault develops in your home that is our responsibility to repair you must tell us about it as soon as possible.

How to report repairs:

Telephone during office hours:
freephone 0808 100 0403

Writing to our office:
Property Department, 108 Constitution Street,
Edinburgh, EH6 6AZ

Email: info@polha.co.uk

Call in person at our office.:
We are open Mon to Thurs 8.45 to 5.00
and close at 3.45 on Friday

It's important for your safety and security to report repairs straight away.

What to tell us

Whenever you report a repair it will help if you give us clear information:

- Your name, address and daytime telephone number.
- A clear description of what needs repairing.

How We Prioritise Completing Repair Work

On a daily basis we have many repair requests to attend to, we therefore prioritise the work needed in a fair and consistent way. When you report a repair you have a right to expect that the Association will respond within a certain period of time. If you are unhappy about the speed of the service please consult the 'Right to Repair' scheme which sets out legal time limits for certain repairs.

The Priorities we use

Emergencies:

Where there is a danger to health or personal safety. We aim to respond to these repairs within four hours of you reporting them to us. Where it is impossible to complete the repair immediately, a temporary repair to remove the risk will be completed by the target time.

Some examples of emergencies are:

- No electrics
- Gas leak
- Serious water leaks
- Blocked toilet (where there is no other toilet facility in the property)
- Broken window to ground floor flats which may lead to a breach in security
- Serious roof leaks
- Forced entry for police
- Window not closing - ground floor flats only
- No heating in cold weather conditions
- Damage likely to be hazardous to life or limb eg. loose masonry

Reporting emergency repairs outside normal working hours:

When our office is closed emergency repairs should be reported to our out-of-hours call service on freephone 0800 783 7937. If an out of office hours repair is classed as an emergency the out-of-hours service will send someone out immediately.

If it is not an emergency, they will pass the report on to us when the office is open the next day and we will then contact you to organise the repair.

Immediate:

Repairs causing very serious discomfort or inconvenience.

We aim to respond to these repairs within 24 hours of the report. Where it is impossible to complete the repair immediately a temporary repair to remove the risk will be completed by the target time.

Examples of immediate repairs are:

- Lift Failure
- Central Heating failure or no hot water in cold weather
- Smashed Windows
- Serious Water Leaks eg burst pipes
- Door lock failure

Urgent:

Repairs causing discomfort or inconvenience but no serious danger to health and safety.

We aim to respond to these repairs within five working days of you reporting them to us.

Such as:

- Minor leaks
- Blocked sinks, baths, WC (where more than one WC in the property), shower trays
- Running overflow
- Central Heating failure in warm weather
- Shower faults where property has no bath
- Roof leaks

Routine:

Minor repairs causing irritation but not serious inconvenience.

We aim to respond to these repairs within 20 working days of you reporting them to us. Whilst the Association takes every care to make finances available to meet all its repair responsibilities it may on occasion be necessary to schedule non urgent repairs over a longer period than 20 days if the volume of more important work is such that the repair budget is over spending. You will be advised if this is the case and kept up to date on when the work can be done.



PORT OF LEITH
HOUSING ASSOCIATION

108 Constitution Street, Leith, Edinburgh EH6 6AZ

Telephone

Repairs 0808 100 0403

Housing and other Enquiries 0131 554 0403

Facsimile 0131 555 1504

Email: info@polha.co.uk

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