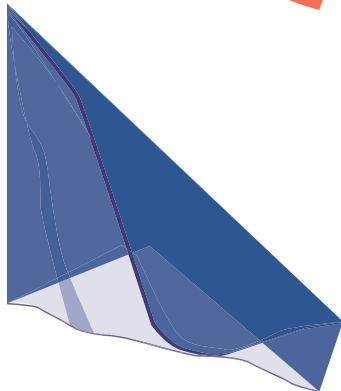
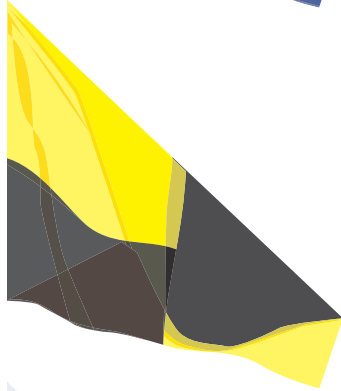
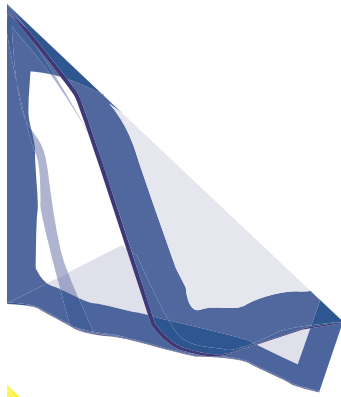




PORT OF LEITH
HOUSING ASSOCIATION



Quick Guide to Repairs

Repairs: Quick Guide

REPAIR ENQUIRY	WHAT SHOULD YOU CHECK?	WHAT ACTION SHOULD YOU TAKE?	WILL YOU BE RECHARGED?	TENANTS ARE RESPONSIBLE FOR:
Gas Leak	Check you have not left an appliance on.	Extinguish all naked flames and cigarettes. Switch off the gas at the mains. Open windows to ventilate and phone Transco on 0800 111 999 .	No.	Any damage caused by yourself or people visiting your home. Any damage caused by misuse or neglect
Gas Central Heating Fault, including leaks on radiators	No heating - check your gas or electric supply is in credit. Leak - place a container under and close radiator valves if possible.	Contact Property Department on freephone 0808 100 0403.	Failure to keep appointments made with contractors may be recharged. If fault is due to no credit on meter, repair will be recharged.	Some minor repairs: Replacement of broken glass. Replacement of lost keys and locks. Replacement of toilet seats.
Electrical Faults	Check that the fuse has not blown, or the trip switch activated at the mains. Check any new appliances you have plugged in. Also check there is credit on the electric meter.	Once you have checked fuses and credit on the meter contact the Property Department on freephone 0808 100 0403.	If fault is found to be blown fuse or tripped switch, caused by your appliance or no credit on meter repair will be recharged.	Unblocking sinks, basins or baths. Replacing plugs, chains to baths, basins and sinks. Checking and changing electrical fuses.
Emergency Call Out (Out of Office Hours)	Make sure that the repair is an emergency. See Tenant's Handbook or our Repair leaflet for guidance.	If repair is an emergency, contact the Out of Hours Helpline on 0800 783 7937.	If the repair is found not to be an emergency you will be recharged.	Replacing light bulbs. Internal decoration. Bleeding of radiators.
Damage by unknown persons/ break ins/vandalism	Make a note of the extent of the damage.	Report incident to the police and record log number/crime incident number and date. Report damage to Property Department on freephone 0808 100 0403. If your belongings are damaged or stolen report this to your contents insurance company.	Failure to provide crime incident number may result in the repair being recharged.	Adapting doors to accommodate carpets. Fitting extra catches and safety devices. Plumbing in washing machines or dishwashers. Connecting cookers. Curtain rails and shelving.
General Repair	Check that it is not a repair you are responsible for: see last column.	Contact Property Department on freephone 0808 100 0403.	Failure to keep appointments with contractors may be recharged.	Changing smoke alarm batteries.



PORT OF LEITH
HOUSING ASSOCIATION

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