

## Repair Priorities and Responsibilities

When you report a repair it will be given an urgency classification and a response time by which we expect the repair to be attended to:

1. Routine (To be attended to within 20 working days)
2. Urgent (To be attended to with 5 working days)
3. Immediate (To be attended to within 24 Hours)
4. Emergency (To be attended to within 4 hours)

The repair details will be forwarded to our contractors who will then contact you to arrange a convenient time to attend.

If our Customer Advice Team are unable to clarify what the repair is they will arrange for a Property Officer to attend to inspect the repair.

Please see the tables on the following pages which show who is responsible for different types of repairs, and the response times you can expect when reporting that repair. Please also note that repairs will be re-charged if PoLHA are not responsible for repair or the repair is done to tenant neglect / misuse.

<b>Joinery Repairs</b>			
Repair	Responsibility	Urgency	Tenant information
Kitchen unit cupboard door has come away from hinges	POLHA	Routine (20 Working days)	
Squeaky floor boards	POLHA	Routine (20 Working days)	
Sliding doors have come off rail	POLHA	Routine (20 Working days)	
Flat door warped, tenant unable to secure.	POLHA	Emergency (Within 4 hours)	
Ceiling has caved in.	POLHA	Emergency (Within 4 hours)	

**Plumbing Repairs**

Repair	Responsibility	Urgency	Tenant information
Blocked kitchen sink	POLHA	Urgent (Within 5 working Days)	Tenants should always try and unblock sink themselves before reporting. Possibly could be re-charged.
Minor leak within property not coming from tenants appliance.	POLHA	Urgent (Within 5 working Days)	If leak is coming from tenants appliance tenant will be re-charged
Major leak	POLHA	Emergency (Within 4 hours)	If leak is found to be coming from tenants appliance, tenant will be re-charged
Unable to turn on or off tap	POLHA	Routine (20 Working days)	
Overflow running at back of building	POLHA	Urgent (Within 5 working Days)	

<b>Gas Repairs</b>			
Repair	Responsibility	Urgency	Tenant information
Gas Leak	Gas Emergency Services	Emergency (Within 4 hours)	<p>If you smell gas, think you have a gas leak, or are worried that fumes containing carbon monoxide are escaping from a gas appliance, please call the free Gas Emergency Services emergency line immediately on 0800 111 999.</p> <p>Also:</p> <p>Open all doors and windows to ventilate the property</p> <p>Do not turn on/off any naked electrical switches</p>
Problem with gas meter	Gas supplier		Tenant should contact their gas supplier if they are having a problem with the meter.
Gas central heating not working	POLHA	Urgent (During Summer within 5 working Days ) Emergency (Over winter within 4 hours)	Tenant should check pressure on boiler and top up if necessary and make sure there is credit in meter
Gas Cooker	Tenant		Tenant appliance
Annual Gas Servicing	POLHA	Annually	Tenants must arrange access with contractors when notified. If access isn't given by due date POLHA will force entry to carry out service and any additional costs as result of forced entry will be charged back to you.

<b>Electricity Repairs</b>			
Repair	Responsibility	Urgency	Tenant information
Smoke detector is bleeping every 5 minutes	Tenant		You should change the battery if this happens, main wired detectors also have battery.
Light bulb has blown	Tenant		Regardless of what type of lighting you should always try changing the bulb.
Partial loss of power in property	Tenant/POLHA	Emergency (Within 4 hours)	You should check trip switches, if a trip switch has tripped then you should unplug all your appliances in the affected area. Once all your appliances are unplugged, push the trip switch back on and start plugging all you appliances back in one by one. If the electric trip again when you have plugged an appliance back in you will know there is a problem with that appliance. If you are still having problems once you have done this POLHA will send electrician but you will be charged if fault is from appliance.
Full power loss in property and communal area's	Scottish power		
Shower not working	POLHA	Urgent (Within 5 working Days)	If shower installed by you POLHA will not maintain.