

Repair Priorities

Port of Leith have 4 levels of repair priorities.

- 1) Routine -To be attended within 15 working days.
- 2) Urgent-To be attended to within 5 working days.
- 3) Immediate-To be attended to within 24Hours.
- 4) Emergency-To be attended to within 2Hours and make safe within 4 Hours.

Examples of how we priorities repairs are as follows.

1)Routine.

Squeaky floor boards.

Adjusting kitchen unit doors or wardrobe doors

Kitchen/Toilet fan not working.

2)Urgent.

Blocked kitchen sink.

Minor leak not coming from tenants' appliance.

Smoke detector bleeping.

Shower not working.

Heating not working (During Summer months only).

3) Immediate.

Faulty door lock.

Broken window.

Faulty WC if only one in property.

4) Emergency.

Major Leak.

Partial loss of power.

Gas Leak (Gas Emergency services should be called immediately).

Unable to secure flat entrance door.

Tenants have a responsibility to keep their tenancy in a good state of repair by reporting repairs to POLHA.

Tenants are expected to carry out certain tasks within their home.

If there is a garden you must maintain and cut the grass.

Changing light bulbs within the property is the tenant's responsibility.

Treatment of household pest including Mice.

Reporting a repair.

Customer Advice Team:0808 100 0403

Outside Office Hours: (Emergency repairs)0800 7837937Email:

PropertyAdmin@polha.co.uk.

