

# Repairs and Maintenance



One of your rights as a tenant is the right to have repairs carried out on your home. By law the Council, as your landlord, must make sure that your home is wind and water tight, and we have to maintain installations in your home which supply gas, water, electricity and drainage.

If you need a repair carried out in your home then contact The Repairs Centre on 0845 30 11 110 between 8am and 6pm, Monday to Friday. If there is an emergency outwith those hours call the same number and your call will be picked up by the emergency repairs service.

## Reporting a Repair

When you report a repair it is important to give as much information about the problem as possible. To help make this easier all tenants have been issued with a Repairs Handbook. The handbook contains diagrams of potential faults in your home to make it easier for you to describe exactly where the problem is. The same diagrams are included in the electronic repairs recording system used by The Repairs Centre so that we can easily match your descriptions to the problem.

Using illustrations in this way means that we may be able to order the repair straight away.

## How long will I have to wait for the repair to be carried out?

That will depend on the type of repair. There are three main categories. Emergencies will be responded to immediately, but when special parts are needed or the repair is routine there will be a longer wait.

When you report the repair you will be told what category your repair is and how long you should have to wait.

**Emergencies** - An example of this type of repair would be a total loss of electricity or a potential health and safety risk.

**Urgent Repairs** - For example a partial loss of electricity.

**Routine Repairs** - These are cases where there is no risk to people or further damage to the property. We will carry out the work to make your home a better place to live, but the timescales for doing so will be longer.

As a Council tenant you have a Right to Repair for certain qualifying repairs. These have specific timescales which we aim to meet. You will be told at the time of reporting the repair whether or not it is a qualifying repair.

## Emergency Repairs

We only carry out emergency repairs outside normal working hours when it is necessary to avoid endangering the health and safety of residents, or where there is serious damage to the structure of buildings.

You can contact the normal Repairs Centre number on 0845 30 11 110 out of normal hours to report emergency repairs, this number will be picked up by a duty member of staff.



Emergency work includes:

- blocked toilets where the premises contain only one toilet
- blocked or leaking drains (not blocked sinks)
- serious storm, accident or floor damage to rooms
- dangerous structures
- serious electrical faults, such as overheating of sockets or switches
- regaining entry where a tenant is accidentally locked out (there is likely to be a charge for this).

Emergency repairs carried out outwith normal hours will be to a standard to make your home safe to live in. In some cases this may mean a temporary measure is put in place. Where necessary a full repair will be completed within 24 hours (during the normal working day).

## Planned Maintenance

Planned maintenance is a scheduled maintenance programme intended to keep the external fabric of Council houses in as good a condition as possible to extend the time before replacement becomes necessary.

Typically planned maintenance includes external joinery like windows, doors, external timber linings and eaves boarding, slates, rainwater gutters and downpipes, and external repainting. During planned maintenance staff also inspect common closes where there is a mixture of Council houses, owner-occupiers and private sector rented properties. If private owners agree re-painting inside these closes will also be carried out, but without private owner agreement this can't go ahead.

Your house is likely to have this kind of work carried out at least once every five years. However, if major improvements are planned we would normally defer planned maintenance so that all the work happens at the same time.

In any case we will write to you beforehand to let you know what we are intending to do.

If your home is due for planned maintenance the outside will be surveyed to identify the work that's needed. Where, for instance, exterior doors have deteriorated to the point where repairs aren't economic, they will be renewed.

If your home has had no maintenance work for more than five years, or you have any questions about maintenance, please check with your local area housing office.



### Looking for more information?

Check the Perth & Kinross Council website [www.pkc.gov.uk](http://www.pkc.gov.uk) or contact any Council office to request a copy of:

- Tenants' Guide on Your Rights as a Tenant (section 9)
- Repairs Handbook - A guide for tenants
- Rechargeable Repairs leaflet

# Avoiding Dampness



The increase of condensation in homes today is the direct result of improvements to buildings which have led to warmer and more comfortable rooms.

In many Council houses traditional open fires have been replaced by central heating systems and double glazing has been installed. These have created rooms which are warmer, but which often have less ventilation and fewer air changes.

As a Council we take great care in ensuring the health and wellbeing of our tenants. However, we cannot stop condensation alone; we can only do it with your help. Please follow the simple guidelines below to assist in reducing condensation in your home.

## What is condensation?

Condensation comes from water vapour in the atmosphere. Water vapour is always in the air in our homes, but it's usually invisible.



## What causes condensation?

When the water vapour in the air comes into contact with a cold surface like a window or an exterior wall it condenses into water droplets.

Some causes include:

- the use of bottled gas and paraffin heaters
- steam from cooking in the kitchen
- steam from bathing and washing
- insufficient ventilation in the house.

## How can I minimise condensation in my home?

There are some simple steps you can take to reduce and possibly eliminate

- condensation in your house:
- use extractor fans where supplied, eg kitchen and bathroom
- do not block vents
- avoid drying clothes in your house. If this isn't practical then the door of the room in which the clothes are drying should be kept closed and the room well ventilated.
- make sure your tumble dryer is vented
- open windows (when convenient) to let air circulate
- keep wardrobes, cupboards, beds etc clear of walls to allow air to circulate
- keep your house warm and use trickle ventilation on windows (where provided)



## How can I get rid of condensation and mould?

Wipe away any condensation on windows or walls with a dry cloth. To eliminate mould wipe down affected areas with a fungicidal wash which shows a Health and Safety Executive 'approval number'. If you deal with the basic problem mould should not reappear.

## Other causes of damp

Although condensation is the most common cause of damp, there are other causes which should be easily visible. These include leaking pipes, overflows, spillages from blocked gutters and roof leaks (caused by missing or cracked tiles or slates). It is important that defects such as these are reported to the Housing Repairs Service promptly on 0845 30 11 110.



### Looking for more information?

Check the Perth & Kinross Council website [www.pkc.gov.uk](http://www.pkc.gov.uk) or contact any Council office to request a copy of:

- A Guide to Compensation and Damp leaflet

# Rechargeable Repairs



For the tenants of Perth and Kinross Council, the Housing Repairs Service will carry out most repairs to your home. However, there are some repairs that you will have to pay for yourself. These works are identified on the Responsibility for Repairs pages in this section.

Rechargeable repairs will only be carried out where you have agreed to meet the costs, which will include an administrative charge and VAT.

## What do I have to pay for?

- Repairs that are your responsibility. These are set out in your tenancy agreement.
- Repairing damage that is caused by an accident, neglect or misuse by you, anyone living with you, or your visitors.
- Work that is needed when you move out of your home if it has not been caused by fair wear and tear.

## How much do I have to pay?

You will be given an estimated cost for any rechargeable repair before any work is carried out.

Charges will vary depending on the timescales for work to be carried out, ie rechargeable repairs which are carried out on an emergency call-out basis will cost more.

You will be charged the full cost for work that is needed when you move out of your home. This is only for repairs that are not caused by fair wear and tear. Before you leave your home you will be visited by a members of staff from the housing service who will discuss with you the necessary repairs which fall into this category.

## Is there any time when I won't have to pay?

- If you have a disability that causes wear and tear on your home, for example, a wheelchair might damage walls.
- If damage is caused through no fault of your own and is subject to a police report.
- If you choose to do the work yourself this must be carried out to a standard that is acceptable to the Council. A member of the Housing Repairs Service may inspect the work when complete.

If you feel that there are other exceptional circumstances which mean you should not be required to pay for the repair, you can apply for the charge to be reconsidered. A final decision will be made by a senior member of the Housing Repairs Service.



### Looking for more information?

Check the Perth & Kinross Council website [www.pkc.gov.uk](http://www.pkc.gov.uk) or contact any Council office to request a copy of:

- Rechargeable Repairs leaflet

# Repairs and Maintenance - commonly asked questions



## **Can I carry out repairs/ improvement work on my home myself?**

We are happy for you to improve your home. However, you do need our permission before you start any work on repairs or alterations.

Applications must be made in writing, giving as much detail as possible (including sketches or plans). We will not refused permission without a good reason. If permission is refused we will let you know why. You are responsible for the repair and maintenance of any alterations you carry out.

## **How will I know you have ordered my repair?**

You can request a repair receipt reference number at the time of reporting your repair, and we will send a written receipt to you a few days later. The receipt will detail the nature of the repair and give a contact telephone number.

## **Can I make an appointment for work to be carried out?**

We will offer all tenants who report repairs an appointment for the work to be carried out, and whenever possible we will make arrangements which are best for you and suit our working schedules.

## **What if I am out when you call?**

If an appointment was arranged for the work when you reported the repair please advise us well in advance if you'll no longer be available at that time. This will mean we can rearrange a suitable time to carry out your repair, and means we may be able to give you original appointment to another tenant.

## **What if I am not satisfied?**

We welcome your comments on the repairs service we provide. If at any time you are not satisfied with our service please let us know by contacting The Repairs Centre, your complaint will then be considered in line with the Council's Complaints Procedure. If you remain dissatisfied after having had your complaint considered under the Complaints Procedure you can take the matter to the Scottish Public Services Ombudsman:

Scottish Public Services Ombudsman  
4 Melville Street  
Edinburgh EH3 7NS  
Tel (freephone) 0800 377 7330  
Email [ask@spsso.org.uk](mailto:ask@spsso.org.uk)

## **What if you refuse to carry out my repair?**

We will not refuse to repair any fault or damage that is putting a person's health and safety at risk. There may be times when we do not carry out repairs, but we will fully explain the reason why.



Reasons may include:

- If you have applied to buy your home we may decide not to carry out any repair that is not essential.
- If it is not our policy to do a certain kind of repair we will not carry it out or arrange it.

We may defer some repairs that will form part of a large renewal/ modernisation programme.



### Looking for more information?

Check the Perth & Kinross Council website [www.pkc.gov.uk](http://www.pkc.gov.uk) or contact any Council office to request a copy of:

- Tenants' Guide on Permissions (section 10)
- Tenants' Guide on Your Rights as a Tenant (section 9)
- Rechargeable Repairs leaflet
- Repairs Handbook - a guide for tenants

## Responsibility for Repairs

Item	Us	You	Exceptions
Back boiler	✓		
Baths	✓		
Brickwork	✓		
Ceilings	✓		
Central heating pipes, radiators, timer and thermostat	✓		
Chimney stack or pot	✓		
Chimney sweeping	✓		Annual unless required more often
Cistern	✓		
Clothes posts		✓	Unless in communal areas
Communal areas to flats		✓	Unless provided by the Council
Concrete canopies over door or windows	✓		
Cookers		✓	
Cupboards (kitchen)	✓		
Damp-proof course	✓		
Decoration (inside)		✓	
Door locks	✓		Unless you have lost the keys
Doors (outside)	✓		
Doors to communal areas	✓		
Downpipes, rain or soil stack	✓		
Drain blockage	✓		Rechargeable if due to misuse
Driveways or venue hard standing		✓	Unless provided by the Council
Electric heaters (provided by the Council)	✓		
Electric plugs		✓	
Electric wiring, sockets and switches	✓		
Entry systems	✓		
Exterior or rendering	✓		
Fascia	✓		
Fencing	✓		
Fire – gas (provided by the Council)	✓		
Floor tiles	✓		
Floorboards	✓		
Foundations	✓		
Fuse to plugs		✓	
Garages or outbuildings	✓		Unless supplied by previous or present tenants
Garden clearance and maintenance		✓	
Gardens		✓	
Gates	✓		Unless supplied by previous or present tenants
Glazing		✓	Except where damaged and crime reference number provided
Gulley surrounds, grids and grates	✓		

## Responsibility for Repairs

Item	Us	You	Exceptions
Guttering	✓		
Immersion heaters	✓		
Inspection chambers	✓		
Inside banister	✓		
Key replacement		✓	
Kitchen fittings and worktops	✓		Unless supplied by present or previous tenant
Lightbulbs		✓	
Lighting pendants	✓		
Locks and ironmongery	✓		
Overflow pipes	✓		
Painting – outside	✓		
Painting – inside		✓	
Path to garden	✓		
Paths to communal areas, front and back doors	✓		
Plaster	✓		
Roof – tiles and slates	✓		
Sheds		✓	
Sink base unit	✓		
Sink drainer	✓		
Skirting boards	✓		
Smoke detectors		✓	Other than replacement of batteries for OAPs or people with a disability
Stairs	✓		
Taps	✓		
Tenant alterations and improvements		✓	
Toilet seat		✓	Other than for OAPs or people with a disability
TV aerials	✓		
Vents	✓		
Wash-hand basin	✓		
Waste plugs and chains to bath and sink		✓	
Water heating supply	✓		
Water supply	✓		
Window frame and furniture	✓		