

# 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