

## Requesting a Repair

Council tenants are asked to contact the Council's Repairs Centre during usual working hours on weekdays to request a repair (or check on the progress of a repair that has already been reported) by phoning the following number between 8.00 am and 6.00 pm, Monday to Friday. This number is charged at local rate:

**Tel 0845 30 111 10**

This number should also be used for emergency repairs that are required outwith office hours. You should not use this number outwith office hours for routine repairs that could be reported during the next working day.

When you report a repair please tell us as much as you can about the problem and where it is, inside or outside the house. Tell us when access will be available, or where a key can be obtained, ideally from a nearby neighbour.

You can also contact the Housing Repairs Service by email at:

**housingrepairs@pkc.gov.uk**

Please do not use the email address to report emergency repairs.

If you or someone you know would like a copy of this document in another language or format, (on occasion only a summary of the document will be provided in translation), this can be arranged by contacting Performance & Quality on 01738 476894

إن احتجت أنت أو أي شخص تعرفه نسخة من هذه الوثيقة بلغة أخرى أو تصميم آخر فيمكن الحصول عليها (أو على نسخة معدلة للملخص هذه الوثيقة مترجمة بلغة أخرى) بالاتصال ب: الاسم: Performance & Quality رقم هاتف للاتصال المباشر: 01738 476894

اگر آپ کو یا آپ کے کسی جاننے والے کو اس دستاویز کی نقل دوسری زبان یا فارمیٹ (بعض دفعہ اس دستاویز کے خلاصہ کا ترجمہ فراہم کیا جائے گا) میں درکار ہے

تو اس کا بندوبست سروس ڈیولپمنٹ Performance & Quality سے فون نمبر 01738 476894 پر رابطہ کر کے کیا جاسکتا ہے۔

如果你或你的朋友希望得到這文件的其他語言版本或形式 (某些時候，這些文件只會是概要式的翻譯)，請聯絡 Performance & Quality 01738 476894 來替你安排。

Jeżeli chciałbyś lub ktoś chciałby uzyskać kopię owego dokumentu w innym języku niż język angielski lub w innym formacie (istnieje możliwość uzyskania streszczenia owego dokumentu w innym języku niż język angielski), Proszę kontaktować się z Performance & Quality 01738 476894

P ejete-li si Vy, anebo n kdo, koho znáte, kopii této listiny v jiném jazyce anebo jiném formátu (v n kterých p ípadech bude p eložen pouze stru ný obsah listiny) Kontaktujte prosím Performance & Quality 01738 476894 na vy ízení této požadavky.

Если вам или кому либо кого вы знаете необходима копия этого документа на другом языке или в другом формате, вы можете запросить сокращенную копию документа обратившись Performance & Quality 01738 476894



Council Text Phone Number 01738 442573

All Council Services can offer a telephone translation facility



# Rechargeable Repairs



For the tenants of Perth & 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 under the Tenant's Responsibilities section of your Repairs Handbook.

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 member of the Housing Repairs 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.

## How can I pay?

You will be sent a bill for the work as soon as possible after the work is done.

You can pay the bill at any Perth & Kinross Council area housing office, or at Pullar House, 35 Kinnoull Street, PERTH PH1 5GD.

Payment can be made in cash, by cheque or by debit or credit card.

For any other enquiries, please contact the Housing Repairs Service or your local area housing office.

## Estimated Charges\*

\* These charges are an estimate; final costs will depend on the costs of material and labour for the necessary repair. These estimated charges are based on repairs classified as Priority 3 - routine repairs which will be completed in no more than 28 days. The exceptions to these are clearing blocked internal or external drains, which are likely carried out as an emergency repair - attended to within two hours.

Repair Item	Approx Cost
Clear blocked waste, sink or bath	£25
Clear blocked toilet	£79
Clear blocked drain (outside property)	£120
Replace toilet	£161
Replace cistern	£164
Replace wash hand basin	£263
Replace bath	£490
Re-secure bath panel	£23
Replace internal door	£105
Renew internal door handle	£23
Gain access and replace mortice lock	£109
Board up window	£42
Replace glass window (depending on size and type of window)	£38-£145