



Meeting Housing Need
in Windlaw

Repairs & Maintenance

NORTH VIEW
Housing Association

Registered as a Scottish charity (SC032963)

North View Housing Association aims to provide a high quality service that is responsive to the needs of its tenants and customers.

index

	page
Right to Repair _____	3
Reporting Repairs _____	5
Reactive Repairs _____	6
Access _____	8
Identification _____	9
Contractors' Code of Conduct _____	10
Programmed Maintenance _____	10
Satisfaction _____	12
Alterations and External Fittings _____	12
Rechargeable Repairs _____	13
Medical Adaptations _____	13
Compensation for Improvements _____	14
Insurance _____	14
Looking after your house _____	15
Further information _____	15
Repair Responsibilities _____	16

North View aims to keep its houses in a good state of repair and to provide a high quality maintenance service to our tenants.

This includes providing a day-to-day (or reactive) repairs service and carrying out planned work – like the painting of closes, and annual gas servicing.

RIGHT TO REPAIR

We will maintain your home so that it is kept wind and watertight and fit for you to live in, but you have a legal right to have certain repairs carried out by the Association within a set timescale. These are called Qualifying Repairs.

Qualifying Repairs were introduced in 2002 to give tenants the right to have small, urgent repairs carried out by their landlord within a reasonable timescale. *Small, urgent repairs being repairs that cost no more than £350 to rectify.*

Seventeen types of repair have been classified as 'Qualifying Repairs'. Response times differ from one type of Qualifying Repair to the next and are measured in 'working days' – *which means that timescale lengthens if it includes a weekend or statutory holiday.*

If you report a repair which turns out to be a Qualifying Repair, you will be given a 'Qualifying Repair Notice'. This tells you the name of the Contractor who will carry out



Right to Repair says what repairs have to be done, and by when they must be completed

the work, and a date by which they have to complete the repair. This Contractor is called the 'Primary Contractor', but the Qualifying Repair Notice will also contain the name of a second Contractor, known as the 'Other Listed Contractor'.

If the 'Primary Contractor' hasn't turned up by the time and date stated on the Qualifying Repair Notice, you can contact the other Contractor (the Other Listed Contractor) and instruct them to carry out the work. Before the 'Other Listed Contractor' can

Qualifying Repair	maximum period in working days from the day immediately following the date of notification of qualifying repair or inspection
Blocked flue to open fire or boiler	1
Blocked or leaking foul drains, soil stacks or toilet pans where there is no other toilet in the house	1
Blocked sink, bath or drain	1
Electric power - <i>loss of electric power</i>	1
Electric power - <i>partial loss of electric power</i>	3
Insecure external window, door or lock	1
Unsafe access path or step	1
Significant leaks or flooding from water or heating pipes, tanks, cisterns	1
Loss, or partial loss of gas supply	1
Loss or partial loss of space or water heating where no alternative heating is available	1
Toilet not flushing where there is no other toilet in the house	1
Unsafe power or lighting socket or electrical fitting	1
Water supply - <i>loss of water supply</i>	1
Water supply - <i>partial loss of water supply</i>	2
Loose or detached banister or handrail	3
Unsafe timber flooring or stair treads	7
Mechanical extract fan in kitchen or bathroom not working	7

respond, they have to tell North View about the instruction. They get in touch with us and we then give them a copy of the Qualifying Repairs Notice and let them know the timescale for completing the repair:

If the repair hasn't been attended to by the deadline, you may be entitled to £15 compensation. The level of compensation can then increase by £3 per working day up to a total of £100, or until the repair is fixed, whichever comes first. However you will not be due compensation if you fail to provide access to allow the repair to be inspected or made good, or if any repair work would infringe upon the terms of a guarantee from another party (like, for example, if we were doing work to a boiler that was still under the manufacturer's guarantee).

If the repair is delayed due to unforeseen circumstances, the deadline is suspended - as is your entitlement to compensation – but we'll let you know if that happens.

The target timescales for attending each Qualifying Repair is highlighted in the table opposite on page 4.

REPORTING REPAIRS

During Office Hours

Repairs should be reported by:-

- calling into the Office.
- telephoning the Office – our phone number is **634 0555**.
- sending a letter.

It is always tempting to mention a repair to a member of staff outwith the Office but please don't. Staff cannot take a note of repairs outside the Office – chances are they may not be back in the Office for some time and if they forget about the report, the repair won't get done.

Anyone can report the repair for you, but it **must** be reported at the Office so that it can be recorded on our computer system. When you report the repair, you will be given a repair reference number. You should write this down and use it if you have to get back in touch with us about anything to do with the repair.



Report repairs at the Office

You should give the following information when you report a repair:-

- **your name, address (including post code) and telephone number.**
- **details of the problem.**
- **when access to your home is available.**

In some cases, Maintenance staff may call to inspect the repair before placing a Works Order with the Contractor; or they may pop in afterwards to check that the repair has been done well and that you are happy with it.

When the Office is closed

If an emergency occurs when the Office is closed you should phone **0141 634 0555**. Our out of hours service will deal with your report.

Responsibilities

Before reporting a repair, you should first make sure that North View is responsible for repairing it. We are responsible for most repairs, but you, the tenant, are responsible for some. There is a list detailing responsibilities at the back of this section. Your Tenancy Agreement also covers your responsibilities and rights.

North View is not responsible for repairing damage caused by the tenant, anyone else living in the property or a visitor to the property. If the Association does carry out such a repair you will be liable for the cost.

We will **not** be held responsible for reinstating any tiles or floor coverings (that you have laid) that are damaged as a result of the floor being lifted during repair work.

If your house has been vandalised – *like the windows smashed* – you must report it to the Police and get the crime report number to pass on to us.

REACTIVE REPAIRS

We have three types of reactive repairs; Emergency, Urgent, and Routine.

Emergency Repairs

Emergency repairs are repairs that require to be carried out if there is substantial risk to life, health, safety, security or your home itself.

The types of repairs which are considered as emergencies are:-

- **gas leaks**
- **flooding**
- **burst pipes**
- **total failure of heating system**
- **broken window (both panes of a double glazed unit)**
- **insecure external doors**

If you think you smell gas, immediately turn off the gas supply at the meter; open the windows and doors of your house to allow fresh air in and phone Scotland Gas Networks plc on **0800 111 999**.

DO NOT SWITCH YOUR LIGHTS OR ELECTRICAL APPLIANCES ON OR OFF. DO NOT LIGHT A CIGARETTE. DO NOT USE NAKED FLAMES.

Someone from Scotland Gas Networks will let you know when the situation has been made safe.

We aim to make safe emergency repairs

within **four hours** of receiving the report and complete any follow up work within **24 hours**. **Please note, however, that if you report the total failure of your heating system after 10pm at night and there is no substantial risk to life, health and safety, the Contractor will not attend until the next morning.**

Urgent Repairs

Urgent repairs are repairs that cause inconvenience but do not represent a substantial risk to life, health, safety, and/or the security of your home.

Types of repairs considered urgent are:-

- *faulty electrical components not causing a danger to tenant*
- *broken door entry system to close*
- *broken window (one pane of a double glazed unit)*

Our target is to complete urgent repairs within **three working days** of receiving the report.

Routine Repairs

Routine repairs are repairs causing minor inconvenience to tenants.

Types of repairs considered routine are:-

- *leaking taps*
- *damage to fencing*
- *leaking gutters*

We aim to complete routine repairs within **10 working days** of receiving the report.

The target timescales depend on the availability of parts, components, and in some cases, weather conditions. We will keep you informed if the repair is delayed because parts have to be ordered.

We aim to attend to repairs within our target timescales





North View has the right to get access to inspect or to carry out repairs to your house as long as we give you 24 hours' notice in writing

ACCESS

If you fail to provide access at an arranged time, you may be liable for the tradesman's call out charge. If you fail to allow access at previously agreed times on two occasions for the same repair, we will assume that the repair is no longer required and cancel the Works Order.

If after you have made access arrangements and something comes up preventing you from keeping the appointment, contact us to let us know. We will rearrange a morning or afternoon visit during the working week to suit you.

If a tradesman does not turn up at the arranged time, immediately contact the office. We will look into it and raise the matter with the contractor.

If you cannot be present at the arranged time, you should organise for a responsible adult to be in the house when the repair is being attended to. You, or a responsible adult, must be present at **all** times when tradesmen are in your home. Tradesmen are not allowed to carry out work in your house if neither you nor your representative is there.

In the event of an emergency – like a gas leak, or major water leak – we may have to get access to your property immediately to deal

with the situation. If no-one was at home, we would force entry to get in, but we would secure your property before we leave, and repair any damage caused.

IDENTIFICATION

All tradesmen working on behalf of the Association are required to carry identification. You should check their identification before allowing any tradesman into your home. If they do not have identification, **do not** let them in and contact the Office immediately.



Make sure the tradesman shows you identification before letting him into your house

CONTRACTORS' CODE OF CONDUCT

All Contractors working for NorthView have to abide by our *Code of Conduct*. When their tradesmen are working in your home they must behave appropriately. If you are not happy with the behaviour of a tradesman, let us know.

PROGRAMMED MAINTENANCE

We know the condition of our houses and have costed plans for their lifetime maintenance. We are delivering maintenance programmes efficiently and effectively.

We have put in place a long-term work schedule to ensure that our properties continue to be maintained to a high standard in the future.

Programmed replacement

In the past few years we have carried out a window replacement contract, a boiler replacement programme, and replaced fitted kitchens in over 100 properties. These have been carried out as part of our 'Programmed Replacement' works.



We will be replacing more kitchens in the years ahead

As our properties get older, more components will come to the end of their useful life, so we will have to replace things like kitchens, boilers, bathrooms etc.. We have planned for this, and expect to be doing more replacement work in the years ahead.

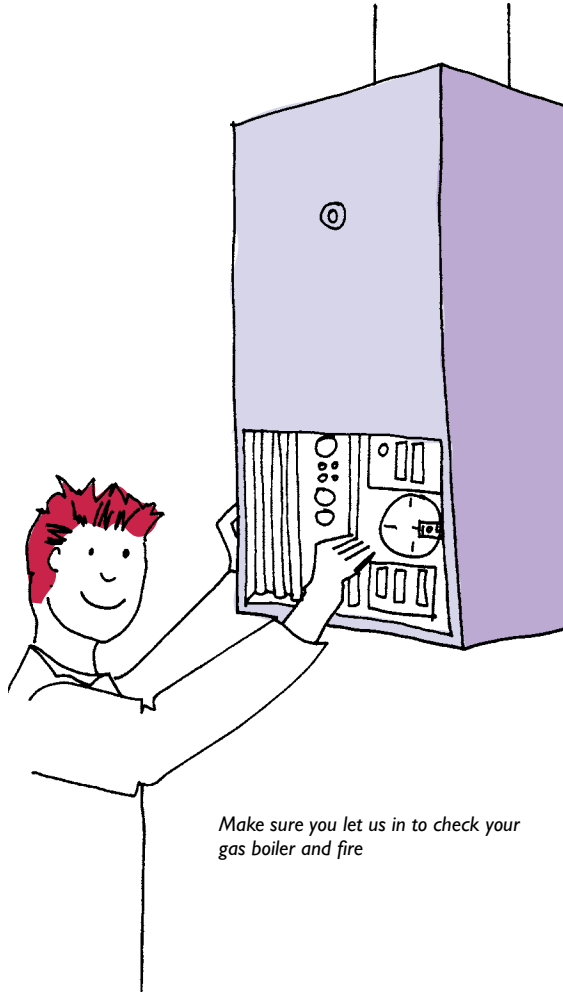
It can be a very stressful time, but we work hard to make it as pain free as possible for tenants. We spend a lot of time planning and organising how we do this type of work. We try to keep in close contact with the householders to make sure that they are up to speed with events and that they understand the process. We will also try and arrange the work to suit the householder, so we work around planned holidays and work shift patterns etc..

We won't carry out programmed replacement work in a property if the tenant owes us a lot of money in rent arrears, or for rechargeable repairs. The work will be suspended until the debt is cleared, or reduced to an acceptable level.

Cyclical maintenance

Cyclical maintenance is about the things we do every year, or every two or three years. Painting windows, fencing and gutter cleaning all fall into the category of cyclical maintenance. It is not as big a bit of work as programmed maintenance, but it is just as important, and two of the most important aspects of it are covered below.

Gas Safety Checks – This is one of the most important pieces of programmed maintenance works that we do. We are required by Law to carry out an annual check to make sure that tenants' gas appliances owned by North View are safe and fit for use. If they are not then we fix them.



Make sure you let us in to check your gas boiler and fire

There should be no mucking about with gas – *it is dangerous stuff!* You will be in breach of your Tenancy Agreement if you fail to provide access for the gas safety check to be carried out. Please make sure that you give access to our workmen when your gas safety check comes around.

After your safety check visit, you might get a visit from someone else. This person will inspect the appliances to make sure that the work is up to scratch. It is another safeguard for both you and us.

Smoke alarms – Each year we check smoke alarms to make sure that they are functioning properly. We are not responsible for supplying or fitting batteries for the smoke alarm – *that is the tenant's responsibility*. **Make sure your smoke alarm is working.** If you think it isn't, report it to office, don't just ignore it. **One day that smoke alarm might just save your life.**

SATISFACTION

We continually monitor all aspects of the maintenance service and regularly assess the performance of our Contractors. We do this through tenants satisfaction surveys, inspecting completed repairs and recording how many repairs are attended to within the target timescales. If you are not happy with any aspect of the service, then tell us. We'll look into it and see what can be done.

We are committed to giving you a high standard of service. If it is not happening we need to know so that we can do something about it.

ALTERATIONS AND EXTERNAL FITTINGS

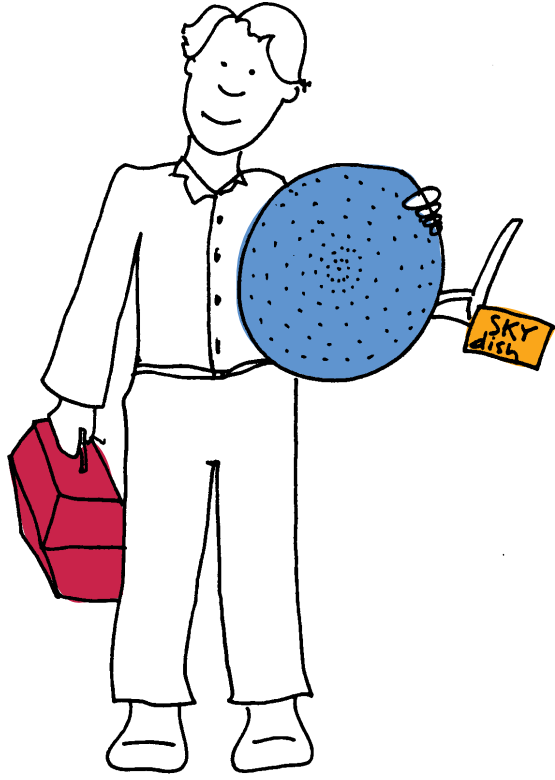
If you want to alter your home, or put up a shed or garage, or fix anything to your building – *like a satellite dish* – you must get our written permission first. **Get our written permission before you start work.**

You have to write in to tell us what you're proposing to do and give us details of who'll be doing the work. *We have an Application Form, which lists what we need to know.* You can get one from the Office.

We are not against you putting up garden sheds or fixing things to your building, but we do have to control their positioning to ensure that they don't cause damage to the building or services. You will also need to check if any other consents are required – *like Planning Permission for example.*

Once we've got all the information we need, we'll consider your request and let you know our decision within a month.

If your request is refused, we'll let you know why we've refused it. If you are unhappy with our decision, you can use our Complaints



Get our permission before you get a Sky dish installed

Procedure to complain about our decision and you can also apply to the court to have the decision overturned.

Also, if you end your tenancy, you are required to leave the property the way it was when it was allocated to you. This means that you must lift and remove all flooring within the property (including tiles) and take down any fittings that you have had fitted (such as ceiling pendants, electric showers and cookers).

If you carry out any alterations without our permission – including fitting satellite dishes – we are entitled to restore the house to its original condition. If we do so, we will charge you the cost of the reinstatement work.

If you are in doubt, ask before starting any work or fixing anything to your building.

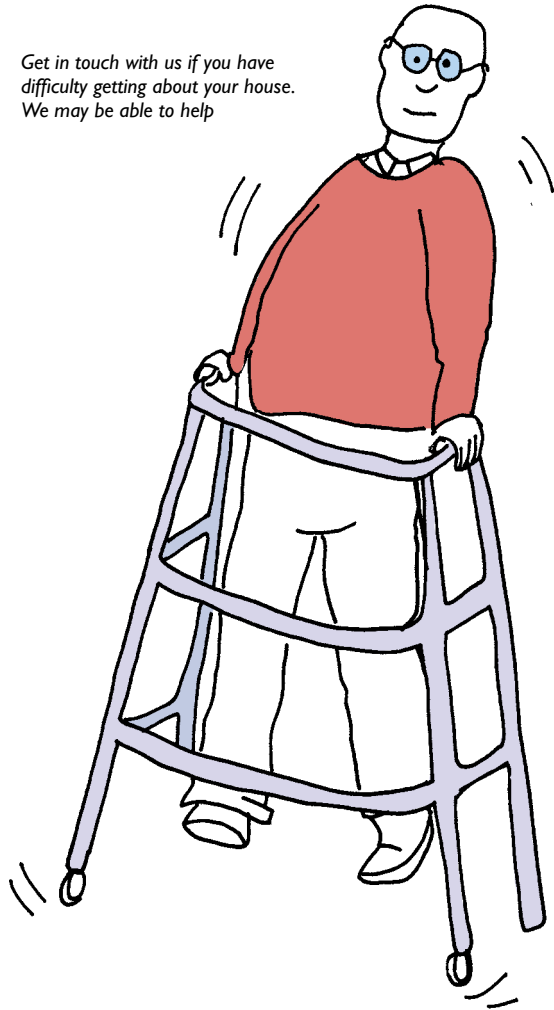
RECHARGEABLE REPAIRS

NorthView will recover from you the cost of repairs that are clearly related to damage or neglect on the part of the tenant, a member of the household or a visitor to the house.

Examples of rechargeable repairs include:-

- replacement keys and fobs.
- improper use of the out of hours repair service.
- repairs to items within your property which are not the responsibility of North View.
- cost of repairs arising from Police action during the execution of a legal warrant.
- cost of repairs arising from you refusing access to your property to allow the Association to carry out emergency work and gas safety checks.

Get in touch with us if you have difficulty getting about your house. We may be able to help



Further details of the Association's Policy on Rechargeable Repairs are available from the Office.

MEDICAL ADAPTATIONS

If since moving into your home, you or a member of your household has developed a medical condition that means you need adaptations to your property, the Association may be able to obtain funding to pay for this work.

Please contact your Housing Officer who will complete a referral form with you. This form will be sent to Glasgow City Council's Social Work Services (alternatively, you can contact Social Work Services directly to arrange to be assessed). Social Work Services will arrange for an Occupational Therapist to visit you in your home to assess your needs. Due to the demand for adaptations and depending on other priorities, this might take some time.

Once the assessment has been completed, the Occupational Therapist will forward details of the adaptation work required to the Association, and we then arrange for a contractor to attend to carry out the works as quickly as possible.

COMPENSATION FOR IMPROVEMENTS

If you have made alterations or improvements with our permission, you may be entitled to compensation at the end of your tenancy under regulations governing such arrangements.

Contact the Association for further information on this.

INSURANCE

NorthView has insurance that covers the built fabric of your property. This does not cover your contents. **We strongly recommend that you insure the contents of your home against burglary or damage.**

A lot of people think that if they are flooded by an upstairs neighbour's washing machine, or if roof tiles blow off in a storm and water gets in, or if a water pipe in the attic bursts and soaks them, then North View will pick up the tab to replace any goods or clothes



You can insure your contents through the SFHA insurance scheme

that are damaged in the flood. **WRONG!** North View is responsible for repairing any damage to the building, but North View is **NOT** responsible for replacing any of your belongings that are damaged in a flood (assuming that there are no outstanding repairs relating to the pipe or roof), that is down to the tenant, and that is where insurances come in!

If you have a 'Contents Insurance Policy', then chances are you'll be covered and the insurance company will pay up for you to replace the damaged goods. As a tenant of North View you can insure the contents of your house through the Scottish Federation of Housing Association's Diamond Insurance Scheme.

North View advises all its tenants to take out Contents Insurance, so why not take advantage of the Diamond Scheme. It has been tailored for you. It doesn't cost you to

get a quote, so why don't you give them a call on **0800 601 6006** to see how much insurance would cost you.

LOOKING AFTER YOUR HOUSE

You have a legal responsibility to keep your house adequately heated and ventilated. If you don't understand how to operate the heating system tell us. We'll arrange for someone from Maintenance to call in and explain it to you.

Do not use a paraffin or LPG heater in your house. They are dangerous and you are not allowed to use them!

To prevent burst pipes, you must let us know if you are not going to be staying in your house at any point during the winter. We'll send someone from our Maintenance section round to advise you what to do to prevent pipes bursting when you're away.

The Association provides secure locks to all flat and close doors. It is important that close doors are kept locked at all times to prevent unwanted access and vandalism.

FURTHER INFORMATION

Contact the Maintenance Section in the Office if you want more information on anything that has been discussed in this leaflet.



Don't use calor gas heaters in your house

REPAIR RESPONSIBILITIES

Our responsibilities as a landlord and your responsibilities as a tenant are highlighted below:-

ITEM	NORTHVIEW'S responsibility	TENANT'S responsibility	EXCEPTIONS
Balconies (where existing)	✓		
Bannister (internal)	✓		
Baths	✓		<i>Damage by tenant</i>
Bin shelters	✓		
Central heating systems & associated fittings	✓		
Car port	✓		<i>Unauthorised installation/ installed by tenant</i>
Cellars (external door/lock etc.)	✓		<i>Where lock is broken by tenant, or tenant loses key</i>
Ceilings	✓		<i>Decoration</i>
Chimney stack/posts/cowls	✓		
Clothes pole		✓	<i>Where for communal use</i>
Cooker Installation		✓	
Consumer unit/circuit breaker	✓		
Communal area to flats	✓		
Decoration — internal		✓	
Decoration — external	✓		
Door bell	✓		<i>Where fitted by tenant</i>
Doors to common area	✓		
Doors/door fittings — external	✓		
Door locks — external	✓		<i>Where tenant has lost key or broken key in lock</i>
Doors — internal		✓	
Door name plate		✓	
Down pipes, rain & soil	✓		
Drainage (inc. blockage)	✓		<i>Negligence by tenant</i>
Driveways and paths — weeding and delittering		✓	
Electric heating system	✓		<i>Where fitted by tenant</i>
Electric installations & associated fitting	✓		<i>Where fitted by tenant</i>
Electric plugs		✓	
Entry systems (controlled)	✓		

ITEM	NORTHVIEW'S responsibility	TENANT'S responsibility	EXCEPTIONS
External walls & coverings	✓		
Fascia, soffit boards, etc.	✓		
Fences — garden boundary/ divisional fences erected by North View	✓		<i>Damaged by tenant</i>
Fences — erected by tenant		✓	
Fire & surround (where existing)	✓		<i>Fitted by tenant</i>
Focal fire — electric or gas	✓		<i>Where tenant has provided his or her own fire</i>
Fireplace tiles		✓	
Floor coverings		✓	<i>Where fitted by North View</i>
Floorboards	✓		
Fuse to plugs		✓	
Gas piping	✓		<i>Where owned by utilities</i>
Garden sheds/tool stores		✓	
Gates	✓		<i>Where fitted by tenant</i>
Greenhouses		✓	
Glass — external	✓		
Glass to internal doors/screens		✓	
Glass — double/triple glazing	✓		<i>Where damaged by tenant</i>
Guttering	✓		
Handrails — external	✓		
Hot water supply & associated pump/fittings	✓		
Keys (replacement)		✓	
Kitchen fittings & worktop		✓	
Light bulbs		✓	
Lighting fittings	✓		<i>Where fitted by tenant</i>
Outbuildings		✓	
Painting — external	✓		
Painting — internal		✓	
Parking area (communal)	✓		<i>Where adopted by Roads Department</i>
Path to main access	✓		
Paths — public	✓		<i>Where adopted by Roads Department</i>
Plaster & plasterboard	✓		<i>Minor cracks, popping nails & damage through redecoration</i>
Play area & equipment	✓		

ITEM	NORTH VIEW'S responsibility	TENANT'S responsibility	EXCEPTIONS
Plumbing installations & associated fittings	✓		
Porch	✓		<i>Where erected by tenant</i>
Reinstatement of floor coverings after repair work has been carried out		✓	
Retaining walls	✓		<i>Built by tenant</i>
Roofs & associated coverings	✓		
Rooflights	✓		
Ropes for clothes drying		✓	
Rotary clothes drier		✓	<i>Where for communal use</i>
Shower unit & associated fittings/tiling		✓	<i>Where provided by North View</i>
Satellite dish		✓	<i>Where provided by North View</i>
Sink	✓		
Skirting boards		✓	<i>Where fitted by tenant</i>
Smoke detectors	✓		
Smoke detectors — supply & fit battery		✓	
Soft furnishings (provided by North View)	✓		<i>Amenity or sheltered accommodation</i>
Stairs (common or internal)	✓		
Stair lighting	✓		<i>Where adopted</i>
Steps	✓		<i>Garden steps formed by tenant</i>
Taps	✓		<i>Washer replacement</i>
Toilet seat		✓	
TV aerials	✓		<i>Unless supplied & fitted by tenant</i>
TV aerial communal socket	✓		
Ventilation	✓		
Wash hand basin	✓		
Waste plug/chains to basin/bath/sinks		✓	
Washing machine installation		✓	
Water supply	✓		<i>Where owned by utilities</i>
WC	✓		
Window frame, sill, & fittings	✓		
White goods fitted by North View	✓		

NORTH VIEW

Meeting Housing Need
in Windlaw



North View Housing Association

29A Stravanan Road

Castlemilk

GLASGOW G45 9LY

telephone:- 0141 634 0555

facsimilie:- 0141 631 3231

e-mail:- enquiries@nvha.org.uk

web:- www.nvha.org.uk

Out of Hours Emergency Contact

Telephone no:- 0141 634 0555



INVESTOR IN PEOPLE

**NORTH VIEW
Housing Association**

Registered as a Scottish charity (SC032963)