

# REPAIR PRIORITIES SERVICE STANDARD

INFORMATION SHEET 3



## Right to repair:

Tenants have the right to have small urgent repairs carried out within a given timescale. If the repair is not completed on time, the tenant can instruct another contractor from our approved list and may be entitled to compensation.

For further information, please contact reception or refer to the Scottish Governments Right to Repair leaflet (available at reception).

## Cyclical Repairs:

These are works undertaken on a specified cycle. It includes items like gas safety inspections, environmental management, gutter cleaning and external painting. Details of the Co-operative's annual cyclical programmes are publicised before the start of each financial year.

## Planned Repairs:

These are major works carried out when building components are no longer fit for purpose or working effectively and efficiently. They include re-roofing, kitchen and central heating replacement. Again, details of the Co-operative's annual planned programmes are publicised before the start of each financial year.

**We always welcome your views and comments about improving our service.**

**Q How soon will it take for a repair to be done?**

**A We have set targets for the maximum time you should have to wait for a repair.**

## Emergency repairs:

**Target response time: attend within 4 hours and make safe.**

An emergency repair is a repair that presents a threat to the building or property and/or the immediate health or well being of its occupants, if not attended to as soon as possible.

## The sort of repairs that should be reported as emergencies include:

- Burst pipes
- Faulty cooker control unit
- No heating or hot water
- No water supply
- Blocked flue to open fire or boiler
- Loss or partial loss of gas supply
- Unsafe power or lighting socket or electrical fitting
- Choked toilet (if only 1 toilet in house)
- No lighting or power
- Unsecured external door
- Broken windows
- Blocked or leaking foul drains or soil stacks
- Toilet not flushing (if only 1 toilet in house)
- Unsafe timber flooring or stair treads
- Unsafe or detached banister or handrail
- Partial loss of electrical supply or water supply
- Blocked sink, bath or basin
- Any health and safety issue

**If you need to report an emergency repair during office hours call 0141 781 2277**

**All out of office hours emergencies please contact the following contractors**

**All gas central heating emergency repairs call Gas Sure on:01294468113**

**For all other emergency repairs call Turner on: 03333202322**

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## Non-emergency 4 day

Target response time: completed within 4 working days.

A non-emergency repair is defined as repairs that do not necessarily present a threat to the building or property or health or well being of its occupants, but the Co-operative would like to be carried out within 4 days to reduce any inconvenience caused.

### The sort of repairs that should be reported as non-emergency 4 day include:

- Toilet not flushing (if 2 or more toilets in house)
- Choked toilet (if 2 or more toilets in house)
- Door entry repairs
- TV aerial / reception
- General roof repairs
- General repairs to internal doors
- General repairs to internal floors
- General repairs to windows
- Replacement of sanitary ware
- Kitchen unit repairs
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## Non -emergency 10 day.

### Examples of these types of work are:

- Repairs to external walls, path and fences
- Plaster repairs
- Repairing and cleaning of gutters and downpipes
- Repairing clothes poles
- Replacement of skirting boards
- Fencing repairs
- Minor plumbing repairs
- Double Glazed unit replacements

### Tenant Responsibility:

Some repairs are the responsibility of the tenant.

### Examples include:

- Door nameplate
- Choked sink, wash hand basin or toilet (if caused by tenant)
- Internal door locks and fittings
- Electric plugs
- Garden huts
- Key and key fob replacements
- Smoke detector batteries

please turn over...