

# KEEPING YOUR HOME IN GOOD REPAIR

INFORMATION SHEET 4



## **An agreement for Repairs and Maintenance between Easthall Park Housing Co-operative and its residents.**

This agreement identifies the responsibilities of Easthall Park and responsibilities of residents, to ensure we work together to keep your home in good repair.

### **Easthall Park will:**

- Provide an efficient Repairs Maintenance Service, responsive to the residents needs
- Invite you to take part in consultations that will help you and Easthall Park make informed choices and improve the service
- Communicate effectively and regularly with you in Plain English
- Regularly report how we are doing, for example, through our newsletter
- Provide a fair and equal service to all our residents
- Offer convenience in reporting repairs:
  - Telephone during office hours 0141 781 2277
  - Out of hours emergency Gas central Heating repairs call Gas Sure: 01294468113
  - Out of hours for all other emergency repairs call Turner: 03333202322
  - By letter
  - By email
  - By using our website
  - At the office
  - To staff out on estate
- Offer an appointment system
- Complete 95% of all maintenance jobs within our target times (emergencies attend within 4 hours). Non Emergencies within 4 days
- 70% of repairs will be completed right first time
- 90% of repairs appointments kept
- Carry out gas safety checks on time
- Provide new tenants with technical advice as to how to operate heating and carry out small repairs
- Ensure our contractors follow the code of conduct

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## The Resident to:

- Report repairs promptly giving full information
- Provide Easthall Park's staff and its contractors access to your home
- Keep appointments made
- Get written permission before making any improvements to your home
- Keep the internal decoration of your home to a good standard
- Keep your home in good standard and make sure you confirm with Regulations for example, providing access for annual gas maintenance checks and periodic electrical inspections
- Leave your home in good condition when you end your tenancy
- Ensure gardens are kept clean and tidy, grass is cut on a regular basis and boundary lines trimmed.

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

If you would like this leaflet in another format, for example in large print or on tape, or in another language, please contact reception.

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