

Most other repairs are our responsibility. In addition, there is also a statutory "right to repair" scheme.

CLAIMS FOR DAMAGE

If you believe we have been negligent in our responsibilities and you have experienced loss or damage as a direct result, please be sure to write and make us aware of the circumstances. We will wish to view the damage before any commitment is made and it may be that an insurance assessor will need to inspect the damage.

Our contractors all hold public liability insurance and should they cause damage through their normal working practice, you should highlight this to us immediately.

SATISFACTION

On each occasion you ask for a repair in your home, we will send you a repair receipt. This will provide you with an assurance that it is being dealt with. It should provide you with:

- Contractor details
- Urgency of repair
- Access arrangements
- A completion date
- A brief description of the work

We also append a tenant satisfaction card that seeks your opinion. Please take the time to complete this, as it is also an opportunity to win our prize draw.

If you are dissatisfied with a repair, telephone us immediately as we will investigate and aim to have the repair carried out to your satisfaction as soon as possible.

Housing Advice Series 2-0505-Repairs
Regulated by Financial Services Authority No: 1827R(s)
Communities Scotland Registered No: HEP128



Repairs

This leaflet is available in larger print, other languages, audio or other electronic forms

房屋協會是一個已登記的蘇格蘭慈善組織

維修

這單張有不同語言的版本，也有錄音或其他電子傳送方式提供

L'association d'habitation Horizon est une œuvre de charité écossaise enregistrée

Réparations

Cette brochure d'information est disponible dans d'autres langues, en format audio ou dans d'autres formats électroniques.

ਗੁਰਾਇਜ਼ਨ ਹਾਉਸਿੰਗ ਇਕ ਰਜਿਸਟਰਡ ਸਕਾਟਿਸ਼ ਚੈਰਿਟੀ ਹੈ

ਮੁਰੰਮਤ

ਇਹ ਲੀਫਲੈਟ ਹੋਰ ਭਾਸ਼ਾਵਾਂ, ਆਡੀਓ ਜਾਂ ਹੋਰ ਇਲੈਕਟ੍ਰਾਨਿਕ ਰੂਪਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ

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Website: www.horizonhousing.org

Horizon Housing is a Registered Scottish Charity

Information on the Association's repair obligations can be found within your tenancy/occupancy agreement (Section 5). We have prepared this information leaflet as part of your handbook.

REPORTING A REPAIR

To report a repair, please telephone 01506 424140, or you can email us at email@horizonhousing.org

We are open: Monday to Friday: 9:00 a.m. to 5:00 p.m.

For those outwith the local area, you can report a repair using our Lo-call number: 0845 600 8648.

When reporting a repair, please be sure to have the following information available:

- Address and location of the repair
- Your name and/or the tenant's name,
- Contact details, including telephone numbers,
- Access details,
- What the problem is and what you would like done to rectify it.

Remember you can report repairs to our in house maintenance team and housing and maintenance officers when they are in your estate.

Out of hours work is for emergencies only and we have advised our contractor to only make safe when dealing with an emergency.

CATEGORY OF REPAIRS

- Emergency – make safe within 3 hours
- Urgent – attendance by the next working day
- Non-urgent – within 10 working days
- Routine – within 20 working days
- Appointment – by arrangement (a.m. or p.m.)

If you have an emergency repair outwith working hours you should call 0800 783 7937.

However, if you have no heating or hot water and the system is gas you should call 0800 389 9463 – Kingdom Gas Services.

There are occasions that we may wish to inspect your home following a repair request. This will be before we ask a contractor to attend. We will do this either to get clearer instructions to pass on to the contractor or to ensure that the repair is our responsibility.

We also inspect completed repairs in order to check the quality of the work, ensure that the costs are consistent with the work, confirm that you are happy with the repair and when checking the selection of our contractors.

RESPONSIBILITY

You also have some repair responsibilities. This is because we cannot attend to all requests, otherwise this would have an impact on rent levels. If you are in doubt check your tenancy agreement or contact us.

If the repair is found to have been caused by misuse or is not actually our responsibility, we will consider re-charging you for the cost of the repair.

Some examples that we would expect you to deal with are:

- Replacing light bulbs, starters, fluorescent tubes and batteries;
- Damage to glass;
- Damage to sink, wash hand basins, sanitary ware (including plugs and chains) and wastes blocked to one outlet;
- Dripping taps;
- Internal door handles;
- Smoke and carbon monoxide alarm batteries;
- Replacing lost or broken keys, including the repairs to the lock if key is snapped within the lock;
- Damage caused by your appliances;
- Washing lines, on poles and rotary driers;
- Damage caused by misuse, neglect and deliberate damage – whether by you or a household member or visitor;
- Damage caused by pets;
- Repairs identified as your responsibility during a pre-termination inspection;
- Damage to your contents.