

Information Sheet 2 Repairs & Maintenance



What we will do

The Association, as your landlord, is required to keep your home wind and water tight, structurally sound and provided with electricity, water supply and drainage.

We will keep in repair and in proper working order any installations in the house provided by us. Additionally, the Association is responsible for external decoration and repair, internal decoration of the common parts and for certain internal repairs within your home, as set out in your Tenancy Agreement.

However, where repairs are required because of neglect, an accident or abuse by you, a member of your household or a visitor, then you will be recharged the repair costs.

Where common parts such as stairwells or garden areas are concerned, we will:

- carry out an inspection of the common parts prior to the tenancy beginning
- carry out regular inspections of the common stairwells
- carry out repairs to defects that stop you using the common parts
- repair damaged boundary walls and fences within a reasonable period.

At no point should communal stairwells be blocked or inaccessible. If we discover any stairwell being obstructed, all residents will receive a notification to remove the item(s).

What you should do

You are responsible for keeping your home in good order including internal decoration, cleaning and state of repair especially when you hand it back at the end of your tenancy. Additionally, you are responsible for doing minor repairs such as replacement of light bulbs and fuses so you should always check the fuse box to see if a switch has 'tripped' and try resetting this as the failure of power may be due to a blown light bulb or faulty appliance. If the Association attends to a tripped fuse, you will be re-charged .

You are also obliged to:

- report repairs promptly after they come to your notice
- allow the Association access to inspect or repair at any reasonable time. Failure to allow access may result in a cancellation charge.
- maintain any garden or ground let to you as part of your home unless this is covered by your service charge. If you alter your garden you may be asked to reinstate it at the end of your tenancy.
- where there are common or shared gardens, stairs etc you are obliged to keep these clean and in good order unless this is covered by your service charge.



You are responsible for taking care of the common areas eg cleaning up after any pets you may own. This responsibility also applies to anyone living with you and your visitors.

Any damage done to the common areas should be reported as soon as reasonably possible.

Reporting a repair

Repairs can be reported to the Repairs & Customer Services Assistant during office hours by phone, in writing, in person at the office or by email on repairs@ohal.org.uk.

If the repair is deemed to be your responsibility you will be advised of this. If you still wish the Association to undertake the repair on your behalf you will be recharged the full cost.

Emergency Out of Hours Repairs Service



The emergency out of hours number is **01856 873430**. This will put you through to the OIC Building Inspector on duty who provides the out of hours cover for the Association. Please let us know when we re-open if you have had to use this service.

Please ensure you only use this service for emergency and urgent repairs as detailed below, as if you use this service for any non-emergency you will be recharged both the out of hours call out rate plus the actual cost if a contractor has attended.

Repairs Response Times

Before work is issued to a contractor it is classified as either emergency, urgent or routine as detailed below:

Type of Response	Timescale	Description
Emergency	0-6 hours	Works to make safe where there is either a risk to the tenant or members of the public or to make a property secure or prevent further damage.
Urgent	1 - 3 working days	Works not classified as emergencies but which would cause a high degree of inconvenience or may cause further damage if not attended to within 3 days. Some repairs are covered by the 'Right to Repair Scheme'. For further information please refer to the enclosed leaflet.
Routine	20 working days	All other repairs which are not Emergency or Urgent.

These times may be varied if a tenant has special needs or vulnerabilities. You should always tell the Repairs & Customer Service Assistant if this applies to you.

Tenant Satisfaction

Please return the repairs satisfaction questionnaire once the repair has been completed. This assists us in monitoring contractors performance and liaising with the contractor if you are dissatisfied with the service you received.

Repairs Responsibilities

The following is a fairly comprehensive listing of landlord and tenant responsibilities which you may find useful. In addition to these, tenants have to repair or replace items damaged through neglect or carelessness on the part of the tenant, any member of the household and visitors to the property.

Item	OHAL	Tenant	Exceptions
Back Boiler	▲		
Bannister	▲		
Baths & Wash basin	▲		
Bin Stores	▲		
Brick/Blockwork etc	▲		
Blockage of sinks and baths	▲		Where the blockage is within the property
Car Ports	▲		
Ceilings	▲		
Chimney stacks/pots/cowls	▲		
Chimney Sweeping	▲		
Clothes Lines		▲	Rotary dryers
Coal Bunker	▲		
Communal areas to flats	▲		
Decoration - internal		▲	
Decoration - external	▲		Tenant installations eg sheds etc
Doorbell	▲		Tenants own installation
Doors and door fittings	▲		Where damage caused by tenant
Door locks	▲		When tenant lost / broken key
Door handles	▲		Where damage caused by tenant
Door name plates		▲	
Door Entry systems	▲		
Downpipes, rain and soil	▲		
Drainage	▲		Where adopted by Scottish Water
Drainage - internal waste pipe blockage		▲	
Driveways	▲		Where provided by tenant
Electric heaters	▲		Where supplied by tenant eg removable electric fires
Electric plugs		▲	
Electric wiring/sockets and switches	▲		Electrical adaptations by tenant

Item	OHAL	Tenant	Exceptions
Estate footpaths/walls/fences	▲		Where adopted by local authority
Extractor Fans	▲		Where provided by the tenant
Fire basket		▲	Where this is the only source of heating
Forced entry		▲	
Fuse to plugs		▲	
Garages		▲	Where provided by OHAL
Garden sheds		▲	
Gates	▲		Where not provided by OHAL
Glazing	▲		Where damage is caused by vandalism which must be reported to the Police
Handrails	▲		Where not provided by OHAL
Keys (replacement)		▲	
Light bulbs (including fluorescent tube and starter)		▲	Communal areas
Painting external	▲		
Painting internal		▲	Communal areas
Parking area	▲		Where adopted by local authority
Path - access to house	▲		
Path to garden	▲		Where not provided by OHAL
Paths - public	▲		Where adopted by local authority
Rotary Clothes Drier	▲		
Shower units and fittings	▲		Where not provided by OHAL
Shower curtains		▲	
Smoke detector	▲		Where not provided by OHAL
Switches - electrical	▲		Where not provided by OHAL
Taps	▲		
TV Aerial & Communal Sockets	▲		Where not provided by OHAL
WC bowl, cistern and seat	▲		Where damage is caused by vandalism.