



Milnbank

Housing Association

53 Ballindalloch Drive, Glasgow G31 3DQ

Repairs & Maintenance Handbook 2021/2022



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Statement of Intent

Milnbank Housing Association has developed this document so that tenants will know what to expect from us in relation to repairs and maintenance. At Milnbank Housing Association we are committed to providing a comprehensive repairs and maintenance service. The delivery of the service is designed to:

- Respond to the specific needs of residents.
- Protect and sustain an ageing housing stock.
- Deliver value for money services which provides customer satisfaction to tenant's.

We endeavour to maintain our properties to a high standard; work that the maintenance function carries out to achieve this falls into 3 main categories:

Cyclical Maintenance – Cyclical Maintenance is carried out periodically in order to prevent the fabric of the property from deteriorating. It includes Gas Maintenance Inspections, gutter cleaning and Roof Inspections

Planned Maintenance – Planned maintenance is carried out subject to annual budget review to replace components such as central heating systems, kitchens, bathrooms etc which have reached the end of their lifespan.

Reactive Maintenance – These are repairs that are called into the office by residents and are immediately identified by priority; emergency, urgent or routine repairs.

Maintenance Service

The repairs and maintenance service is customer focused and is delivered by the Association In-House Team and other external contractors providing other/specialist trades.

Our tenants' and other customers should expect the standards noted below as the minimum expected from any operative carrying out work on the Association's behalf:

- A response within the time guaranteed in this statement or appointment made adhered to.
- All operatives shall introduce themselves and wear identification badges at all times.
- Explain to the tenant why they are there and the work that they will be carrying out.
- All operatives will act in a responsible manner when in a tenant's house.
- Adequately protect tenants' furnishing and fittings.
- Property left clean and tidy on completion of work any rubbish that has arisen from the works will be taken away.
- A high quality standard of workmanship.

Repairs & Maintenance Service

Reporting a Repair

Repairs should be reported to the office during office opening hours whenever possible in person at the office, by telephone, by writing, by fax, by e-mail, or online. To assist us in completing the repair quickly and effectively, please give as much information you can about the problem along with:

- Your name
- Your address
- A contact telephone number
- Details of the repair
- Time and date for access

If you are reporting a non-emergency repair during out of office hours, leave a message on the answering machine with all of the above details and your call will be dealt with at the opening of business the next day.

Office Opening Hours - Monday to Friday from 08:30am to 17:00pm

Office Contact Details - Milnbank Housing Association
53 Ballindalloch Drive
Dennistoun
Glasgow
G31 3DQ

Tele: 0141-551-8131 (Press "1" for Repairs)

Fax: 0141-550-2060

Online: www.milnbank.org.uk

Emergency Repairs Call Out Service

Emergency repairs are those that pose a risk/serious harm to the structure, occupation or the security of a property and cannot wait until normal working hours to be reported. This would include for example water penetration affecting electrics, no access to home due to lost/stolen keys, total loss of electrics, no heating/hot water etc - other repairs may be categorised as an 'emergency' priority depending on the circumstances. In some cases appropriate advice can be given by the staff member over the phone to avoid the need to attend to the complaint.

Emergency repair requests outside normal office hours e.g. after 5pm, weekends and public holidays, should be reported to 0141-551-8131 whereupon the caller will be offered 2 "touch button" option:

- **Option 1 for all emergencies - Press 0**
- **Option 2 to leave a voicemail - Press 1**

Where possible the contractor will fix and complete any jobs on site, however some repairs will only be made safe and follow-up work will be carried out as necessary.

Please note that residents who use the call out service for a repair that could have been carried out during normal working hours or repairs that are their responsibility will be charged for the full cost of the call out.

REMEMBER!!!!

If there is a fire or other life-threatening emergency dial 999.

If you smell gas or suspect a gas leak call the National Gas Emergency Service – 0800 111 999

Repair Response Times

The Association has set response targets for repairs and these are split into four different categories depending on the seriousness of each repair. The main categories are explained below:

- **Emergency:** Repairs that pose a risk/serious harm to the structure, occupation or the security of a property and cannot wait until normal working hours to be reported. The Association aims to respond to all emergency repairs within 4 hours.
- **Urgent:** Repairs which may cause an inconvenience to the tenant or interfere with normal occupation of the property and if left unattended could result in an emergency. The Association aims to respond to all Urgent repairs within the hours of business between 8.30am and 5pm.
- **Routine:** Repairs which do not fall into any of the above categories. The Association aims to respond to all routine repairs within 5 working days.
- **Planned:** Repairs which do not fall into any of the above categories and are of a more complicated nature. The Association aims to respond to all planned repairs within 15 working days.

We operate an appointment based system for all repair categories.

If you are unable to keep the appointment please let us know as soon as possible as you may be liable for the costs of the trade attending.

Residents should note that some repairs might turn out to be more complicated than first thought. Temporary repairs will be carried out to make any repair safe and the tenant will be kept informed about any delays/follow up works in completing repairs.

Details of Target Response Times will be printed in the Milnbank Messenger on an annual basis and are also on the Website.

Right to Repair

The Housing (Scotland) Act 2001 gives all Scottish Secure Tenants the right to have certain repairs carried out within a timescale under the Right to Repair Scheme.

The right to repair regulations details qualifying repairs for which the Association could be penalised for not attending to within laid down timescales and details the amount of compensation afforded to a tenant. It further allows for the tenant to engage a contractor, from the Association's approved contractors list, to complete the repair and charged to the Association.

Undernoted is the list of all 'qualifying repairs' and the expected timescales. These repairs are covered up to the value of £350.

Repair	No of Working Days
Blocked flue to open fire or boiler	1
Blocked or leaking foul drains, soil stacks or WC where there is no other WC in the house	1
Blocked sink, bath or drain	1
Loss of electric power	1
Partial loss of electric power	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
W.C. not flushing where there is no other W.C. in house.	1
Unsafe power or lighting socket, or electrical fitting	1
Loss of water supply	1
partial loss of water supply	3
Loose or detached banister or handrail	3
Unsafe timber flooring or stair treads	3

If a total loss of power, gas, electric and water is suffered the Association has no control over the timescales as it is the responsibility of the utility companies (Scottish Power, Scottish Gas, Scottish Water) to reinstate these services.

When a report of a qualifying repair is received, the Association will decide whether an inspection is required or a works order be issued to the main contractor (in most cases, the in-house team).

Where the repair has been identified as a qualifying repair, the association will advise the tenant of the following:

- (a) The maximum period for completion of the repair;
- (b) The last day of the period;
- (c) The tenant's rights under this policy; and
- (d) The name, address and telephone number of the main contractor

(in most cases it will be the in-house team and therefore the office details should be given and one other contractor from the Association's framework of approved contractors)

Where the repair has been identified as a qualifying repair, the Association will advise the main contractor of the following:

- (a) Details of the qualifying repair
- (b) The maximum period for completion of the repair;
- (c) The last day of the period; and
- (d) Access arrangements

Where a tenant fails to give agreed access to the main contractor to enable the work to be carried out, the qualifying repair will be cancelled and the right to instruct any other contractor will be suspended. The tenant will not be entitled to receive any form of compensation from the association should any qualifying repair be cancelled as a result of failed access.

In the event that a qualifying repair has not been started by the last day of the maximum period, the tenant can instruct one of the approved contractors to carry out the repair. Upon receipt of the instruction from the tenant, the contractor will inform the Association of the instruction. The Association will provide the contractor with a copy of the works order. The Association will advise the contractor of the maximum number of working days for completion of the repair. Upon completion, the contractor shall

invoice the Association for the cost of the repair which shall not exceed the maximum allowable sum of £350.

A copy of the Right To Repair Policy is available to all tenant's from the Association's office or you can download a copy from our web page.

Repairs Responsibilities

The Association is responsible for the structure and exterior of your home, however as tenants there are a number of repairs that you are responsible for.

It is important to note that:

- Repairs arising from breakage, intentional damage, carelessness, neglect or vandalism caused by the tenant or any member of the tenants household or visitor will be the responsibility of the tenant.
- Repairs arising from lost/forced entry through lost keys will be the responsibility of the tenant.
- Any repairs to items that have been fitted by the tenant (e.g. fires, kitchen units, doors etc.) are the tenants responsibility.
- Repairs arising from damage to glass, sanitary-ware, choked sinks, WHB, WC are the responsibility of the tenant.
- Internal decoration to internal flat is the tenant's responsibility

The table below indicates in more detail who is responsible for what.

Repairs & Maintenance Responsibilities	You The Tenant	Us MHA	
ELECTRICAL			
Communal Aerial		✓	
Individual TV Aerials	✓		
Plugs (inc. fuses)	✓		
Light Bulbs & Tubes	✓		
Battery Replacement for Smoke Detector/Carbon Monoxide Detector	✓		
Smoke Detectors & Carbon Monoxide Detectors		✓	
Immersion Heater		✓	
Common Attic Fans		✓	
Wiring Circuit, Sockets & Switches, Fuse Box, MCB		✓	Unless system has been tripped by tenants faulty appliances
Light Fittings (excluding table lamps)		✓	Unless light fitting fitted by tenant
KITCHEN			
Cookers Gas & Electric (including connection)	✓		
White Goods (e.g. Washing Machine & fittings)	✓		
Kitchen Units		✓	Unless units have been damaged by tenant

DOORS			
Door nameplates, bells, & chains	✓		
Lost Keys	✓		
Broken keys in Locks		✓	
Forced entry	✓		Unless exceptional circumstances
Door Locks (yale & mortice)		✓	Except where entry has been forced
Door Fittings (Letterbox, handles)		✓	Unless damaged caused by tenant
Flat Door		✓	Except where entry has been forced
Door Entry System		✓	Unless it can be proven as vandalism
Door Entry System Handset		✓	Unless damage caused by tenant
Burglary		✓	Police incident number required
GLASS			
Broken glass (doors/windows)		✓	unless it can be proven as vandalism/Unless damage caused by tenant
BATHROOM			
Bath		✓	Unless damaged by tenant
Toilet Pan		✓	Unless damaged by tenant
Wash Hand Basin		✓	Unless damaged by tenant
Cistern		✓	Unless damaged by tenant
Shower Unit	✓		Unless MHA provided the unit
Toilet Seat	✓		
HEATING			
Chimney & Flue		✓	
Back Boiler		✓	
Gas Boilers/Maintenance of Gas Boilers		✓	
Gas Pipes		✓	
Gas & Electric Fires		✓	Unless fitted by tenant
Electric Heaters		✓	Unless fitted by tenant
Electric Storage Systems		✓	
Radiators		✓	
PLUMBING			
Blocked sinks baths or toilets	✓		Unless blockage is in main pipes
Hot & Cold water Supply		✓	
Taps & Tap Washers		✓	Unless taps fitted by tenant
Replacement Sink Plugs & Chains	✓		
Water Heating		✓	
Downpipes/Gutters/Overflows		✓	
Drains		✓	Unless blockage is caused through tenant misuse
STRUCTURE			
Ceilings & Floors		✓	Except decoration & floor coverings (e.g. laminate, vinyl's and carpets)
External/Internal Common Stairs, Walls & Lighting		✓	
Handrails & Banisters		✓	
Common Plasterwork/Brickwork & Roughcasting		✓	
Loft/Roof & Roof Tiles		✓	
External Soffits & Facia		✓	
OTHER			
External & Common Close Painting		✓	
Flat Decoration	✓		
Bin-stores, Clothes Poles & Fences		✓	Unless Fence erected by tenant
Landscape Maintenance		✓	
Personal Belongings (e.g. tenants furniture/floor coverings & personal belongings)	✓		
Pest Infestation	✓		Unless Rat/Mice or Common Close issue

Recharges

It is important that the Association has a system in place for all repair work that has to be re-charged out. Work that comes within this category is any repair necessitated by the neglect or vandalism of a tenant or anyone whose behavior they have a responsibility for.

Examples of some of these repairs are:

- Not providing access for an arranged repair
- Lost Keys & forced entry
- Vandalism e.g. broken window (must be reported to the Police. If an incident number is not obtained from the Police you may be liable for the costs of repairs)
- Damage caused to the property by the tenant, any member of the household or visitor.

Work that also falls within this category includes private repairs. The Association in-house inspection and advisory service are available to tenants free of charge and anyone wishing a private repair will be required to sign a Mandate. The Association will not carry out a private repair for anyone who has an outstanding debt to the Association. Requests for this type of work will be carried out at the Association's discretion.

Rechargeable repairs should be paid within 28 days of receiving the bill and in certain circumstances an arrangement can be made to pay the bill off in instalments.

Should you wish to appeal a recharge please do so in line with the Associations Complaints Policy. Copies are available on request at the Association's offices.

The Association will always pursue tenants who fail to pay their accounts, and may take legal action to recover any outstanding debts.

Gas Maintenance

Gas safety regulations state that landlords must carry out annual inspections and have a clear statutory obligation to ensure that a current gas safety certificate is available for every relevant property and that this is renewed before or on the relevant anniversary date.

The Association has a gas servicing programme in place for all its properties. The programme ensures that all gas boilers and fires are checked once a year by our contractor James Frew. It is imperative that all tenants allow access to the contractor when it is requested. Failing to provide reasonable access to have essential works carried out by the Contractor you are in breach of your Tenancy Agreement and unless access is received could lead to the

Association forcing access. Should this action be deemed necessary, you will be held liable to pay for all costs involved and your tenancy may be at risk.

Any faults in relation to you heating system should be reported to the Associations offices immediately.

For further information on Gas Servicing please contact the office.

Alterations & Improvements

Applications for Alterations/Improvements

The Association recognises that tenants may wish to carry out alterations/improvements to their homes. Applications to carry out improvements must be made in writing to the Maintenance Officer. The Association has detailed procedures for checking and acknowledging applications, for pre and post inspections, for checking the safety of the alteration, checking technical specifications of the proposed work and that it will not detract from the future use of the premises or inconvenience other residents. When the checking procedure has been completed permission is granted or refused and notified in writing to the applicant.

In considering applications for improvements the Association shall not unreasonably withhold consent. Tenants will be required to provide full details of the proposed work including scale drawings and a specification of the work planned. Tenants must ensure the work:-

- Meets Health & Safety regulations
- Has planning and building consents (where necessary)
- Is undertaken by qualified tradesmen

The Association will endeavor to process any applications within 28 of receipt. However where further information is required this may delay the decision beyond 28 days.

Compensation for Improvements

If you have carried out an alteration or improvement to your home you may be entitled to compensation. Compensation payments will only be made at the end of the tenancy providing the tenant obtained written confirmation for the alteration/improvement and it has been carried out to the Associations satisfaction.

The amount of compensation will depend on the length of time between the installation of the improvement and the end of

tenancy. Each item of work included in the compensation scheme has a "Notional Life", that is the number of years of expected use. Please note that in terms of the Housing (Scotland) Act 2001, compensation will only be paid for some improvements that were started on or after 30th September 2002. These include:

- Bath or shower
- Cavity wall insulation
- Sound insulation
- Double glazing or other external window replacement or secondary glazing
- Draught proofing of external doors or windows
- Insulation of pipes, water tank or cylinder
- Installation of mechanical ventilation in bathrooms and kitchens
- Kitchen sink
- Loft insulation
- Rewiring and the provision of power and lighting or other electrical fixtures including smoke detectors
- Security measures other than burglar alarms systems
- Space or water heating
- Storage cupboards in bathroom or kitchen
- Thermostatic radiator valves
- Wash had basin
- Water-closet
- Work surfaces for food preparation

Notional life values and compensation equation are prescribed by statutory instrument in the Scottish Secure Tenants (Compensation for Improvements) (Scotland) Regulations 2002.

There are some costs which cannot be claimed. These are as follows:

- Tenants own D. I. Y or labour costs
- Professional Fees such as Architects
- Consent costs under the Building Regulations

All claims for compensation must be made in writing within 28 days of notification of termination of Tenancy or within 21 days after the date of termination to the Maintenance Officer and contain sufficient information (including receipts detailing costs and payment) to enable Milnbank Housing Association to reach a decision within the time frame allowed.

Any amount of compensation will be reduced to take account of any sum owed by the tenant e.g. rent arrears, rechargeable repairs, post void works.

The Association may also wish to inspect the improvement.

For further information on Alterations and Improvements and Compensation please contact the office or download a copy of the Alterations and Improvement Policy from our web page.

Medical Adaptations

Over time peoples housing needs can change through disability, ill health or old age. If you are experiencing difficulties whereby certain parts of your property are no longer suitable for your requirements, referrals to improve the quality of your living conditions can be made through your Local Authority Occupational Therapist to the Association.

The Association are only able to carry out adaptations to the specification of the OT and through funding received for this specific work. Up until now the Association has been able to complete all adaptations however, depending on levels of funding received in the future no guarantee can be given that all work referred in a financial year will be carried out.

Adapting a property to the specific needs of an individual may not be possible and that individual may have to consider other options to accommodate their housing needs.

For further information on Adaptations please contact the office or download a copy of the Adaptations Policy from our web page.

Maintenance Tips

Gas Leaks

If you smell gas or suspect a gas leak in your property:

- Put out any naked flames/gas appliances/cigarettes.
- Do not turn on any electric switches.
- Turn the gas supply off at the meter.
- Open all windows.
- **Call National Gas Emergency Service on 0800111999**

Burst Pipes

Don't be caught out in winter by burst pipes. You can have a hassle free winter by taking a few preventative measures.

Leave a sufficient source of heating on as this will reduce the risk of burst pipes. This is vital if you are leaving your property vacant for a day or more. Find out where the stopcock is situated as this will enable you to turn off the water in the event of a burst.

Should you require assistance in locating the stopcock for your property please call Milnbank HA Maintenance Services on 0141-551-8131.

If a pipe bursts, the following measures should be followed:

- Turn off the water at the stopcock
- Turn off all central heating
- Turn off electricity at mains
- Turn on all the taps (if pipes frozen on turn on cold water taps)
- Call Milnbank Housing Association Emergency Call Out Service on 0141-551-8131 and warn any neighbours who may suffer damage from the burst.

No Power

No power usually indicates a power cut or a fault with an appliance that has been plugged in. The following steps should be taken before contacting Milnbank Housing Association:

To restore the power supply, unplug **ALL** appliances in your property and reset the trip switch (if the switch does not reset, it indicates that there is still a socket in use – double check!).

Begin to plug all appliances back into sockets, if the power trips again, then the fault lies with the appliance that you've just plugged in.

Follow the above steps again to restore power and do not use faulty appliance. If the above steps have been carried out correctly and the power supply is **NOT** restored, there may be a fault with the internal electrical wiring, please contact Milnbank Housing Association.

A total loss of power maybe a power cut, so check with neighbours that they have also lost power and contact Scottish Power on 0800 001 5400.

Note: If an electrician has to attend a job at the residents request and finds out the fault is with one of their appliances the resident will be charged for the cost of the call.

Smoke Detectors

All of MHA properties are fitted with at least one smoke detector which will either be battery or mains operated. PLASE NOTE IT IS VERY IMPORTANT THAT THE BATTERIES OF THE SMOKE DETECTOR ARE NOT REMOVED. In the event of a fire in your home, the lives of you and your family may depend on the vital warning a smoke alarm gives. If you are worried or concerned that your smoke alarm is not working please contact the Association immediately.

Dampness & Condensation

The main causes of dampness and condensation are likely to be the following:

Water Penetration

Caused by water leaking in through the roof, window frames or the walls of the house; there maybe missing roof tiles, rotting window frames or faults in the cavity walls. Water penetration appears as damp patches on ceilings, below windows and/or on the internal walls – mould growth may appear and a musty smell may also be obvious. Any signs of water penetration should be reported to the Maintenance Section immediately to prevent further damage occurring.

Rising Damp

Caused by the failure of the damp-proof course; this is likely to result in a salt-like deposit appearing as a tidemark on the wall – there may be a musty smell in the room. Please contact the Maintenance section if you suspect that your home has rising damp.

Condensation

The appearance of dampness is more likely to be caused by a problem with condensation. This happens when there is too much moisture in the air, too little (or too much) heat and inadequate air flow in the room.

Condensation usually appears as damp patches and mould on surfaces, clothes and furniture with a musty smell in the room. These will be worse in cold weather.

Tips to help prevent condensation:

Reduce the amount of water vapour produced in the room:

- Dry clothes outdoors whenever possible.
- Make sure your tumble drier is vented to the outside
- Do not allow kettles and pans to boil longer than is necessary.
- Keep kitchen and bathroom doors closed when cooking or bathing as this will help prevent water vapour spreading to other rooms.

Keep the house warm:

- Try to leave the heating on low through the day in cold weather.
- Keep the house well ventilated.
- Open the windows a little, especially if the room is steamed up.
- If you have an extractor fan in the bathroom and/or the kitchen, use it.
- Make sure wall and window vents are kept open at all times.
- Do not put furniture hard against the wall as this prevents air from circulating.
- Open doors to ventilate cupboards and wardrobes.
- Never block up chimneys

Insurance

Building Insurance

The Association has in place a comprehensive insurance to cover all of our properties against structural damage. When we are notified of an incident for which an insurance claim is to be submitted, the Maintenance Officer will inspect to assess the damage for the claim.

The terms and conditions of the policy require that any loss or damage likely to be the subject of a claim be reported to the Association within 30 days. Failure to do so will result in the claim being declined by the Insurer's.

Contents Insurance

All tenants are responsible for ensuring that their house contents are adequately covered. This is not the responsibility of the Association. It is important that your cover is sufficient to cover the cost of replacing items such as carpets, soft furnishing, personal belongings, electrical goods etc.

The Association would urge all tenants to seriously think about contents insuring cover. For information on low cost contents insurance please contact the Association's Housing Services Section.

Monitoring Quality & Satisfaction

At Milnbank Housing Association we aim to deliver you the tenant with the best possible service. We are always continuously aiming to improve our service and to do this your feedback is important. In order to achieve and maintain excellent customer service Milnbank Housing Association send a satisfaction survey to residents who have had repairs carried out to the home on an annual basis.

Resident's feedback is both encouraged and appreciated as it enables the Association to:

- Monitor and assess our performance
- Improve the effectiveness of our service by resolving problems at the earliest opportunity.

The Association takes seriously any complaint made either about the quality of service received or attitude of operatives. All complaints will be dealt with in accordance with the Associations established Complaints procedure.

Complaints

Milnbank Housing Association aims to provide a first class service, however, although we strive to do our best, the Association like everyone else is not infallible and mistakes can happen. The Association attaches a great deal of importance to the proper handling of complaints. This Complaints Policy details the process for making a complaint, who to complain to and what procedure to follow if you are dissatisfied with the response.

We value the opportunity to investigate any concerns you may have about any aspect of our service as this allows us to put problems right, monitor, assess our performance and improve the effectiveness of our service by resolving problems at the earliest opportunity.

The complaint procedure is formulated by the Management Committee and reviewed annually or as otherwise deemed necessary.

For further information on the Complaints Policy please contact the office or download a copy of the Policy from our web page.

Data Protection

MHA controls the personal information that we collect, this means that we are legally responsible for how we collect, hold and use personal information. It also means that we are required to comply with the General Data Protection Regulations (GDPR) when collecting, holding and using personal information.

Useful Telephone Numbers

Milnbank Housing Association (8.30am – 5pm)	0141-551-8131 (Press "1" for Repairs)
Emergency Out of Hours Call Out Service	0141-551-8131 (Press "1" for Emergency)
JFrews/Gas Sure (Boiler break downs)	01294 468 113
Scottish Power	0800-092-9290 (Electric Failures)
Scottish Gas	0800-111-999 (Gas Leaks)
Scottish Water	0800-077-8778 (Emergencies only)
Strathclyde Police	101 (non-Emergency Number)
Street Lighting	0800-373-635
Close Lighting	0800-595-595

The above numbers should be used for emergencies only.

