

Your Guide To:
**REPAIRING AND
MAINTAINING YOUR HOME**



OUR PROMISE

River Clyde Homes (RCH) will provide you with a safe, comfortable home to live in. We will provide a number of services to repair and maintain your home.

This booklet has been devised to give tenants information and advice about how to report a repair, and how our repairs and maintenance services operate.

In turn, we ask that you look after your home and let us know if there are any problems which need to be addressed.

We offer an appointment system and we will offer a morning or afternoon appointment which is convenient to you, where we would aim to improve upon or meet our existing timescales for completing jobs.

We will look at individual circumstances and consider how we can meet your needs.

RESPONSIVE REPAIRS

We have an in-house maintenance team who carry out most of the day to day repairs in our homes. Call our repairs line for free on

0800 013 2196. Emergency repairs can be reported 24 hours a day.

Urgent or Routine repairs can be reported via our Customer Experience Team from 8.00am until 8pm (Monday to Sunday).

Appointments are offered for 'am' and 'pm' or to avoid certain times of the days e.g. school run, where possible.



We categorise repairs into 3 different categories:

1. Emergency Repairs attend and deal with emergency risk within 4 hours

| ELECTRICAL | PLUMBING | JOINER |
|--|---|---|
| Total loss of Power | Burst Pipes | Locked out/gain entry <i>(may be charged for this service)</i> |
| No lights <i>(Complete house)</i> or bathroom where no window | Serious leaks from pipes/appliances | Secure doors/windows <i>(vandalised or forced entry)</i> |
| No sockets <i>(all sockets)</i> | Blocked or leaking foul drains, soil stacks or toilet pans where no other toilet in house | Broken windows (only to be boarded – tenant charged if no police incident number) |
| Loss or partial loss of electric heating or hot water, where no alternative is available | Toilet not flushing, where there is no other toilet in house | Windows not shutting <i>(only if they pose a security threat - ground floor)</i> |
| Problems with smoke alarms or carbon monoxide detectors | Blocked external drain <i>(if overflowing)</i> refer to Scottish Water if drain is on the road or pavement; | Problem with garage door <i>(only if car is stuck inside)</i> |
| Dangerous/exposed wires | Total loss of water in house <i>(main supply)</i> | BUILDING |
| Smell of burning | Water running on full pressure constantly <i>(taps, overflows etc.)</i> | Dangerous structures <i>(will be made safe only)</i> |
| No communal stair lighting <i>(reset timer etc.)</i> | Blocked sink, bath or drain | Unsafe access path or step <i>(will be made safe only)</i> |
| Lift or fire alarm Breakdown | ROOFING | GAS HEATING |
| | Serious water penetration | Loss or partial loss of heating or hot water, where no alternative is available |
| | | Smell of gas phone TRANSCO 0800 111 999 |

2. Urgent Repairs – carried out within 3 working days

| ELECTRICAL | PLUMBING | JOINER |
|---|---|--|
| Faulty sockets/switches (<i>*if no others in same room</i>) | Leaking sanitary fittings | Faulty locks house and garage (<i>where security is involved</i>) |
| Faulty thermostat | No water, particularly bath (<i>if no shower</i>) | loose handrail or bannister and unsafe timber flooring or stair treads |
| Communal TV aerials | Leaking waste pipe | GAS HEATING |
| Partial loss of lighting (<i>communal</i>) | Continual water hammer (<i>noise in pipes</i>) | Faulty gas fire |
| Broken fan (<i>only if there is no window</i>) | ROOFING | BUILDING |
| Communal washing machine, tumble driers etc. | Minor roof leaks | Dangerous structures (<i>will be made safe only</i>) |
| | Loose/dangerous roof coverings – loose/missing cowl | Clear choked bin chutes |

*If others available, and reported ones are not dangerous, the repair is a 20 day routine repair.



3. Routine Repairs – carried out within 20 working days

| ELECTRICAL | PLUMBING | JOINER |
|---|--|--|
| Sockets/switches not working (<i>if others available and not dangerous</i>) | Renew elson tank | Door/Window difficult to open/close (<i>not security risk</i>) |
| Instruct tenant on how to use heating/hot water system | Renew hot water cylinder | Loose flooring (<i>not dangerous</i>) |
| Faulty electric shower (<i>if no bath then 3 day Urgent</i>) | Leaking/dripping pipes/taps– unlikely to cause damage | ROOFING |
| Water too hot or too cold | Overflow running (<i>full bore</i>) | Dampness on ceiling |
| | BUILDING | GAS HEATING |
| | Fit new flue liner, flue box etc. | Renew gas fire where other form of heating |
| | Renew fire baskets (<i>if only form of heating 3 day repair</i>) | Renew back boiler where other form of heating available |



Routine Repairs – carried out within 20 working days

| ELECTRICAL | PLUMBING | JOINER |
|--|--|---|
| Repair electric fire where alternative form of heating available. | Broken sanitary unit, not leaking | Broken sash cord |
| Broken fan where there are windows | Intermittent water hammer (<i>noisy pipes</i>) | General ironmongery for doors and windows |
| Specific room lights not working | Re-securing loose sanitary fittings | Loose flooring, if not a trip hazard |
| BUILDING | ROOFING | Repair broken kitchen unit doors |
| New chimney pot/can/cowl | Blocked/leaking rhones | Loose curtain plate |
| Rotary drier | Missing slates | Ease windows |
| Skim plasterwork | Roof leaks to garages | Draught excluding |
| Fire bricks/tiles | GAS HEATING | Renew kitchen units/doors |
| Clothes poles | Loose radiator (<i>not leaking</i>) | Internal doors ironmongery |
| Slabs on footpaths (<i>not trip hazard</i>) | Loss of heat to a single radiator | Skirtings' and facings |
| Communal area repairs – if not a safety issue e.g. fencing, signage etc. | Bleed radiators | Minor repairs to garages |

REPAIR RESPONSIBILITIES

We have a legal obligation to keep the structure of homes in good repair and to keep them wind and watertight. Responsibility for repairs however, is shared between us and our customers.

We are responsible for the majority of the repairs to the structure and outside the building and to the fixtures and fittings of the house.

We also have a variety of maintenance programmes in place which are carried out on a cyclical basis, designed to ensure the safe and healthy occupancy of the home. These include servicing of gas heating systems, electrical checks and lift maintenance etc. These programmes are carried out without the need for customers to request the work and the main obligation from the customer is to provide access to their homes if this is required to complete works.

The main type of repairs which a customer is responsible for are

- Decoration including repairs to minor cracks or holes in plasterwork;
- Damage and breakages caused by neglect or carelessness of the customer;
- All floor coverings;
- Supplying and fitting plugs and chains to sinks and basins and toilet seats;
- Fixtures and fittings such as curtain rails and decorative light fittings;
- Light bulbs, plugs and fuses connected to appliances;
- Batteries for battery operated smoke alarms;
- Cookers, refrigerators and washing machines (including the installation of washing machines);
- Dividing fencing and garden sheds.

Further information on repair responsibilities overleaf >>

The table below provides further information on repair responsibilities:


| | Item | Who? | |
|-----------------|---|-------------------------------------|-------------------------------------|
| | | RCH | CUSTOMER |
| BATHROOM | Bath (<i>but not plugs</i>) | <input checked="" type="checkbox"/> | |
| | Shower unit fitted by customer | | <input checked="" type="checkbox"/> |
| | Shower unit fitted by RCH | <input checked="" type="checkbox"/> | |
| | Toilet seat | | <input checked="" type="checkbox"/> |
| | Toilet pan | <input checked="" type="checkbox"/> | |
| | Wash hand basin (<i>but not plugs</i>) | <input checked="" type="checkbox"/> | |
| HEATING | Chimney and flue | <input checked="" type="checkbox"/> | |
| | Electric storage heaters | <input checked="" type="checkbox"/> | |
| | Gas fired systems with radiators | <input checked="" type="checkbox"/> | |
| | Systems fitted by customers, where we have agreed to maintain | <input checked="" type="checkbox"/> | |
| | Fireplace tiles | <input checked="" type="checkbox"/> | |
| DOORS | Door bell (except door entry systems) | | <input checked="" type="checkbox"/> |
| | Door chain | | <input checked="" type="checkbox"/> |
| | Door name plate | | <input checked="" type="checkbox"/> |
| | Inside doors (including handles) | <input checked="" type="checkbox"/> | |
| | Keys | | <input checked="" type="checkbox"/> |
| | Outside door locks | <input checked="" type="checkbox"/> | |
| | Outside doors | <input checked="" type="checkbox"/> | |

| | Item | Who? | |
|-------------------|--|-------------------------------------|-------------------------------------|
| | | RCH | CUSTOMER |
| ELECTRICAL | TV aerial system <i>(please contact repairs for further information on responsibility as this is determined by the property you live in)</i> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| | Electric fire <i>(fitted by customer)</i> | | <input checked="" type="checkbox"/> |
| | Electric fire <i>(fitted by RCH)</i> | <input checked="" type="checkbox"/> | |
| | Immersion heater | <input checked="" type="checkbox"/> | |
| | Light fittings <i>(not table lamps)</i> | <input checked="" type="checkbox"/> | |
| | Light bulbs, tubes, starters | | <input checked="" type="checkbox"/> |
| | Mechanical ventilators/fans | <input checked="" type="checkbox"/> | |
| | Plugs <i>(including fuses)</i> | | <input checked="" type="checkbox"/> |
| | Smoke/carbon monoxide detectors | <input checked="" type="checkbox"/> | |
| | Sockets | <input checked="" type="checkbox"/> | |
| | Common stair lighting | <input checked="" type="checkbox"/> | |
| | Switches | <input checked="" type="checkbox"/> | |
| | Wiring and circuits | <input checked="" type="checkbox"/> | |
| | KITCHEN | Cooker | |
| Cooker socket | | <input checked="" type="checkbox"/> | |
| Kitchen units | | <input checked="" type="checkbox"/> | |
| Sink top | | <input checked="" type="checkbox"/> | |
| PLUMBING | Blocked sink, wash hand basin or bath | <input checked="" type="checkbox"/> | |
| | Blocked toilet | <input checked="" type="checkbox"/> | |
| | Domestic cold water supply | <input checked="" type="checkbox"/> | |
| | Downpipes <i>(rain and soil)</i> | <input checked="" type="checkbox"/> | |
| | Drains and gutters | <input checked="" type="checkbox"/> | |
| | Hot water supply | <input checked="" type="checkbox"/> | |
| | Sink plugs and chains | | <input checked="" type="checkbox"/> |
| | Washing machine fittings <i>(unless fitted by RCH)</i> | | <input checked="" type="checkbox"/> |

RIGHT TO REPAIR

From 30th September 2002, under the Housing (Scotland) Act 2001, Scottish Secure Tenants and Short Scottish Secure Tenants have the right to have small urgent repairs carried out by their landlord within a specified timescale. The scheme applies to all tenants of Local Authorities and Housing Associations and covers certain repairs up to the value of £350, These repairs are known as qualifying repairs and are shown in the table below.

If RCH fails to complete a qualifying repairs within the maximum time allowed, you may be entitled to £15 compensation, and a further £3 per day for every day the repair remains outstanding up to a maximum of £100. Further details of the scheme can be obtained by visiting RCH's website at

 www.riverclydehomes.org.uk

***Working days from day after date of notification of qualifying repair or inspection. Compensation is payable if the time in this column is exceeded. Please note that RCH's own targets aim to meet or better these targets. If customers choose to make an appointment for works out with the specified timescale then you forfeit your rights under the scheme and the repair will not be treated as a Right to Repair.*

| Defect | Maximum Days ** |
|---|------------------------|
| Blocked flue to open fire or boiler | 1 |
| Blocked or leaking foul drains, soil stacks or toilet pans where no other toilet in house | 1 |
| Blocked sink, bath or drain | 1 |
| Loss of electrical power | 1 |
| Partial loss of electrical power | 3 |
| Insecure external window or door lock | 1 |
| Unsafe access path or step | 1 |
| Significant leaks or flooding from water or heating pipes, tank or cistern | 1 |
| Toilet not flushing where there is no other toilet in house | 1 |
| Loss or partial loss of gas supply | 1 |
| Loss or partial loss of space or water heating where no alternative is available | 1 |
| Unsafe power or lighting sockets or fittings | 1 |

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| Defect | Maximum Days ** |
|--|------------------------|
| Loss of water supply | 1 |
| Partial loss of water supply | 3 |
| Loose or detached bannister or handrail | 3 |
| Unsafe timber flooring or stair treads | 3 |
| Mechanical extractor in interior kitchen or bathroom not working | 7 |

SERVICE STANDARDS

When we visit your home, we will:

- Always try to keep our appointments and arrive on time. If we cant keep our appointment we will let you know;
- Introduce ourselves and show our identification card;
- Be polite and respect you and your homes;
- Leave your home clean and tidy when works have been finished;
- Leave a calling card if you are not in; and
- Offer you an appointment for all internal repairs.

How can you help?

We ask that all customers please:

- Contact us as soon as possible if a repair is required;
- Look after your home and ask your family and visitors to do the same;
- Treat our employees with respect at all times whether they are in your home; in an office or at the end of a phone. If you behave inappropriately, we will take action that may affect the conditions of your Secure Tenancy Agreement;
- Always ask for identification before you give someone access into your home. If you are not sure whether or not a person is genuine, do not let them in. Phone us immediately on 0800 013 2196 to report this;
- Take out a suitable home contents insurance policy to repair/replace your belongings if they are damaged.
- We are responsible for the fabric of the building and permanent fixtures only.

IMPROVING AND INVESTING IN YOUR HOME

RCH'S PLANNED MAINTENANCE PROGRAMME – SHQS AND EESSH

We have an ongoing planned maintenance programme to replace or repair property elements in your home e.g. heating and kitchens.

The Scottish Government have developed a "Scottish Housing Quality Standard" (SHQS) and "Energy Efficiency Standard for Social Housing (EESSH)" which are legal standards which social rented housing providers are required to meet.

SHQS covers 5 main areas and each property must:

1. Meet a "Tolerable Standard" which is the basic legal minimum standard. This covers dampness and structural defects;
2. Be free from "Serious Disrepair" this includes roofs, windows and doors;
3. Be "Energy Efficient" this is calculated and must fall within an agreed acceptable range;
4. Be equipped with "Modern Facilities" and services which include kitchens and bathrooms;
5. Be "Healthy, Safe and Secure" this includes smoke alarms, ventilation and electrical wiring.

The Energy Efficiency Standard for Social Housing (EESSH) was launched by the Scottish Government in March 2014. The EESSH will contribute towards the carbon emissions reduction targets set by the Climate Change (Scotland) Act 2009. The Scottish Housing Regulator (SHR) will monitor and report on social landlords' compliance with the EESSH.

Meeting and maintaining SHQS and EESSH will be RCH's main focus for improving and investing in your home.

If you want to improve your home

If you want to carry out work in your home beyond basic decoration you must ask for permission, please write to your local Technical Officer.

If you carry out major works (*with permission*) then leave your tenancy, you may be entitled to compensation.

Further information on this "Right to Compensation for Improvement" can be obtained by visiting RCH website at www.riverclydehomes.org.uk

ANNUAL SERVICING FOR GAS CENTRAL HEATING SYSTEMS

An annual service and safety check to your gas central heating system will be carried out.

We have a legal obligation to carry out this work and it is essential that you provide access to allow us to do so.

It is also important for your safety that this work is carried out to avoid potential exposure to carbon monoxide.

What do you need to do?

You will be contacted by letter with an appointment for the work to be carried out. If the date/time is unsuitable, please call the number on the letter to arrange an alternative appointment. Please note that it is essential that there is credit in the gas meter to enable a gas service to be carried out.

What if you do not allow us access to your home?

If you do not provide access, we will arrange to enter your property to carry out the work. If forced entry has to be arranged to gain access to your property then we will apply a fixed recharge. This fee will be applied, irrespective of whether or not you allow us access at this stage. Our finance team will pursue the recovery of all recharges.

CYCLICAL MAINTENANCE

Our Asset Management Strategy aims to improve value for money for all tenants by reducing the amount of work carried out on a responsive basis and increase the amount of work carried out on organised programmes.

Programmes are currently being developed for:

- External/communal painting;
- Garage maintenance;
- Periodic electrical checks.

Other work that may be carried out on a cyclical basis in future could include:

- Fencing;
- Gutters and rhones;
- Paths;
- Further external works;
- Internal fixture inspections.

More information will be available on RCH website as programmes are developed.

GIVING UP A TENANCY

If you end your tenancy, we will visit you to check the condition of your home. If any work needs to be carried out before you leave, we will confirm what needs to be done and whether you or RCH will be responsible. If you do not complete the agreed work, and we have to do it for you, you will be charged for this work.

TENANTS SATISFACTION AND COMPLAINTS

We want to make sure that you are satisfied with everything we do first time, however mistakes do sometimes happen. We are committed to resolving complaints and problems first time around to provide the best possible service.

RCH values feedback received from tenants as it gives the Association an opportunity to find out how we can improve our services. If you are not satisfied with the service we have provided, please let us know and we will do everything we can to resolve it. However, if you are still not satisfied, then our complaints process will provide you with the opportunity to state the reasons for your dissatisfaction and resolve any issues as soon as possible.



We can produce information on request in large print, Braille, tape and on disk. It is also available in other languages.

If you need information in any of these formats please contact us on 0800 013 2196.

BY PHONE:



0800 013 2196

(Free from a landline and mobile)

For out-of-hours emergency repairs use these numbers only

ONLINE:



customerexperience@riverclydehomes.org.uk



www.riverclydehomes.org.uk



@rivclydehomes
(monitored only during office hours)



@river.c.homes
(monitored only during office hours)

IN PERSON:

Clyde Square, Greenock

| | | | |
|------------|------------------|------------|-----------------|
| Mon | 9:00am – 5:00pm | Thu | 9:00am – 5:00pm |
| Tue | 9:00am – 5:00pm | Fri | 9:00am – 4:00pm |
| Wed | 9:00am – 5:00pm* | Sat | 9:00am – 1:00pm |

**We are closed on the fourth Wednesday of the month from 1pm for staff training*

Broomhill Way, Greenock

| | | | |
|------------|-------------------------------------|------------|------------------------------------|
| Mon | 8:45am - 12:30pm & 1.30pm - 4.30pm | Thu | 1.30pm - 4.30pm |
| Tue | 8:45am - 12:30pm | Fri | 8:45am - 12:30pm & 1.30pm - 4.30pm |
| Wed | 8:45am – 12:30pm & 1.30pm - 3.30pm* | | |

**Please note every 4th Wednesday the office will close at 1pm for staff training.*

Scarlow Street, Port Glasgow

| | | | |
|------------|-----------------|------------|-----------------|
| Tue | 9:00am – 12noon | Thu | 1:30pm – 4:30pm |
|------------|-----------------|------------|-----------------|