

When a qualifying repair is reported to the Association the tenant will be advised of this and of the date when the repair should be completed by.

If the repair work has not been started by this date the tenant is entitled to have the work carried out by another contractor who will have been identified as an approved contractor by the Association and advised to the tenant.

Where the usual contractor has failed to carry out the qualifying repair within the timescale given the tenant will be entitled to compensation.

The amount of compensation to be paid is a flat rate payment of £15 plus £3 for every working day until the repair is completed up to a maximum of £100.

The repairs that are included in the Right to Repair Scheme are:

- Blocked flue to open fire or boiler.
- Blocked or leaking foul drains, soil stacks or toilet pans where there is no other toilet in the house.
- Blocked sink, bath or drain.
- Electric power - loss of electric power or partial loss of electric power.
- Insecure external window, door or lock.
- Unsafe access path or step.
- Significant leaks or flooding from water or heating pipes, tanks, cisterns.
- Loss or partial loss of gas supply.
- Loss or partial loss of space or water heating where no alternative heating is available.
- Toilet not flushing where there is no other toilet in the house.
- Unsafe power or lighting socket, or electrical fitting.
- Water supply - loss of water supply or partial loss of water supply.
- Loose or detached banister or hand rail.
- Unsafe timber flooring or stair treads.
- Mechanical extractor fan in internal kitchen or bathroom not working.

# Your Home Repairs



Ochil View Housing Association Ltd.,  
Registered Office: Ochil House, Marshall,  
Alloa, Clackmannanshire FK10 1AB.

General Enquiries: 01259 722899  
Fax: 01259 212728  
Email: [customerservices@ochilviewha.co.uk](mailto:customerservices@ochilviewha.co.uk)  
Web: [www.ochilviewha.co.uk](http://www.ochilviewha.co.uk)

Honorary President: Jennifer, Lady Balfour of Burleigh, Chairperson: Thomas R.D. Brown CPFA,  
Director and Secretary: George Tainsh, MA Dip. TP

Ochil View Housing Association Limited is a registered society under the Co-operative and Community Benefit Societies Act 2014 and with the Scottish Housing Regulator No HAL 213  
Ochil View Housing Association Limited is a recognised Scottish Charity No. SC033130  
Property Factor Reference PF000367



HAPPY TO TRANSLATE

Design: [www.artisanopton.co.uk](http://www.artisanopton.co.uk)

Printed May 2018

OCHIL VIEW  
— Housing Association Ltd. —

## Repairs

We are committed to providing a first class repairs service to you, and to getting good value for the money we spend on repairs. We aim to make sure that homes meet your needs and are kept to a high standard.

We separate repair work into different types:

- Reactive Maintenance - this is work that needs to be done because a part of your home has worn out or broken. You need to let us know if this happens so that we can make arrangements to repair it.
- Cyclical Maintenance - this is work that is done to prevent things from wearing out or breaking, or to extend their life. This includes work like clearing gutters, servicing heating systems, painting the outside of the doors and windows of your home. Our maintenance staff will send tradespeople to do these jobs when they are due. You do not need to tell us about them.
- Major repairs and modernisation: This is work that we will do when a part of your home has come to the end of its life and needs to be replaced, such as the kitchen or bathroom fittings. We will inspect your home from time to time to see if any work like this is needed. When it is, we will let you know in advance so that you can plan for it, we will give you a choice, if this is possible, in the type of fittings we use.
- Defects and Planned Maintenance works: Please allow access to your home prior to the end of the first year 'Defects Liability Period'. Our Clerk of Works will carry out an inspection by appointment.

We will carry out most of the repairs needed in your home. There are some exceptions. It can depend on how the need for repair arose. Responsibility for carrying out repairs is described in the table below. Some repairs are completed more quickly than others. Others, e.g. those requiring specialist items, such as platform access may be delayed until there are sufficient orders to warrant the hire of equipment.

E	=	Emergency	Completed within 2 hours <i>(temporary heating and hot water systems will be offered if the engineer is unable to complete the repair)</i>
U	=	Urgent	Completed within 24 hours
R	=	Routine	Completed within 5 working days
P	=	Planned	Carried out as part of larger contract <i>(we will let you know how long this will be when you report it)</i>

## Priorities

The categorisations shown on the previous pages relate to normal priority given. The priority may be changed to reflect particular situations e.g. where there is a strong medical need.

## Your Responsibilities

You must take good care of your home and not cause damage to it or any part of it. If other people cause damage, then this is the same as if you caused it. We will not carry out a repair if you or someone that was visiting you has caused damage in your home.

If a repair needs to be done because you have been careless or negligent, e.g. flooding from your washing machine or shower, then you will have to carry out the repair work yourself or pay the full cost in advance of works commencing if the association arranges this work. Remember that we will charge the costs of repairs to other residents homes, if they have been damaged, for example by flooding.

You must let us in to your home if we need to carry out repairs. We will give you as much notice as we can, and we will always give you at least 24 hours.

In an emergency, for example where there is a leak of water, or gas, we will need immediate access to your home. If you are not at home to let us in, we may force access. We will repair any damage that we do.

Once every year, we will service your gas central heating system. You must let us in to do this. If you do not, we will take legal action to force access to your home to isolate the gas supply or to complete the service. We will not repair the damage that we do because we will have given you the chance to let us in.

You must not store items in your roof space, or communal stair cupboards.

You must be able to find the stopcock in your home. If you cannot find it, ask us where it is.

You must protect your home from cold weather, Each winter we issue advice in our newsletter about what to do.

## Right to Repair

By law Ochil View Housing Association is required to operate a Right to Repair Scheme.

This entitles tenants to have certain repairs called qualifying repairs carried out to their homes.

## Structure

Item	Responsibility			Comments
	OVHA	Tenant	Priority	
Internal walls and ceilings (including plasterwork)	✓		R	We will rechange if due to neglect, etc
External walls, roughcast	✓		R	Will be inspected first
Roof tiles, ridges etc	✓		R	Emergency if unsafe
Chimney heads and cans	✓		R	Emergency if unsafe
Carports		✓		Unless built by OVHA
External woodwork (including painting)	✓		R/P	

## Outside the house

Paths and steps	✓		R	Only if provided by OVHA. Urgent if unsafe
Driveways	✓		R	Only if provided by OVHA
Handrails	✓		P	Emergency if unsafe
Fences and gates	✓		R	Only if provided by OVHA. We will not repair divisional fences
Clothes poles	✓		R	
Rotary driers	✓		R	Only if provided by OVHA
Clothes ropes or drier cords	✓	✓		OVHA drier cords only
Retaining / Boundary Walls	✓		R/P	

We will provide and fill grit bins where we are responsible. However, we will not spread grit.

## Plumbing

Item	Responsibility			Comments
	OVHA	Tenant	Priority	
Pipes, taps, stopcocks, etc	✓		R	Leaks will be treated as emergencies. Turn the water off if you can
Tap Washers & dripping taps	✓		R	
Plugs and chains		✓		
Hot Water Cylinder	✓		E	
Storage Tanks	✓		R	Leaks will be treated as emergencies. Turn the water off if you can
Choked sinks or toilets	✓		U	Recharged if due to neglect or carelessness. Don't use until the blockage is cleared
WC Cisterns	✓		E/R	Leaks will be treated as emergencies.
WC Bowl	✓		E/R	Leaks will be treated as emergencies. Turn the water off if you can.
Toilet seats		✓		
Wash hand basins	✓		R	
Baths	✓		R	
Kitchen Sinks	✓		U	
Showers		✓		Unless we fitted the shower. Don't use until it has been repaired
Waste pipes	✓		U	Don't use until it has been repaired
Drains	✓		E/U	Don't use until it has been repaired
Gutters and downpipes	✓		R	
Washing machine connections		✓		Unless fitted by OVHA. Don't use until it has been repaired

## Electrical

Item	Responsibility			Comments
	OVHA	Tenant	Priority	
Switches and sockets	✓		R	Emergency if dangerous. Switch the power off at the Fuse Box
Light Fittings	✓		R	
Stair Lighting	✓		U	Emergency in common stairs
Wiring and consumer unit	✓		E	Check Fuse box unit first
Plugs and fuses		✓		
Immersion heater	✓		U	Routine if other means to heat water
Electric fires		✓		Unless fitted by OVHA
Storage heaters	✓		U	
Communal TV aerial	✓		R	
Controlled entry systems	✓		U	
Extractor fans	✓		R	
Door bells		✓	R	Unless fitted by OVHA
Smoke detectors	✓		E	Check or change the battery before you call
Smoke detector batteries		✓		
Electrical appliances		✓		Unless fitted by OVHA
Outside lighting	✓		R	Only if fitted by OVHA (tenants are responsible for bulbs to lights in individual gardens)

## Heating

Item	Responsibility			Comments
	OVHA	Tenant	Priority	
Boiler	✓		E	See section on gas safety
Hearth	✓		R	If supplied by OVHA
Radiators, pumps, thermostats	✓		E/R	Emergency only if no heating
Chimneys or flues	✓		R	
Gas fires	✓		R	Emergency only if no heating See section on gas safety

## Joinery

External doors and frames (including handles and locks)	✓		R	Emergency if door not secure
Internal doors and frames	✓		R	Will recharge if due to neglect, etc.
Internal handles and locks	✓		R	Will recharge if due to neglect, etc.
Replacing lost keys		✓		
Skirting	✓			
Stairs, banisters and handrails	✓		U	Emergency if unsafe
Floors	✓		P	Inspection needed first
Kitchen units	✓		R	
Broken glass		✓		A crime reference number must be provided before Ochil View will repair
Window frames, latches	✓		R	
Double glazing	✓		P	