

Your right to repairs

Right to repair

The Housing (Scotland) Act 2001, gives you, as a tenant, the right to have small urgent repairs carried out by your landlord within a given timescale. The scheme covers certain repairs up to the value of £350. If the landlord does not carry out the repair within the time limit set the tenant may be entitled to compensation.

For further information, please refer to the leaflet, "Right to Repair" which is available from your housing officer.

GHA responsibilities as your landlord

As your landlord GHA is responsible for providing a responsive and effective emergency and appointment repairs and maintenance service. We will also inspect houses from time to time as required.

We will carry out major repairs contracts known as 'cyclical maintenance', for example to clean roof gutters, maintain lifts, gas and electrical servicing of heating systems.

Before you move into your home GHA will inspect it to make sure it is safe and in good condition.

Annual maintenance checks are made to gas fires and gas central heating systems. We also conduct annual checks to window catches in multi-storey flats. You will be given written notice of these inspections.

Your responsibilities as a tenant

You are required to:

- report repairs to your home and the property in good time
- provide access (when required) to allow annual safety checks to be completed, e.g. gas services to fires/boilers and window catches (in multi-storey flats)
- keep fixtures and fittings in good condition
- arrange for connections of washing machines and cookers
- take responsibility for your house keys
- replace smoke alarm and carbon monoxide detector batteries where appropriate.

How to report a repair

Contact the Repairs Helpline on **FREephone 0800 595 595**. Our 24-hour service handles all repairs enquiries including emergency and non-urgent repairs by appointment.

Gas safety checks

We take our responsibilities very seriously when it comes to the safety of you and your family.

As a landlord, we have a legal obligation to ensure our gas appliances (GHA-installed gas fires or central heating) and flues are maintained in a safe manner. That's why it is necessary that our gas appliances are serviced every 12 months to keep them in good working order and safe for your use. Unsafe systems can be very dangerous with potentially fatal consequences

The contractor which carries out the checks on behalf of GHA should send you a postcard with the date they will be coming to carry out your gas service.

If you can't arrange access on that day, please phone 0800 595 595 as soon as possible. A new appointment will then be arranged at a time and date to suit you within the next ten working days. Remember, by law, tenants must allow access to their homes for the gas safety check to be carried out. The check protects you, your family and your neighbours.

If you need further information on gas safety, please contact your housing officer.

Categories of repairs

Emergency

Emergency repairs will be attended to within four hours where there is a threat to or to prevent damage to:

- the safety of the tenant/factored owner and their household
- neighbours
- the house or adjoining properties

Some examples include:

- insecure front door
- burst water or heating pipe
- no heating
- water penetration
- no cold water supply
- broken windows - where there is a security risk.

These should be completed within 24 hours

Urgent

Where there is significant inconvenience to you as a tenant or factored homeowner but no threat to health or safety, urgent repairs will be attended to within five days.

Routine

Day-to-day repairs which are GHA's responsibility and which do not fall into either of the other categories will be attended to within 15 days.

Rechargeable repairs

We will recharge for repairs where there is willful or negligent damage to the property. We will advise you when a repair is deemed to be rechargeable and provide you with more information.

Other repairs

We will carry out any repairs or improvements that may arise in accordance with our repairs policy as well as carrying out essential checks and related work.

Please visit www.gha.org.uk or contact your housing officer if you would like a copy of GHA's Repairs and Maintenance policy.