

Repairs Standard

We expect our contractors to complete repairs to a high standard. In particular, they should:

- Keep appointment times
- Identify themselves to you and provide proof of identification
- Maintain the health and safety of you and your household while works are underway
- Carry out works to a good standard and within reasonable timescales for the job
- Not smoke, eat or drink within your home without your express permission
- Clean up after themselves
- Ensure you are kept informed when a job cannot be completed on the first visit and liaise with you and SHA to ensure it is done as quickly as possible



Access

Your tenancy agreement states that you must provide access at reasonable times to allow inspections and repairs to be carried out. We try to make convenient arrangements to fit in with your needs and can generally change them with reasonable notice if you let us know.

If you do go out unexpectedly when a contractor is due to call this causes an abortive trip and, ultimately, raises the costs of our repairs service. You may be charged for repeated missed appointments.



Address - 65 Pettigrew Street
Glasgow
G32 7XR

Phone - 0141 763 0511

Repairs - 08082 026 565

Email - repairsteam@shettleston.co.uk

Web - www.shettleston.co.uk



Our Repairs Service



**SHETTLESTON
HOUSING
ASSOCIATION**



Repairs

At the beginning of your tenancy, we will provide you with a home that is wind and watertight and is in a safe and habitable condition. Major items in your home (central heating, windows, kitchens, and bathrooms) will be replaced according to a planned program and we have set aside money to do this in the future. We also carry out a cyclical program of repairs to deal with regular maintenance such as gutter cleaning and close painting. We will let you know about any plans, which will affect you through the newsletters and through writing to you directly.

Reactive repairs are carried out as problems occur. On most occasions we rely on you to tell us if there is a problem in your house although we do carry out regular inspections to pick up repairs in common areas.



Reporting

We try to make reporting a repair as easy as possible. There are several ways you can tell us about a repair. These are:

- Call in at our offices. The reception staff will take the details from you.
- Phone our dedicated repairs line number – 08082 026 565. This takes you straight through to the repairs desk.
- Inform your housing officer or maintenance officer if you happen to see them. They will be happy to take details from you.
- Use our website 'Get in touch' form or email us directly on repairsteam@shettleston.co.uk

Whichever way you choose to contact us, our staff will always:

- Be polite and courteous.
- Take your concerns seriously.
- Suitably prioritise your repair and give you a timescale when your repair will be completed.

Timescales

Emergency – 4 Hours

These are things which could cause danger to health, residents' safety, or serious damage to the property. These should be reported to the office during working hours but can be reported to the out-of-hours service when the office is closed. – **08082 026 565**

Contractors carrying out an emergency call out will normally have instructions to **make safe only**. This enables full and proper repairs to be undertaken during normal working hours.

Urgent – 3 Working Days

This applies to any repair that needs to be completed quickly but is not an immediate risk to health or the safety of the property. Examples include:

- Partial loss of electricity
- Leaking roof
- Loss of hot water or heating in the summer

Routine – 10 Working Days

These are less urgent repairs that can wait a short time before being dealt with and include minor problems with toilets, baths, sinks, doors, or windows sticking, plaster repairs, brickwork, and other non-urgent internal and external repairs.

