

Reporting a repair

Date of Report	
Tenants Name	
Address - include a room number if applicable	
Phone Number and / or on call staff 24-hour contact number if applicable.	
E-mail address	
Access day for the repair to be completed	
Are there any factors that contractors should know about before the visit eg. Tenants specific support needs	
Name of staff member reporting the issue (if applicable)	
Has this information been updated on AIMS (if applicable)	Yes / No
Please state whether the repair is in the: <ul style="list-style-type: none"> <input type="checkbox"/> Tenants Flat <input type="checkbox"/> Tenants Room <input type="checkbox"/> Communal Area <input type="checkbox"/> External Area 	For communal/external area please state exactly where:
Is the repair: <ul style="list-style-type: none"> <input type="checkbox"/> General Wear and tear <input type="checkbox"/> Something no longer working <input type="checkbox"/> Water leak <input type="checkbox"/> Other <input type="checkbox"/> Tenant Damage/Responsibility - please see list on Page 2 	
Please provide as much detail as possible of the issue. This is so that we can ask the correct contractor /tradesperson to attend. Please send us pictures of the issue so we can decide on the best course of action.	
Please e-mail this to: Customer.services@arkha.org.uk	
An Acknowledgement will be e-mailed. Any follow up queries should be sent to this e-mail address or made to 0131 478 8143	

List of items which tenants are responsible for:

Tenants are responsible for all Minor Repairs, and all repairs that are not caused by fair wear and tear. Their Tenancy Agreement gives more details but they are responsible for the following repairs:

- All damage caused either wilfully, accidentally or negligently by you or visitors to your home or garden
- Blocked Waste Pipes or Drains within the home
- Blocked Sinks and Toilets
- Replacing/fitting Tap Washers (Dripping Taps)
- Replacement Plug, Chains and Pull Cords
- Damage caused by leaks from tenants Washing Machines and Dishwashers
- Repair/replacement Toilet Seats
- Plugs and chains for baths and basins
- Internal Door Handles (including Drawer Handles)
- Window Handles
- Replacing Carbon Monoxide and Smoke Alarm Batteries
- Replacement internal Light Bulbs and Tubes
- Resetting Tripped Electrics, if caused by a tenants electrical appliance
- Electric Plugs and Fuses
- Internal TV Aerials
- Internal Decoration
- Pest and Rodent Problems
- Replacement/Additional Keys
- Forced Entry/Door Repairs as a consequence of being locked out/loss of keys/Police Forced Entry
- Whirly Gigs and Washing Line Poles, Pulleys, Whirly Gig Ropes and Clothes Lines

Ark Housing Association can arrange for a contractor to carry out any of the above repairs, however, you will be invoiced for the costs incurred. PLEASE NOTE: This may work out to be more expensive than if you arrange your own contractor to do the work.