

Repairs and Maintenance

Ark Housing Association are responsible; as Landlords; for all repairs to the structure and exterior of its properties, including (where applicable):

Structure and Exterior

- Drains, Gutters and External Pipes (this does not include the clearance of blockages caused by tenant negligence);
- The Roof, Outside Walls, Outside Doors, Windowsills, Window Catches, Sash Cords and Window Frames, including External Painting and Decoration;
- Internal Walls, Floors and Ceilings, Doors, Door Frames, and Internal Staircases and Landings (but not including Painting and Decoration);
- Chimneys, Chimney Stacks and Flues (but not including sweeping);
- Pathways, Steps or other means of access;
- Plasterwork;
- Integral Garages and Stores;
- Boundary Walls and Fences;
- Making good damage caused by Acts of Vandalism/Criminal Activity provided they have been notified to the Police within 24 hours of occurring, or as soon as is reasonably practicable, by the Tenant or by someone acting on the Tenant's behalf.

Installations

We will maintain and keep in proper working order any installations Ark have provided for Space Heating, Water Heating and Sanitation and for the Supply of Water, Gas and Electricity including:

- Basins, Sinks, Baths, Toilets, Flushing Systems and Waste Pipes, Showers, Water Tanks;
- Electric Wiring, Fireplaces, Fitted Fires and Central Heating Installations, Door Entry Systems, Communal TV Aerials and Extractor Fans;
- Ark owned Cookers, Dryers, Freezers, Fridges and Washing Machines.

Where there is a requirement to report a repair to Ark Housing Association, the appropriate numbers are detailed on the attached Information Sheet.

Repairs – Tenants Responsibility

Tenants are responsible for all Minor Repairs, and all repairs that are not caused by fair wear and tear.

The Tenancy Agreement gives more details but tenants are responsible for the following repairs:

- All damage caused either wilfully, accidentally or negligently by tenants 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;
- Internal Door Handles;
- Window Handles;
- Replacing Carbon Monoxide and Smoke Alarm Batteries;
- Replacement internal Light Bulbs, Tubes and Starter Switches;
- Tripping Electrics if caused by a tenants electrical appliance;
- Electric Plugs and Fuses;
- Internal TV Aerials;
- Internal Decoration;
- Pest Problems;
- Replacement/Additional Keys;
- Forced Entry/Door Repairs as a consequence of a tenant being locked out/loss of keys/Police Forced Entry;
- Pulley and Whirly Gig Ropes and Clothes Lines;
- Whirly Gigs and Washing Line Poles.

Ark Housing Association can arrange for a contractor to carry out any of the above repairs, however, tenants will be invoiced for the costs incurred.

Reporting a Repair

Reporting a Repair during normal Office Hours:

Monday to Thursday: 8am to 4:30pm
Fridays: 8am to 3:30pm

Please telephone our Office on: **0131 478 8143 or 0131 478 8182.**

When reporting a repair you should give as much detail as possible in order that the work required can be properly assessed. You will be informed of the length of time in which your repairs should be completed and the name of the Contractor who will attend. You should also give a contact telephone number, to enable the Contractor to contact you to arrange access.

To confirm your reported repair has been processed ARK will post you a Maintenance Works Order Acknowledgement form which will provide details of: the Contractor, the Fault Reported, and the Target Date for the Contractor to attend; as well as giving you the opportunity to provide feedback upon our performance in dealing with the repair.

All Gas Central Heating problems should be reported direct to the appropriate contractor for your area detailed at the bottom of the page.

Reporting an Emergency Repair at Night, Weekends and Holidays:

All **Emergency Repairs** required outside normal Office Hours should be reported by telephoning:

Area	Emergency Contractor
Buckie and Forres	Delta Electrical: 07880 540 197
Macduff	No. 1 Building Services: 07500 585 707
Aberdeen, Fraserburgh, Inverurie, Peterhead and Portlethen	1 Call Property Maintenance: 01224 638 888
Arbroath, Blairgowrie, Forfar and Perth	Tayview Property Maintenance: 01382 456 277
St Andrews	PMEP Partnerships Ltd: 08459 303 031 R. B. Grant Electrical Contractors: 01334 850 382 James Aird & Sons Plumbing: 01333 450 831
All Other Areas	Alder Joinery Ltd: 0131 665 7788 Or PMEP Partnerships Ltd: 08459 303 031

Please only use these numbers only if you have a Genuine Emergency.

For ALL Gas Central Heating Repairs, please contact

Heatcare (01343 842 042): Aberdeen, Aberdeenshire, Angus and Moray

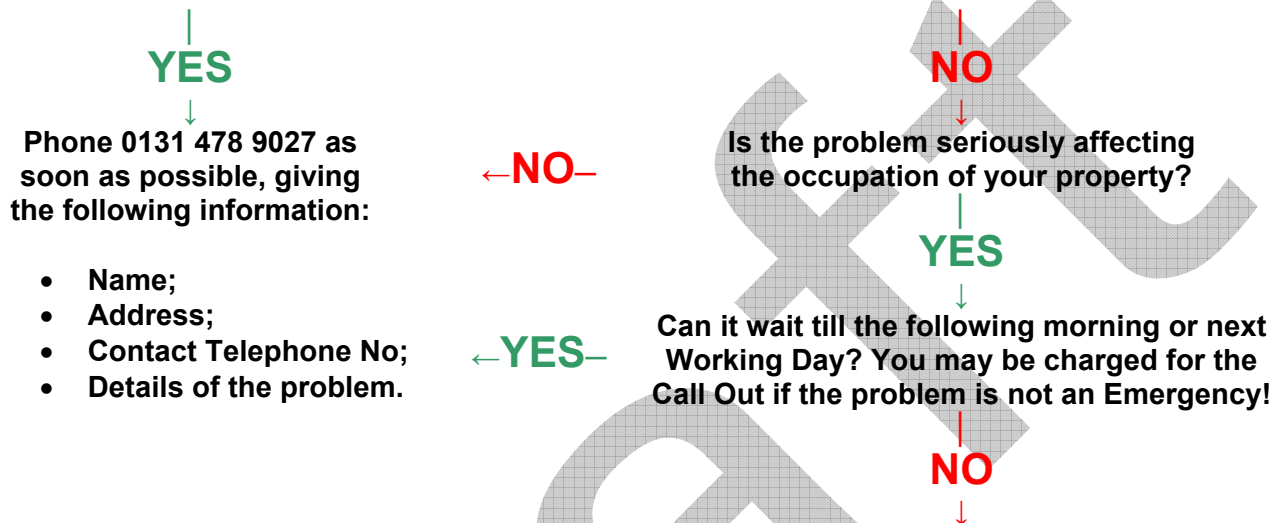
HF Electrical (0131 337 4011): The Borders, City of Edinburgh, Clackmannanshire, Fife, Midlothian, Perth and Kinross, and West Lothian

For Gas Escapes phone Transco on 0800 111999

Information Sheet – Emergency Repairs

You should use this guide to determine what action you should take.

Can you contact Ark Housing Association to report the problem?



Contact the appropriate Contractor for your area listed overleaf.

N.B. You may be charged for call out services if you use a contractor not listed or if the problem is not an emergency.

Emergency Repairs are only those which seriously affect the occupation of you property, by posing a danger to health and property or by making your home insecure.

These include:

- **Water coming in and affecting electrical equipment;**
- **Complete blockage of a soil or waste pipe;**
- **Dangerous structural condition, e.g. falling masonry;**
- **Total lack of water and/or heating;**
- **Total loss of light/power to house;**
- **Total loss of security due to broken windows or damaged doors.**