

Landlords Maintenance Responsibilities

As Landlords we are responsible for all repairs to the structure and exterior of your home, 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;
- Carrying out Annual Gas Servicing and other Safety Checks.

When requesting an appointment please ensure:

- You arrange the appointment at a time when it is convenient for you to be in the house;
- You always give a contact number in case we need to reschedule the work;
- You inform us of any disability or impairment that may affect our ability to gain access to the property so that we can act accordingly;
- Once you have arranged an appointment time for your repair, there are a number of things you should do to make sure we can carry out our job as quickly, effectively and safely as possible in order to minimise inconvenience to you:
 - Make sure there is a responsible adult present to allow our contractor access to the repair. If a responsible adult over 16 is not in when we call we will cancel the appointment.
 - Clear the area around the repair before our contractor arrives to carry out the work. This may include uplifting carpets, laminate flooring, clearing work surfaces, emptying cupboards, taking down curtains or moving furniture away from the area.
 - For health and safety reasons, keep pets and young children away from the area of the repair work whilst work is in progress.

Restriction to Repairs

ARK may not instruct repairs if you, your family, or visitors present a current risk of violent or abusive behaviour towards ARK Staff or our Contractors.

Tenants Maintenance Responsibilities

Please look after your home. You are responsible for all Minor Repairs, and all repairs that are not caused by fair wear and tear.

Your Tenancy Agreement gives more details but you 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, Tubes and Starter Switches;
- Resetting Tripped 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 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.

As a tenant you should also:

- Report criminal damage or vandalism to the police and get an incident number;
- Take action to prevent further damage once a fault has been identified;
- Take action to avoid condensation (ventilate your home sufficiently, not blocking air vents and opening windows as necessary);
- Get written permission before making alterations to your home;
- Allow us access to your home to carry out safety checks required by law;
- Repair any damage that you, your family or any visitors have caused, other than through fair wear and tear. If the repairs service puts right this damage you will be responsible for paying a recharge cost.

You can use this list to help you decide if you are responsible for a particular repair. Once you have been through this list and are **certain** that the repair is not one you are responsible for, you can request a repair by phoning the appropriate number on the attached Reporting a Repair Information Sheet. If you are in Supported Housing, your Support Worker can help you to arrange repairs.

Gas Central Heating

Gas Safety Checks

By law, the ARK Housing Association is responsible for carrying out Annual Gas Services and other Safety Checks.

This is a legal requirement; therefore you must allow us reasonable access to your home so that we can carry out these essential checks.

If you don't, we may have to arrange for a forced entry and you will have to pay any costs, such as repairs to the door.

If you install a gas heater or gas water-heating appliance with written permission, we will maintain and service it. Gas appliances will become the property of ARK Housing Association at the end of your tenancy. If you wish to take such appliances with you at the end of your tenancy, a suitable, fit for purpose heating appliance must be left in its place and properly installed.

Gas Safety Tips

What should you do if you smell Gas?

If you believe you can smell gas:

- **Turn the gas supply off immediately at the meter com.**
- **Extinguish all sources of ignition.**
- **Do NOT smoke.**
- **Do NOT operate electrical light or power switches.**
- **If necessary, ventilate the building by opening windows and doors.**
- **Ensure access to the premises can be made.**
- **Report the gas escape to Transco on **0800 111 999**.**

Cold Weather Precautions

If you intend going away for any period of time, please leave your heating on the minimum setting to prevent pipes from freezing. Remember that each of your radiators have thermostatic radiator valves which will allow you to turn the settings down on each of the radiators in your home. The valves are marked with a * symbol. This denotes the minimum setting.

If your pipes do freeze find out where they are frozen by turning on the kitchen tap first and if no water comes out then the pipe is frozen between the stop cock and the sink. If water flows from the kitchen taps then try the taps in the toilet and or bathroom. If your pipes do burst turn off the stop cock and turn the kitchen or bathroom taps on. This allows some water to drain down the plughole rather than onto your flooring.

Gas Central Heating - Common Faults

Below are some general guidelines on what you should do if you discover a fault with gas systems or appliances.

Gas Leak/Smell of Gas

- Switch off gas at the gas meter.
- Put out cigarettes. Do not use matches or naked flames.
- Do not operate electrical switches or door bells.
- Open all doors and windows and keep them open until the escape is stopped.
- Check to see if a gas tap has been left on accidentally or if a pilot light has gone out.
- Phone Transco on **0800 111 999** and report the escape.

No Gas, High or low pressure, Fire or Explosion:

Call TRANSCO immediately on 0800 111 999

No heating or hot water:

- Check the pilot light has not gone out
- Check the timer is set correctly
- Check the isolation switch
- Check there is Credit in the Meter (Pre-payment Meters)

Pilot light has gone out - Press the reset button on the boiler.

Radiators are not very hot - Check the timer is set correctly.

Other - Call the Gas Contractor direct on the number detailed on attached Reporting a Repair Information Sheet.

Electricity - Common Faults

If you have no electricity to all or part of your property the first thing you should do is check the trip switch.

Trip Switches

The trip switch/fuse box is next to your electricity meter. If any of the switches are down, unplug the appliance or switch off the light, and push them to the up position. (The main switch may need to be turned off then on again to reset the system).

Switch on the light or appliance, if this trips the switch the fault may be caused by the light bulb so check for and replace any fused bulbs. If the switch is tripped when you plug in an appliance do not use it and get a qualified electrician to check it.

If you cannot identify, or are unsure of the cause of the fault, call ARK Housing on **0131 447 9027**

No electricity (power points and lights) at all

- **Card Meter.** The power will be cut off if you do not have enough credit on your card meter; you will need to get more credit to reinstate the supply.
- **Are your Neighbours affected** (you could also check the stair-well or communal areas)?
 - **Yes** – Call Scottish Power on 0845 272 7999
 - **No** – It is likely that the fault starts from inside your home, by phoning the appropriate number on the attached Reporting a Repair Information Sheet and stating that you have no electricity at all. An Emergency Electrician will come and investigate the problem further.

No electricity (power points or lights) to part of the property

Is it the electrical supply or the appliance?

- **Electrical Supply:** If lighting is affected in a part of your home, or if no appliance will work in the affected socket, call the appropriate number on the attached Reporting a Repair Information Sheet stating that you have a partial loss of electricity. Arrangements will be made for an Electrician to call.
- **Appliance:** If only one appliance is not working, it may be faulty. If other appliances work in the same socket, you should get the appliance checked by a qualified electrician.

Plumbing - Common Faults

If you get a Burst Pipe

- Turn off the water at the stop valve.
- Switch off the electricity at the mains.
- Switch off any water heaters.
- Switch off the central heating system.
- Open all taps to sinks and baths.
- If possible collect water in the bath for flushing the toilet and for washing.
- Call the appropriate emergency number for your area.
- Warn any neighbours who might suffer damage.

Stopcock

- This is a tap that controls water flowing from the mains into your home. If you have a leak you should turn the water off at the stopcock to prevent any more water leaking.
- A leak may not stop immediately because water is still flowing from the header tank or the hot water tank; you should turn on other taps to drain down the tank. Check immersion heater is switched off before the hot water tank is drained down. In the case of gas heating switch off the water heater.
- Stopcocks are often located in the hallway or under the kitchen sink; there is sometimes more than one stopcock to allow you to turn water off to part of the property.

Frozen Pipes

- If the temperature inside a property drops below freezing, water may freeze inside the pipes. When the ice thaws out it may cause pipes to burst.
- To prevent frozen pipes always ensure that you turn the water off at the mains or leave central heating on if the property is going to be unattended for long periods of time during the winter months.

If your Pipes Freeze

- Turn off the water at the stop valve
- Open all taps to sinks and baths
- If possible collect water in the bath for flushing the toilet and for washing
- Call the appropriate emergency number for your area.

No Water

- Check the stopcock and then check to see if your neighbours have water. If they don't there may be a burst mains, contact Scottish Water on 0845 600 8855 to report it, otherwise call the appropriate number on the attached Reporting a Repair Information Sheet. Contact us and we will arrange an appointment to repair it.

Taps won't turn off

- Contact us and we will arrange for a Plumber to attend
- If the water is running very quickly (full bore) you may need to turn the water off at the stopcock. (Sometimes there is a separate stopcock for the kitchen sink, this is usually under the sink) You will be able to turn the stopcock on if you need water in the meantime.

Water Discoloured

If your water is a different colour to normal, there may be a problem with the water supply. You should contact **Scottish Water on 0845 600 8855** for further advice.

Blocked Toilet

As a responsible tenant you should ensure that your toilet does not become blocked due to foreign objects being flushed down it. Common examples are:

- Children's toys Nappies
- Entire toilet rolls
- Kitchen roll
- Paper
- Plastic toilet fresheners
- Nappies

If a foreign object causes a blockage, the cost of the repair will be recharged to you. If an object accidentally falls into the toilet bowl, you should always remove it by lifting it out; NEVER try to flush it away.

Blocked Shower Head

It is your responsibility to clean the shower head.

Blocked Sink or Bath

Using a plunger, sink un-blocking agent or sodium bicarbonate can often clear blocked sinks or baths quickly and easily. Some blockages will also clear by themselves if they are left for a few hours.

Toilet won't flush

If this is your only toilet, we will fix the fault by the end of the next working day. In the meantime toilets can be flushed manually by pouring a bucket of water down it after each use.

Water from above

If you are on the top floor, a leaking roof could cause this, we will arrange for a temporary roofing repair. Please be aware that we cannot go onto a roof during high winds or when it is raining for health and safety reasons.

If there is another flat above you, please try speaking to the occupier and get them to turn off their water. If they are not in, check the flats on both sides and the floor above, as sometimes the leak can travel some distance before it becomes noticeable.

Where the property is privately owned, we cannot break into an empty property to repair a leak without first going through a legal process. This may take some time.

Other - Common Faults

Lost keys

If you lose your keys or get locked out you will be charged for any costs to do with gaining access to your property. This will include:

- A call out fee
- Cost of replacing all locks
- Cost of repairing any damage to the door
- Cost of repairing any damage to the door frame
- An administration charge

We must attend other emergency repairs before attending to anyone who is locked out, this means you could wait up to six hours before we are able to gain access to your property.

To avoid this we strongly recommend that you leave a spare set of keys with family, friends or neighbours.

Dampness

Condensation dampness is caused by droplets of moisture in the air, often causing a black mould to grow on walls. This mould growth can be prevented by reducing the amount of moisture in your home by:

- Drying laundry outside
- Covering pans when cooking
- Leaving air vents open and unblocked
- Using extractor fans in kitchens and bathrooms every time they are in use
- Making sure all rooms are aired every day
- Opening windows as often as possible
- Heating all rooms sufficiently

Reporting a Repair

Reporting a Repair during normal Office Hours:

Monday to Thursday: 8:30am to 4:30pm
Fridays: 8:30am to 4:00pm

Please telephone **0131 478 8143**.

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 Heatcare Oil and Gas Ltd. on the number detailed at the bottom of this 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
Aberdeen, Buckie, Forres, Fraserburgh, Inverurie, Macduff, Peterhead and Portlethen	1 Call Property Maintenance: 01224 638 888
Arbroath, Blairgowrie, Forfar and Perth, Clackmannanshire, Falkirk, Fife, Lothian's, Scottish Borders	All in 1 Property Maintenance 07756 147 365 or 07810 883 676

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

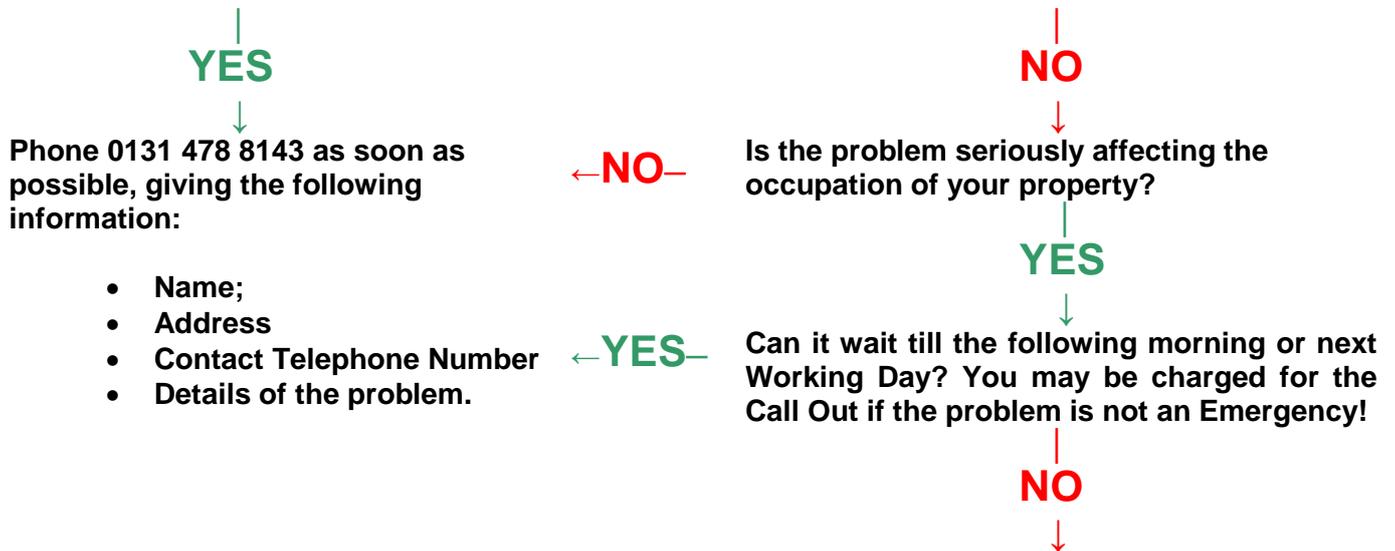
**For ALL Gas Central Heating Repairs, please contact
Heatcare on 01343 842 042**

For Gas Escapes phone Transco on 0800 111999

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 on page 9.

Please note that 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 the soil or waste pipe;
- Dangerous structural condition, e.g. falling masonry;
- Total lack of water and/or heating throughout the home;
- Total loss of light/power to the home;
- Total loss of security due to broken windows or damaged doors.