


## REPAIR GUIDELINES FOR TENANTS

As your landlord, Langstane Housing Association will carry out certain repairs to your home. These repair guidelines are in place to make sure we help you with your repair in the best way.

**OUR STAFF WILL CONFIRM REPAIR RESPONSIBILITIES AND TIMESCALES WITH YOU WHEN YOU CONTACT US.**

Emergency Repairs	Urgent Repairs	Routine Repairs	Tenants' Responsibilities
<p>If a fault is an immediate risk to a tenant or third party or affects the structure of the building it is an emergency repair</p> <p><b>Response to Emergency Repairs will be made within 6 hours</b></p> <ul style="list-style-type: none"> <li>• Immediate Gas Leak</li> <li>• Hot Water/heating lost during the period 31 October to 1 May</li> <li>• Total loss of water</li> <li>• Burst water main</li> <li>• Severe storm damage</li> <li>• Total loss of electricity</li> <li>• Unsafe electrical fittings</li> <li>• Breaches of security to outside doors and windows</li> <li>• Total loss of gas supply</li> <li>• Blocked flue</li> <li>• Blocked main drains, soil pipe or sole toilet</li> <li>• Fire damage affecting structure</li> <li>• Offensive or racist graffiti</li> </ul>	<p>If a fault is a health, safety or security risk to a tenant or third party it is an urgent repair.</p> <p><b>Response to Urgent repairs will be made in 3 days</b></p> <ul style="list-style-type: none"> <li>• Blocked drains, sinks, basins, baths and toilets</li> <li>• Heating faults or breakdown during the period 31 October to 1 May</li> <li>• Minor electrical faults</li> <li>• Roof leaks</li> <li>• Blocked gutters</li> <li>• Breaches of security to internal doors and windows</li> <li>• Failure of entry phone</li> <li>• Repair to empty properties</li> <li>• Graffiti</li> <li>• Defective flooring if dangerous</li> <li>• Damage to stair treads, hand rails or banisters</li> </ul>	<p>If the fault does not cause serious discomfort, inconvenience or nuisance to the tenant or a third party it is a routine repair.</p> <p><b>Response to Routine repairs will be made within 15 working days</b></p> <ul style="list-style-type: none"> <li>• General joinery repairs</li> <li>• Repairs to doors, windows and floors</li> <li>• Repairs to external walls, fences and paths</li> <li>• Repairs to walls, brickwork and slates or tiles</li> <li>• Repairs or cleaning of gutters and downpipes</li> <li>• Repairs to plaster work</li> <li>• Dripping or leaking taps or shower units</li> <li>• Other minor plumbing repairs</li> <li>• Repairs to internal tiling</li> <li>• Adjusting doors and windows</li> <li>• Faulty extractor fan</li> <li>• Defective flooring</li> <li>• Faulty communal TV aerial</li> <li>• Other minor day to day repairs or replacements</li> </ul>	<p>Our tenants are expected to maintain their home and carry out minor repairs</p> <ul style="list-style-type: none"> <li>• Taking out contents insurance for your belongings</li> <li>• Decorating following a leak, including damage through negligence</li> <li>• Small repairs such as replacing toilet seats and light bulbs</li> <li>• Repairing something that you or someone in your home has damaged</li> </ul> <div style="text-align: center;">  <p><b>Call us on</b></p> <p><b>Aberdeen Office: 01224 423000</b></p> <p><b>Elgin Office: 01224 423000</b></p> <p><b>Or visit</b></p> <p><b><a href="http://www.langstane-ha.co.uk">www.langstane-ha.co.uk</a></b></p> <p><b>to report a repair</b></p> </div>