

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
time scales with you
when you contact us.



Langstane Housing Association
680 King Street, Aberdeen, AB24 1SL
01224 423000 
Email: info@langstane-ha.co.uk
www.langstane-ha.co.uk




Langstane Housing Association
7 North Guildry Street, Elgin, IV30 1JR
01224 423000 

Association's Out-of-Hours

Emergency Repair Cover:

Please contact **Heatcare Oil & Gas**

01343 842 042 (Aberdeen, Aberdeenshire &
Moray) 

If you require this leaflet in an alternative format
please contact us and we will do our best to help.

The Association is committed to promoting equality and
diversity across all areas of its work and discrimination
or harassment of any kind is not tolerated.

FCA Registered Society No 1916R(S)
Registered with The Scottish Housing Regulator No. HEP 145 AL
Registered Scottish Charity SC 011754
Property Factor Registered Number: PF 000666
A member of the Scottish Federation of Housing Associations



Repairs To Your Home

Your home matters

Right to Repair	Repair Time
You have a right to have these repairs completed within set times and can be awarded compensation if we do not complete it on time	
Loss or part loss of home or water heating if you have no other way of heating your home or water	1 Day
Total loss of water supply	1 Day
Significant leaking or flooding from a water or heating pipe, tank or cistern	1 Day
Total loss of electric power	1 Day
Unsafe power or lighting sockets or electrical fittings	1 Day
External windows, doors or locks which are not secure	1 Day
Loss or part loss of gas supply	1 Day
A blocked flue to an open fire or boiler	1 Day
A toilet that won't flush (if there is no other toilet in the property)	1 Day
Blocked or leaking foul drains, soil stacks or toilet pans (if there is no other toilet in the property)	1 Day
Blocked sink, bath or basin	1 Day
Unsafe access to a path or step	1 Day
Unsafe rotten timber flooring or stair treads	3 Days
Loose or detached bannisters or handrails	3 Days
Part loss of water supply	3 Days
Part loss of electric power	3 Days
A broken mechanical extractor fan in a kitchen or bathroom that has no external window or door	7 Days
We will extend the repair time if you ask for an alternative appointment. If you do not give us access to carry out an inspection or to do the repair and we have given you reasonable opportunity to do so, then the repair no longer qualifies.	

Emergency Repairs

- If a fault is an immediate risk or affects the structure of the building it is an emergency repair
- **We will make emergency repairs safe within 6 hours**
- Immediate Gas Leak call the Gas Board —number **0800 111 999**
- Burst water main call the water board — water board number **0845 600 8855**
- Severe storm damage
- Breaches of security to outside doors and windows
- Fire damage affecting structure
- Offensive or racist graffiti

Urgent Repairs

- If a fault is a health, safety or security risk it is an urgent repair
- **We will respond to urgent repairs within 3 days**
- Heating faults or breakdown during the period 31 October to 1 May
- Roof leaks
- Blocked gutters
- Breaches of security to internal doors and windows
- Failure to entry phone
- Repairs to empty properties
- Graffiti

Routine Repairs

- If the fault does not cause serious discomfort, inconvenience or nuisance it is a routine repair
- **We will respond to routine repairs within 15 working days**
- General joinery repairs
- Repairs to doors, windows and floors
- Repairs to external walls and fences
- Repairs to walls, brickwork and slates or tiles
- Repairs or cleaning of gutters and down pipes
- Repairs to plaster work
- Dripping or leaking taps or shower units
- Other minor plumbing repairs
- Repairs to internal tiling
- Adjusting doors and windows
- Defective flooring
- Faulty communal TV aerial
- Other minor day to day repairs or replacements

Your Responsibilities

- **You are expected to maintain your home and carry out minor repairs**
- Taking out contents insurance for your belongings
- Decorating following a leak, including damage through negligence
- Small repairs such as replacing toilet seats and light bulbs
- Repairing something that you or someone in your home has damaged