



Repairs

The best way to report a repair is to call us on 0131 654 2733. You can use this service even when we're closed. During office hours you can also email or report a repair at the office.

We are responsible for most repairs to your home however you are responsible for the following:

- Pest control
- Door locks (including if your keys are lost or stolen)
- Floor coverings (you must remove to allow us to carry out repairs)
- Garages where you only rent the plot
- Garden sheds
- Greenhouses
- Internal decoration
- Light bulbs
- The connections for white goods such as washing machines and cookers
- Pigeon Lofts (please note that pigeon lofts are not allowed in communal areas)
- Upkeep of driveways

As a general rule you are also responsible for repairs where the damage is your own fault.

Emergency repairs

An emergency repair is any fault which threatens harm to people or property. We consider the following to be emergencies:

- Burst pipes, leaks or other water escapes
- Loss of water supply. Before contacting us, please check with Scottish Water (0800 0778 778) to ensure that works are not being carried out in the area
- Gas escape. If you smell gas you should immediately call Scottish Gas Network on 0800 111 999 who will make it safe
- Faulty smoke or carbon monoxide detector
- Complete power failure or electrical hazard. In the event of a complete power failure please first contact Scottish Power (on the new free 105 number) to find out if it is part of a wider problem in your area
- Insecure or broken doors or windows. If the damage is caused as a result of a crime please notify the local police on the same day. They will give you a crime number, which we will need for our records
- Blocked toilet or drain

We aim to make all emergency repairs safe within two hours.

Please remember only genuine emergencies will be dealt with out-of-hours. When reporting what you consider to be an emergency, please explain the problem fully and honestly.

We will always respond to genuine emergencies as quickly as possible but if an emergency job turns out not to be a genuine emergency, you will have to pay for the call-out.



Electrical problems

If you switch on a light or plug in an appliance and the power fails, first check the trip switches at the consumer unit. This box is usually found next to the electricity meter. If one of the switches is OFF, unplug the appliance, or switch off the light and then reset the trip switch. If this doesn't resolve the problem or if the consumer unit will not reset, contact Property Services 0131 654 2733 (option 5).

Burst pipes

If you go away in the winter for longer than a week, to avoid burst pipes you should:

- switch off your heating
- turn off the water at the stop valve and
- drain off both hot and cold water systems

When you return:

- turn on all your taps and then
- turn on your stop valve

When the water starts to run, turn off taps and then turn your heating back on.

If you are not sure how to do this, or don't know where to find your stop valve, contact Property Services who will do this free of charge.

Home contents insurance

In order to protect your possessions in the event of fire, flooding or theft, we recommend all tenants take out home contents insurance.

If you live in a flat then a problem might happen that's not even in your own home. Flooding in flats above can often cause damage to homes below. We'll fix walls, plaster and wiring but we can't replace carpets, furniture or personal belongings. That's why you need to have home contents insurance.

You choose which insurance company you want to use. For information, the SFHA Diamond scheme has been designed especially for tenants and is delivered at a fair price.

If you would like an application form you can contact your housing officer on 0131 654 2733 (option 4) or call the SFHA Diamond Insurance Hotline on 0845 671 8172 or by e-mailing sfhadiamond@jltgroup.com.

Your Right to Repair

The Right to Repair scheme provides tenants with a legal right to have small urgent repairs carried out within set timescales. The scheme covers a range of repairs where, if we have not completed the work within the set timescale, you may be entitled to compensation.



When you report a repair we will tell you if it is covered by the Right to Repair scheme and when the job will be completed.

If the repair is still not completed, please let us know and we will investigate and try to resolve any issues.

The scheme also gives you the right to arrange for another contractor to carry out the work. We will provide you with details of alternative contractors.

A job will not qualify under the scheme when:

- you do not provide access for the repair to be carried out
- specialist parts or materials have to be ordered
- there has been severe weather, such as storms or extreme frost

Repairs you have to pay for

If you ask us to, we may carry out repairs to items which are your responsibility at a fixed cost, agreed with you in advance.

Once we have received confirmation from the contractor that the work has been carried out, we will send an invoice which must be paid within 14 days. If you do not pay, we will not carry out any further rechargeable repairs for you until the bill has been paid or a suitable payment arrangement agreed. We may also use debt collectors to recover the money you owe.

Rechargeable repairs

We will charge you for the cost of any repairs resulting from accidents, neglect or misuse caused by you, your household or any visitors to your home.

Alterations and improvements

You may want to improve or change your home. You can decorate without asking us. If you lay laminate, you are responsible for lifting it in order for us to carry out repairs or improvements. For any other changes you must get our permission before you start. We will try to give you an answer quickly. We will also make sure that your plans meet any building or planning regulations. Complete the form on our website or contact us and we'll post one out to you.

Compensation can sometimes be paid to you if you end your tenancy and you are leaving a property which you have made a major improvement to (with our permission).

Equipment and adaptations

If you or someone you live with is older, disabled, has a long term health condition or is less able to cope, then we may be able to help with specialist equipment or changes to your home. These improvements might include a wheelchair ramp, a walk-in shower or a handrail and are subject to money we get from the Scottish Government.

Planned maintenance

At times we carry out major improvements to homes, for example fitting a new kitchen, bathroom or heating system. We can let you know when the next major upgrade to your home is due.

Generally we expect to renew:

- Kitchens every 15 years
- Heating systems every 20 years
- Bathrooms every 25 years

Annual gas servicing

We must, by law, service gas central heating systems every year in order to keep you and your neighbours safe. It is extremely important that you let us into your home to carry out this work. Our gas contractor will give you advance notice of the service date and you must contact them if this date is unsuitable. If you don't we will force entry to gain access and charge you for the joiner's time.

BEWARE! UNSERVICED APPLIANCES CAN BE EXTREMELY DANGEROUS!

Please work with us to ensure your safety

On the day your heating is serviced the contractor will give you a copy of the certificate.

We will stop the gas supply to a gas heating system if:

- You prefer to use another form of heating and are not using the gas
- You do not allow us access to carry out the annual service
- You don't have enough credit in your prepayment meter to allow us to carry out an annual service

We will reinstate the gas supply, and carry out the service, once you let us know that you have resolved the issue.

Smoke detectors

A battery or mains-operated smoke detector is fitted in every Melville home. The detector has been checked and a new battery has been fitted (where applicable). You should test the alarm when you move in and then every week. To do this press the test button until the alarm sounds and then release.

If the alarm doesn't work you should change the battery (where battery operated) and re-test. Please contact us if the alarm still does not work, or if you have a mains-operated detector.

When decorating you should not paint the casing of your detector as this will affect its performance.

Carbon monoxide detectors

Carbon monoxide detectors are fitted in all Melville properties with gas or solid fuel heating systems.

The detector goes off when there are dangerous levels of carbon monoxide level in the air. Carbon monoxide could come from any gas or solid fuel appliance in your home. If the alarm sounds, you should phone the Scottish Gas Network immediately on 0800 111 999.

You should also test your carbon monoxide detector weekly as you would your smoke detector.

Gas fires

If you have a gas fire, you should not paint it or its casings as this could be harmful. If you end your tenancy you must leave the gas fire in the same condition as when you moved in. If you've painted the fire then you will need to replace it when moving out.