Communities Housing Trust

Creating Sustainable Futures

REPAIRS & MAINTENANCE

INFORMATION FOR TENANTS

Communities Housing Trust
Moray House, 16-18 Bank Street, Inverness, IV1 1QY
Office Hours: Mon-Thurs 9am- 5pm
01463 233 549
www.chtrust.co.uk
housing@chtrust.co.uk
@CHTScotland

SAL SCOTTISH ASSOCIATION OF LANDLORDS MEMBER AGENT

The Property Ombudsman

FACTSHEET

Repairs & Maintenance

The Repairing Standard

As a private landlord, CHT must ensure our properties meet the Scottish Government Repairing Standard which states:

- **The property must be wind and water tight and in all other respects reasonably fit for people to live in**
- **The structure and exterior (including drains, gutters and external pipes) must be in a reasonable state of repair and in proper working order**
- **Installations for supplying water, gas and electricity and for sanitation, space heating and heating water must be in a reasonable state of repair and in proper working order; Any fixtures, fittings and appliances that the landlord provides under the tenancy must be in a reasonable state of repair and in proper working order**
- **Any furnishings that the landlord provides under the tenancy must be capable of being used safely for the purpose for which they are designed**
- **The property must meet the tolerable standard**

From 1 March 2024 the following standards must also be met

- **Above is amended to require water pipes to be free of lead, electrical installations to be protected by a residual current device (RCD), properties to have a fixed space heating system and installations for fuels other than gas and electricity to be in a reasonable state of repair and in proper working order**
- **Any common parts pertaining to the property must be able to be accessed and used safely**
- **The property must have satisfactory provision for, and safe access to, a food storage area and food preparation space • where the property is in a tenement, common doors must be secure and fitted with satisfactory emergency exit locks**

! If you have concerns about our property not meeting this standard, you have the right to apply to the First Tier Tribunal for Scotland: 0141 302 5900

www.housingandpropertychamber.scot

Reporting repairs

Repairs should be reported to CHT promptly by contacting the office Mon - Thurs, 9am - 5pm using housing@chtrust.co.uk or on 01463 233 549. Tenants must allow access for repairs, maintenance and valuations. CHT will give a minimum of 48 hours notice for routine R&M except where urgent access is required. CHT will only access the property without permission, in an emergency.

OUT OF HOURS

Hanover Commercial manage emergency repairs only on behalf of CHT on Fridays , during evenings, weekends and holidays.

HANOVER COMMERCIAL 0345 600 1463

Please read on for further information on Hanover

Useful numbers for emergencies

British Gas	0800 048 0202
BT	0800 800 150
Scottish Water	0800 0778 778
Scottish Hydro Gas	0800 111 999
Electric	0800 300 999

In case of emergency

Call the fire brigade immediately if there is a fire/risk of fire. Notify CHT of any fire damage to the property

You must report to the police any criminal damage to the property and notify us, providing the Police Incident Number

Turn water off at mains if water supply freezes. Drain all water through cold taps only (do not open hot taps as the hot water cylinder may collapse if pipes feeding it are frozen) and store in bath for washing/flushing. Leave your heating on low if you are away during spells of cold weather

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Repairs & Maintenance continued

Landlord responsibility

Electrical testing Fixed Wire Testing is carried out a minimum of every 5 years. Smoke, heat and CO alarms are included in this testing. While we don't generally provide any portable electrical appliances, where there are such items we will have them PAT tested annually

Gas Safety Properties with a mains gas supply will have an annual inspection carried out by a Gas Safe Registered engineer. You must allow access for this to be carried out

EPC Energy Performance Certificates are issued with each new build or refurbishment and last for 10 years. The laminated certificate must be kept with the boiler

Pre-tenancy/end of tenancy We will carry out inspections at the end of each tenancy and prior to a re-let to identify any works which need to be carried out

Legionella We have a duty to assess and control the risk of exposure to legionella and will arrange for routine inspections

TENANT responsibility

Legionella To help reduce any risk of exposure, you can:

1. run little used outlets weekly
2. disinfect shower heads quarterly
3. flush the system if you have been away for longer than 1 week

CO detectors Carry out testing as per manufacturers guidelines. We will replace them when they expire.

Smoke detectors

1. Carry out testing weekly
2. Change the battery annually (unless it's a 10 year alarm). Never leave it without a battery
3. Hoover out dust every 6 months

Private landlords are required to provide you with copies of all inspection reports, which you should file with your tenancy information

If you notice any damage or defects with any of the systems provided in your home, you must notify us immediately and cease use if unsafe

Contractors

CHT have a database of approved contractors. However, due to the very rural locations of many of our properties, we are always looking for recommendations of local trades persons. Please let us know if you can recommend anyone.

We will pass on tenant details to our contractors so they can arrange access for repairs but we will let you know who will be contacting you.

We would expect contractors to prioritise emergency call outs and in all other cases to respond as soon as is reasonably practicable.

What are tenants responsible for?

CHT expect all tenants to take care of their home and any grounds. You must not cause damage to the property, fixtures & fittings nor allow others to do so.

Your tenant handbook and tenancy agreement detail policies on keeping pets, alterations, etc and use of systems provided with the property such as heating or waste management. Along with the handbook, you will also be supplied with manufacturers guidance on use and care of these systems.

Tenants will be re-charged where repairs are required due to their actions.

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Reporting defects

All new build properties remain "under defects" for one year from the date of handover. This means that the build contractors are liable for attending to faults in the property in the first 12 months. We would ask all tenants in a new property to keep a note of all snagging items as they come up.

Defects should be reported to the Housing Management team and they will liaise with the Landlord and the development team to rectify these with the contractor. Defects such as cracking, will not be dealt with immediately and will be reviewed at the end of the defects period to allow the property to fully settle. Defects such as faulty equipment, leaking pipes, etc will be reported to the contractor and they will be expected to remedy as soon as possible. Out of Hours emergency repairs should be reported to Hanover who will be advised that the property is still under defects and should contact the contractor in the first instance.

What can you expect in the first year for new builds:

Property

It is likely that new builds will develop cracks to the internal walls, particularly at corners, as the property "settles". This is to be expected and should be monitored throughout the first year. It is helpful to take photos as you notice these cracks, and at regular intervals, to determine how they are developing. You may also notice "nail pops" as plasterboard screws move with the walls.

Although you have a brand new property, systems and fittings can, and do, fail. Please let us know about faults as soon as possible and we will liaise with the contractor to arrange repair or replacement.

If handover takes place in the winter months, finishes such as external painting or rendering may be delayed until the springtime.

Grounds

Like external works to the property, homes completed in winter may not have gardens completed (grass seeding, etc as specified) until the weather starts to improve. All new grass, whenever it is laid, takes time to become established and you are likely to experience some issues with drainage during periods of heavy rain until the root system matures.

End of defects

An end of defects inspection will be arranged between CHT, the tenants and the contractors when the first year comes to an end. We will send you out a defects pro forma in advance of this where you can detail any issues you have noted.

Living in the property

Heating and ventilation

It is important that heating and ventilation systems provided in the property are used as per manufacturers guidance. The system may be unfamiliar to you and we are happy to arrange a heating demonstration for you with the installation engineer. The contractor will not accept liability for damage caused to the property through improper use of the systems provided.

Decorating/ Fixtures & fittings

You may fit flooring and items such as blinds, picture and mirror hangings, bathroom accessories, however, damage caused to the walls by this (eg: removing skirtings to fit laminate flooring) will not be accepted by the contractor.

Please refrain from repainting in the first year.

FACTSHEET

Emergency repairs

Out of hours

Hanover Commercial manage emergency repairs on behalf of CHT on Fridays, during evenings, weekends and holidays.

HANOVER COMMERCIAL

0345 600 1463

FIRE - If you cannot safely extinguish the fire yourself, leave the property and call 999 immediately

GAS LEAK - If you smell gas, contact Scottish Gas Network immediately 0800 111 999

POWER CUT - Check the switches haven't tripped on the main fuse board. If your neighbours lights are also off, it is likely there is a fault with the electricity network. Contact SSE 0800 300 999

NO WATER SUPPLY - Contact Scottish Water 0800 0778 778

BURST PIPES: Turn off the water at the stop cock – this is usually located near the sink.

FROZEN PIPES: Turn off water main at stop cock. Turn off heating and immersion heating and let any solid fuel fire (where there is a back boiler) die down

IS YOUR REPAIR AN EMERGENCY?

Before calling the emergency out of hours service, you need to ask the following questions:

- Is there a serious health and safety risk?
- Is there a risk of serious structural damage to the property?
- If your heating isn't working do you have an alternative you can use – ie: wood burning stove/portable heaters?
- If your toilet is blocked do you have a second toilet in the property you can use?

WHAT HAPPENS IF I CONTACT HANOVER COMMERCIAL AND THEY TELL ME MY REPAIR IS NOT AN EMERGENCY?

Hanover Commercial have been instructed by CHT that a contractor should not be called out to attend to a non-emergency repair. Therefore, if your repair does not fit within the defined criteria, you will be advised to report the repair to CHT staff once the office re-opens.

The telephone number is a dedicated number for CHT tenants only, so Hanover call centre staff will know you are one of our tenants. You will need to provide them with:

- Your name and address
- Your contact details
- The nature of the repair
- Access arrangements

CHT will provide Hanover Commercial with a list of contractors, who can attend to out of hours' repairs. If the contractor does not answer the call, reasonable time will be allowed for the contractor to call back, particularly in areas where mobile signal is poor.

Depending on the nature of the repair Hanover staff will decide on how long they will wait before they try and contact the next contractor on the list. Hanover staff will let you know who they have contacted and they will pass your contact details to the contractor to contact you direct and arrange access. They will ask the contractor to confirm they have attended to the emergency repair.

Alternatively, if you know of a contractor or able person who can deal with the repair quickly you can contact this person direct and let us know about this when the office re-opens.

Property maintenance - responsibilities

Please find below a table detailing where responsibility falls throughout your tenancy.

ITEM	Landlord	Tenant	COMMENT
Smoke and CO alarms		•	You should replace the batteries where required and not leave alarms without power for long periods of time. You are responsible for regular testing; we will replace as required. Please notify us if a detector has passed its expiry date
Keys		•	You are responsible for all keys given to you and must provide replacements if you require the locks to be changed or you lose any keys. You must ask permission if you want to make copies
All locks	•		Only where faulty
Doors (internal and external)	•		Unless damaged by you
Door handles and latches	•		Unless damaged by you
Windows (frames and panes) inc. glass in doors	•		Unless damaged by you
Bathroom accessories (toilet seat, shower curtains, fitted mirrors)		•	We will replace bathroom furniture (sinks, baths, etc) unless damaged by you. Accessories are your responsibility
Lights (internal and external)	•		You should replace blown lightbulbs in the first instance and report any faults thereafter
White Goods	•		Should you have an integrated hob/oven, etc provided, we will repair or replace as required, unless damaged by you. Should previous tenants leave items that you choose to keep, the Landlord will not be responsible for their upkeep.
Pests		•	You are responsible for all pest ingress, such as wasps, mice, ants
Gutters and drains	•		If blockages are caused by neglect on your part, you will be charged for the cost of clearing it—ie: if you have flushed wipes down the toilet, not kept gutters clear of leaves, etc.

GET IN TOUCH

For any property or tenancy queries, please contact our Housing Management Team

Helen Mackie, Housing Manager
helen.mackie@chtrust.co.uk

Housing Management Team
housing@chtrust.co.uk

www.chtrust.co.uk

housing@chtrust.co.uk

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Please note that all the information contained within this leaflet is for guidance only and does not form the basis of any contract. CHT has taken care to ensure the accuracy of this brochure, however they cannot be held responsible for any errors or omissions. CHT offers no financial or legal advice - potential applicants for property sales should seek appropriate legal & financial advice.

Communities Housing Trust

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