

Gladstones Repairs And Maintenance Procedure

We will adhere to the following procedure when repairs and maintenance are required to a property, unless alternative arrangements for a particular tenancy/property have been agreed with the landlord in writing.

Responsibility for repairs

The landlord is responsible for carrying out repairs and maintenance to ensure that the property meets the Repairing Standard. The Repairing Standard states that: -

- 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 have a satisfactory way of detecting fires and for giving warning in the event of a fire or suspected fire; and
- the property must have satisfactory provision for giving warning if carbon monoxide is present in a concentration that is hazardous to health.

The tenant is responsible for and will have to pay for any repair which is the result of tenant negligence or damage. Tenants are also responsible for replacing consumables such as batteries in smoke detectors and bulbs in light fittings.

Reporting non-emergency repairs

Any non-emergency defect with a property or the landlord's fixtures and fittings must be reported as soon as possible to our office during office hours.

Monday to Friday 9m- 4.45pm (excludes public holidays) preferred reporting to 0131 663 7266 or via email to: info@gladstonesproperty.com

We will, where appropriate, organise repairs to the property if authorised to do so by the landlord. We, or a contractor engaged by us, will contact the tenant to arrange access to carry out the remedial work.

If not authorised to do so, we will notify the landlord of the need for a repair as soon as we are made aware of it by the tenant, seek the landlord's instructions and notify the tenant of these. We will keep the tenant updated as to the progress of their repair request, what action we have been instructed to carry out by the landlord and an estimated timescale for same.

Unless they have prior written agreement to do so, tenants must not arrange for repairs to be carried out themselves.

Emergency repairs

If a serious fault occurs outside normal working hours, and it isn't safe to wait until the next working day to report it, you should contact:

TB Mackay 0- 0131 552 6103, Option 1, declaring that you are a Gladstones tenant, they will either give advice or arrange to attend out of hours.

Or if the property has a designated service contract with a gas, electric or safety company, the tenant will have those details to contact.

Emergency repairs are those where:-

- there is a serious and imminent risk to health and safety; and/or
- there is a serious and imminent risk to the structure of the building; and/or
- there is a serious and imminent risk to the security of the property.

Examples are:

- no cold water to kitchen sink (but check with neighbours to see if it affects other homes and if so, contact Scottish Water on 08000 778 778)
- blocked toilet (but only if there is no other toilet in the property)
- leaking soil pipe or blocked drain with sewage coming up
- broken lock, door or window (but only if it makes the property insecure)
- electrical fitting smoking or scorching
- complete or part power failure within the property (but first check the switches on the consumer unit. Also check with neighbours to see if it affects other homes and if so, contact SP Energy Networks – 0800 092 9290.
- no heating or hot water between 1st October and 31st March only or at any time of year if there is a vulnerable person in the property (for example a young baby or someone who is elderly or disabled)
- there is a smell of gas or the carbon monoxide detector is sounding (in this case call the National Gas Emergency Service immediately on 0800 111 999)
- a burst pipe or roof/ceiling leak that at least fills a household bucket overnight or that is affecting the electrics (if the leak is from another property speak to the owner/occupier of that property who must arrange the repair).

You should contact us as soon as the office re-opens to inform us of the emergency, what action you took, and whether any follow up work is required. If follow up work is required, we will follow the procedure set out in the "reporting non-emergency repairs" section above.

Target timescales

We aim to ensure repairs are completed within the following timescales: -

- Emergency repairs – made safe within 24 hours and completed within 5 working days
- Routine (non-emergency) repairs – completed within 10 working days

The vast majority of repairs will be completed within the timescales outlined above but occasionally there will be circumstances outwith our control which may cause delays including: -

- having to wait on delivery of parts needed to complete repair; or
- awaiting consent from the landlord to proceed with the repair; or

- the landlord requiring multiple quotes before agreeing to proceed with the repair; or
- awaiting consent from other owners to proceed with the repair in the case of common repairs/maintenance e.g. to roof in block of flats; or
- adverse weather conditions; or
- tenant placing restrictions on when access is available to property.

Where there are delays to repairs and maintenance work, we will keep the tenant and landlord informed.