

REPAIRS

BOOKLET



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West Dunbartonshire Council Tenants can expect their homes to be maintained to a high standard.

This booklet is a guide to the repairs and maintenance service.



HOW TO CONTACT US

There are various ways to contact the Building Services Repairs Team



Call us on **Freephone 0800 073 8708** or the **Contact Centre 01389 738282** during office hours 8.30 – 4.30 Monday – Thursday, 8.30 to 4.00pm Friday



Or email the repairs service on
housing.repairs@west-dunbarton.gov.uk



Outwith these hours, report an emergency repair on **0800 197 1004** or visit the website

www.west-dunbarton.gov.uk/housing/maintenance-repairs

If you prefer to report a repair in person please visit the Clydebank Town Centre Office at Sylvania Way South, Clydebank or Alexandria Town centre Office. Opening times are 0845 – 4.30pm Monday – Friday.

WHAT HAPPENS WHEN YOU CONTACT US?

When you contact our maintenance and repair service we will fully discuss your requirements in order to arrange the correct trade, inspector and category of repair.

- ✓ We can let you know if the repair is covered by the Right to Repair scheme.
- ✓ When arranging a repair you will be offered an appointment for all internal work to your home.

WHAT HAPPENS NEXT?

- We will allocate you an appointment time between 8.30 and 12 noon or 12.30 – 3.45pm
- On occasion you may be contacted by telephone to complete a more detailed satisfaction survey.
- Please let us know if you need to change the appointment.
- If we get no answer when we call we will cancel the repair and leave a card advising you to contact the repairs centre.
- When you report a repair, a receipt will be sent out to you. This will confirm the estimated target timescale for completing the repair.
- Within this receipt there is also a customer satisfaction survey. We would be grateful if you could return this to us, so that we can continue to improve our repair service to you.

WHAT IF I NEED AN EMERGENCY REPAIR OUT WITH OFFICE HOURS?

The out of hours service is for repairs which are necessary to prevent serious damage to the building, danger to health, risk to safety or risk of serious loss or damage to your home.

If you require an emergency repair out with normal working hours telephone: **0800 197 1004**

LOOKING AFTER YOUR HOME

- West Dunbartonshire Council (together with fellow owners in mixed tenure blocks) are responsible for repairing and maintaining the structure of the property you live in. This includes pipes, wires, fixtures and fittings for heating and drainage, power and lighting.
- We also maintain all common areas as well as communal gardens and open areas around properties. Communal repairs should be reported in the same way as individual repairs.
- If you live in a mixed tenure block then any repairs to the common areas will need to be discussed with fellow owners before any work can commence.

THE RIGHT TO REPAIR SCHEME

The Scottish Government introduced the Right to Repair Scheme in the Housing Scotland Act 2001 which gives West Dunbartonshire Council tenants the right to have small urgent repairs carried out within a given timescale.

If we don't complete the work on time, you may be entitled to compensation.

Full details of repairs we have to repair within set timescales is available on our website with some details given in the table below.

1 Day	3 Days	7 days
Significant leaks or flooding from water/heating pipes	Partial lost of water supply	Extractor fan in kitchen or bathroom
Blocked or leaking foul drain or toilet	Loose or detached banister or handrail	
Blocked sink or bath	Unsafe stair tread	
Total loss of electricity		
Partial loss of electricity		
Insecure external window door or lock		
Only toilet in house not flushing		
Unsafe electrical socket or light fitting		

WHEN WILL MY REPAIR BE CARRIED OUT?

The time taken to carry out a repair will depend on the category of repair and if it falls within the Right To Repair Scheme, see below.

EMERGENCY REPAIR

An emergency repair will be carried out within **4 hours** of notification. An example of an emergency repair is one which imposes an immediate threat to health or safety ie flood, fire, security or complete loss of gas and electricity.

URGENT

An urgent repair will be carried out within **5 working days** of you notifying us. An urgent repair will generally not involve immediate danger an example would be close lighting.

GENERAL NON URGENT

This work should be complete within 20 working days, these repairs are due to normal wear and tear, an example would be replacement of sink units.

CYCLICAL REPAIRS

These are planned repairs which are organised in cycles for example, gutter cleaning and path repairs.

PLANNED IMPROVEMENTS

Generally these involve upgrading your home, for example a new kitchen, bathroom or roof.



MOULD GROWTH AND DAMPNESS

Every home can get condensation from time to time, usually when lots of moisture and steam are being produced eg at bathtime and cooking.

HOW DO YOU KNOW IF IT IS CONDENSATION?

Condensation can be difficult to identify, first of all check there is no water penetration eg rain or a plumbing leak.

Condensation is more likely to be found on north facing walls, in corners or cupboards and generally in areas where there is little air movement.

Rising damp occurs at ground level and this can be difficult to distinguish from dampness caused by condensation. Please contact Building Services if you wish to arrange an inspection.

4 simple things to reduce condensation:

1. Heating – try and always have some background heating on, especially in cold weather.
2. Ventilation – opening windows and using extractor fans will help reduce moisture and eliminate condensation.
3. Drying clothes – try to avoid drying clothes on radiators.
4. Cupboards and Wardrobes – do not overfill, instead leave some space for air circulation.

If you do have mould growth, the affected area can be washed down with household bleach however the best way of reducing mould growth is to reduce condensation.



LANDLORD RESPONSIBILITIES

The Council is responsible for maintaining the structure and exterior of the property and for ensuring that it is fit for human habitation.

This includes:

- The maintenance of all installations provided for central heating, hot water, sanitation and to ensure the provision of water, gas and electricity
- Maintaining drains, gutters and external pipes
- The external envelope i.e. the roof, outside walls, windows and doors
- The internal structure i.e. walls, floors, ceilings, doors and door frames (excluding decoration)
- Chimneys, chimneystacks and flues
- Pathways, steps
- Council installed boundary walls and fences
- Clothes poles
- On occasions we are responsible for making good damage caused by acts of vandalism or criminal activity. We ask that these are notified to the police within 24 hours of occurring, or as soon as reasonably practicable, by the tenant or by someone acting on the tenants behalf.

GAS CENTRAL HEATING REPAIRS

Our Gas Contractor City Technical will on behalf of West Dunbartonshire Council deal with all repairs relating to your Gas Central Heating system.

Please call **City Technical on 0844 579 6493**

If you smell gas from a possible leak or escape of gas please call **The National Grid on 0800 111 999**

ANNUAL GAS SERVICE

West Dunbartonshire Council has a statutory duty to carry out a annual gas service to your property once a year. These inspections are required to ensure all gas appliances are safe.

You will receive a letter from City Technical confirming an appointment for the annual service. It is important that arrangements are made for this appointment within the timescale to avoid us having to take entry or disconnect your gas service externally.

SMALL REPAIRS SERVICE

If you are over 60, and have a tenancy with West Dunbartonshire Council and need some help with minor repairs or small jobs for example hanging curtains, changing lightbulbs. Lomond & Clyde Care & Repair may be able to help.

This company are funded by West Dunbartonshire Council and normally do not charge for labour, only materials and before any works start the costs will be discussed.

Contact **Lomond & Clyde Care & Repair on 01389 734188.**

Between 0845 and 3.30pm Monday – Friday or www.care-repair.co.uk



CARE OF GARDEN SCHEME

In partnership with Greenlight Environmental Ltd, West Dunbartonshire Council are able to offer free garden maintenance to residents who are in receipt of a disability benefit such as Personal Independence Payment, Disability Living Allowance, Attendance Allowance or a care service HSCP, regardless of your age.

If you are in receipt of a state pension but do not meet the criteria, you can still take advantage of this service for an annual fee of £70.

You will not be accepted for the scheme if there is a relative in the house or living nearby who could be expected to tend to the garden.

The scheme is available to tenants and owner occupiers.

The care of the garden scheme covers

- 7 grass cuts per annum between April and November
- 2 hedge cuts per annum
- All pathways will be swept clear and cutting removed.

Your housing officer can give you further information or you can contact by email cog@greenlightenvironmental.co.uk or telephone **01389 721012** for an application form.



ALTERATIONS TO YOUR HOME

If you would like to make certain alterations or improvements to your home you may need permission and may be entitled to claim compensation at the end of your tenancy.

Permission is required for renewal or alterations to bathrooms, kitchens, installation of showers, electrical work or laminate flooring.

You should put your request in writing to:

Building Services, 57 Cochno Street, Whitecrock, Clydebank G81 1RQ

Building Services (Dumbarton & Alexandria), 17 Overburn Avenue, Dumbarton G82 2RL

Or email housing.repairs@west-dunbarton.gov.uk

HOUSEHOLD CONTENTS INSURANCE

West Dunbartonshire Council has insurance cover for the structure of your home.

Tenants should be aware that the Council's building insurance scheme does not cover any loss or damage to tenants' contents including floor coverings or decoration.

Contents insurance is very affordable and your housing officer can give you details or you can get a quote online.

REPAIRS

We understand the quality of the Repairs Service provided by Building Services is really important to our tenants. To continually improve we ask you to feedback by completing the tenants satisfaction postal or telephone survey. If we get something right please compliment us and if we get something wrong please complain as members of our Team will always be keen to resolve any issues you may have.





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