



# Your Tenant Handbook

## Repairs & Maintenance

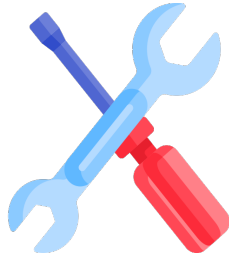
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# Repairs & Maintenance

As your landlord, Hanover have a duty to ensure that your home is well maintained, safe and secure. This handbook provides you with information on our repairs and maintenance service and what you should expect from Hanover.

## What are repairs?

A repair is any work necessary to put your home into a state which is wind and watertight, habitable and fit for human occupancy.



## How do I report a repair?

It is important that you report any repairs needed within your property. This will ensure your home remains in a good condition for your comfort, safety and security.

You can report a repair in any of the following ways:

- To a member of Hanover onsite staff
- By phone: **0800 111 46 46 (option 1)**
- By email: **repairs@hanover.scot**
- Online: **www.hanover.scot**
- Online: **My Hanover** residents' portal

## What information will I need?

When you report a repair, please provide the following information:

- Your **name and full address**
- Your current **telephone number**
- As much **information about the repair** as possible. This will help avoid any delay and make sure that we send the right tradesperson to your house and ensure your repair is correctly prioritised.

Some helpful information would include:

- The exact location of the repair e.g. kitchen/bathroom
- The problem e.g. radiator not heating up – lukewarm at top and cold at bottom
- Access arrangements



## Reporting a repair out of hours

If you have an emergency repair that needs to be attended to out of hours (after 5pm and before 9am) please phone **0800 111 46 46** and our out of hours service will be happy to help you.

**Please note that only emergency repairs will be attended to during this time** (refer to the section on emergency repairs on page 6 to see a definition of that type of repair).

# Who is responsible for my repair?

Below are some common repair requests which are not Hanover's responsibility, or which may be rechargeable repairs. The tables on pages 4-5 detail common repairs or issues and whether these are your responsibility or Hanover's to repair.

## Domestic Appliances

Tenants are responsible for their own domestic appliance (oven, cooker, washing machine, dryer etc) unless provided by Hanover. It is the responsibility of the tenant to get their domestic appliances installed.

## Toilet blockages

We will clear toilet blockages, however the cost of clearing blockages from toilets which are due to misuse by a tenant, including blocking the toilet with inappropriate products such as wipes, will be rechargeable.

## Lighting & replacement bulbs

Tenants are responsible for the replacement of light bulbs of any type, apart from those in sealed fittings (as shown on the right).



## Sky Q

Please note that not all the Hanover developments are set up to accept Sky Q. We will not be upgrading any further developments due to Sky introducing a new service called Sky Glass which can be accessed via Wifi. Therefore, it is recommended that you discuss Wifi options with Sky and investigate an alternative way to receive this service.

## Pest Control

Dealing with a pest infestation is usually your responsibility as a resident. It is our responsibility as a landlord to deal with any infestation where access is through a defect in the fabric of the building. It is important to take preventative action to discourage pests in your home, by ensuring that your home, including common areas, are kept clean and tidy. To deter pests, it is essential that you:

- Avoid feeding birds in the areas around your home
- Keep kitchen and food preparation areas clear
- Clean all surfaces thoroughly to remove any crumbs or food residue, and ensure regular cleaning of gaps behind and between kitchen appliances, such as cookers and fridges
- Make sure waste bins are covered, emptied and cleaned regularly
- Keep all foodstuff stored in tightly sealed containers and do not store on the floor
- Make sure any minor leaks in your home are reported and dealt with promptly, to ensure that there is no potential water source for the pest
- Remove all clutter from your home
- If you are a cat/dog owner, regularly treat your pet with a suitable flea treatment. You can ask your vet for more information about this



## Who is responsible for my repair?

The following list is indicative of the types of job requests we receive and who is responsible for repairing them.

		Us	You
Plumbing	Pipes, taps or stopcocks	✓	
	Tap washers	✓	
	Plug and chains		✓
	Storage tanks	✓	
	Blocked sinks, basins, toilet or baths (please note that if the blockage is due to inappropriate products being flushed down the toilet this may be rechargeable)	✓	
	Toilet bowl	✓	
	Toilet seat	✓	
	Toilet seat - amenity/general needs housing		✓
	Showers (fitted by Hanover)	✓	
	Shower (fitted by tenant)		✓
	Shower curtain replacement		✓
	Washing machine connections		✓
Heating	Boiler (heating and hot water)	✓	
	Pipes and radiators	✓	
	Storage heating	✓	
Electrical	Switches and sockets	✓	
	Light fittings	✓	
	Plugs and fuses		✓
	Light bulbs (unless in a sealed unit - refer to page 3)		✓
	Extractor fan	✓	
	Door bell (if fitted by Hanover)	✓	
	Smoke detectors	✓	
	Carbon monoxide alarms	✓	
	Electrical appliances		✓
	Communal TV aerial, satellite or aerial connection (please note that if a development is not Sky Q ready, we are unable to provide a connection for this service). Refer to Sky Q section on page 3.	✓	
	Individual TV aerial, satellite (fitted by Hanover)	✓	
	Individual TV aerial, satellite (fitted by tenant)		✓

## Who is responsible for my repair?

The following list is indicative of the types of job requests we receive and who is responsible for repairing them.

		Us	You
Joinery	Doors & frames (recharge if you cause the damage)	✓	
	Handles & locks (recharge if you lose your keys)	✓	
	Skirtings and facings	✓	
	Stairs, bannisters and handrails	✓	
	Floors i.e. floorboards or ply wood flooring	✓	
	Floor coverings i.e. carpet, vinyl or laminate flooring		✓
	Repairs to walls and ceilings (decoration is tenant's responsibility)	✓	
	Kitchen units	✓	
	Windows	✓	
	Broken window	✓	
Structural/ External	Paths and steps	✓	
	Handrails	✓	
	Fences and gates	✓	
	External walls	✓	
	Roof tiles and ridges	✓	
	External woodwork	✓	
	Door entry	✓	
	Gutters and downpipes	✓	
	Washing line to be restrung (only if supplied by Hanover)	✓	
	Washing line to be restrung (amenity/general needs housing)		✓
	Clothes poles	✓	
	Rotary driers (only if supplied by Hanover)	✓	
	Bin stores	✓	
Other	Internal decoration i.e. wallpaper, gloss painting		✓
	External decoration i.e. stairwell painting	✓	
	Pest infestation communal areas	✓	
	Pest infestation amenity/general needs		✓
	Carpets and personal belongings		✓
	Gas cooker connections - your cooker MUST be fitted by a qualified and competent person by law		✓

More information on your responsibilities can be found in your Tenancy Agreement under Section 5 'Repairs, Maintenance, Improvements and Alterations'.

# Repair Classifications & Timescales

In this section we provide details on the definitions of repairs and the expected timescales for completing them.

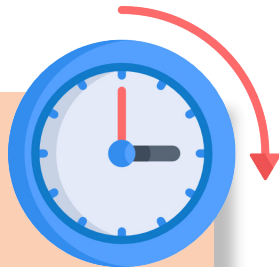
## Emergency repairs

An emergency repair is defined as something which could not have been foreseen and which could cause danger to health, residents' safety, or serious damage and destruction to your property.

Our emergency response timescales are intended to allow emergency call out contractors to respond quickly and make safe. Following which, they may return during normal working hours to complete the repair if it cannot be fully repaired during the initial call out.

### Emergency repairs are:

- Gas leak
- Full loss of electricity
- Significant leaks or floods
- Making safe broken windows
- Water leaking through your ceiling
- Electrical faults which may endanger a building or resident
- Blocked drains resulting in back-surge of waste into your home
- Security of your home, such as your front door if it cannot be locked
- Toilet blocked or not flushing (where the property only has one toilet)



## Urgent Repairs

An urgent repair is defined as something that is not an emergency but will cause discomfort or inconvenience to you as the tenant. There may be circumstances when a part is needed to complete the repair and this may delay the timescale for completing the work.

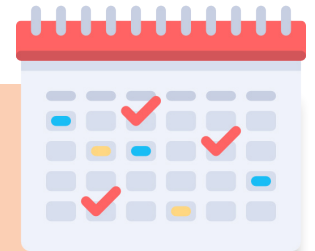
### Urgent repairs include:

- Leaking roof
- Loss of TV reception
- Shower not working
- Blocked sink, bath or basin
- Tap which cannot be turned off
- Door entry not working
- Partial loss of electrical power
- Partial loss of water or gas supply
- Loss or partial loss of heating or water heating
- Blocked or leaking drains, or waste pipe
- Toilet blocked or not flushing (if more than one toilet in property)
- Leak from water or heating pipe, tank or cistern
- Insecure external window, door or lock
- Loose or detached stair handrail
- Rotten timber floor or stair tread
- Door entry phone not working
- Extractor fan not working in a kitchen or bathroom with no other ventilation



## Routine repairs

A routine repair is defined as something that has a low level of inconvenience to you. These are less urgent repairs that can wait a short time before being dealt with and include minor problems with toilets, sinks, doors or windows sticking, plaster repairs, brickwork, and other non-urgent internal and external repairs.



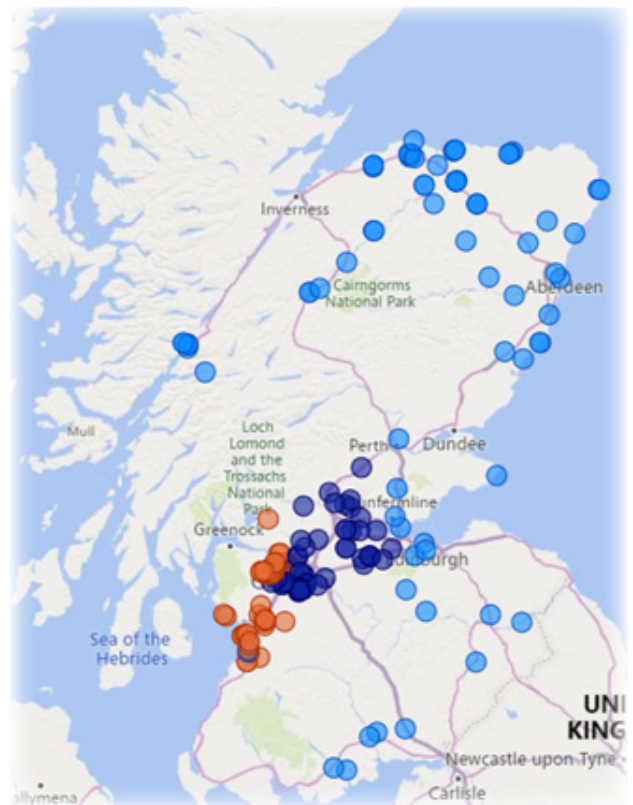
### Routine repairs include:

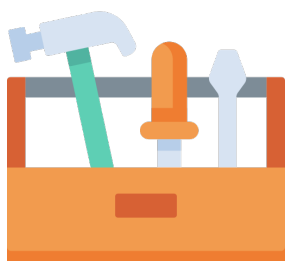
- Repairs to skirtings or doors
- Replacement of kitchen units or worktops
- Replacement window (after window has been made safe as an emergency repair)
- Repairs to extractor fans in rooms with alternative ventilation
- Fence and gate repairs
- Gutter repairs
- Path repairs
- Doorbell
- Air lock in pipework
- Broken rotary dryer
- New washer to tap
- Fascia board and flashing repairs

## Repair timescales

We have set timescales and targets for carrying out repairs. We will always aim to attend within the target time. We aim to provide you with an appointment that is convenient to you, however, repairs are prioritised depending on their urgency.

Type of repair	Term contractor (purple & orange on map)	Local contractors (blue on map)
Emergency	Made safe within 3 hours	Made safe within 6 hours
Urgent	3 working days	3 working days
Routine	7 working days	20 working days





## Right to Repair

The Right to Repair scheme covers small urgent repairs which cost less than £350 to carry out. These are known as 'qualifying repairs'.

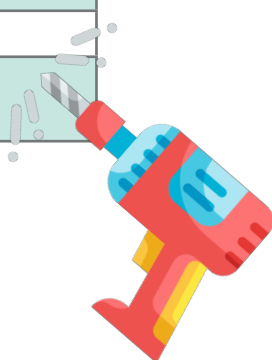
If we need to inspect your repair to confirm if it is a qualifying repair, we will do the following:

- Tell you how long it should take to fix the problem
- Explain your rights under the Right to Repair scheme
- Give you the contact details of the contractor who will be carrying out the repair
- Ask for you to confirm when access can be arranged

Depending on the urgency of the repair, it must be carried out within 1, 3 or 7 working days.

If the repair is not carried out within its stipulated timescale you are entitled to £15 compensation for the inconvenience. Should a second contractor fail to complete the job within the time limit, you will be entitled to further compensation of £3 for every day over the time limit until the repair is done. The maximum amount of compensation you can receive is £100 (if you have rent arrears, we are unlikely to pay compensation, but will reduce the amount you owe instead).

Qualifying Repair	Timescale to repair
Unsafe power or lighting sockets or electrical fittings	1 working day
Electricity or gas supply	1 working day
Blocked flues to fires or boilers	1 working day
External windows, doors or locks which are not secure	1 working day
Heating or hot water system (if no other sources of heating are available)	1 working day
Toilets which won't flush (unless there is another toilet in the home)	1 working day
Blocked or leaking drains	1 working day
Blocked sinks, baths, or basins	1 working day
Repair to the water supply	1 working day
Leaking or flooding from pipes, tanks, or cisterns	1 working day
Unsafe access to the property (for example, an unsafe path)	1 working days
Unsafe timber flooring or stair treads	3 working days
Loose banisters or handrails	3 working days
A broken extractor fan for a kitchen or bathroom with no external window or door	7 working days



### Rechargeable repairs

This is when we carry out a repair and charge you the cost of the repair.

Below are examples of when this would normally happen:

- When we have carried out a repair because of neglect, misuse or vandalism by you, a member of your household or visitors to your home
- When you ask us to carry out work you are responsible for (see table pages 4-5). We reserve the right to decline to do works
- If you use the emergency call out system and the issue was not an emergency repair
- If we cannot get into your home for an arranged appointment, and you have failed to provide access on two or more occasions, we will charge you £50
- If you terminate your tenancy and the property does not meet our standard when you vacate the property, we will charge you for all necessary repairs (a copy of our standards is available on request)
- If you have an accident or incident in your property which leads to repairs
- For items that are not repairs i.e. installation of additional sockets

If possible, we will tell you the cost of a repair in advance. When we have completed the repair, we will write to you confirming the cost and send you a copy of the contractor's invoice.

If you feel you will have difficulty in paying the full amount, please contact us on **0800 111 4646 - Option 2.**

### Winter gritting

We have contracts in place with our landscaping contractors to provide gritting service throughout the winter period to essential paths.

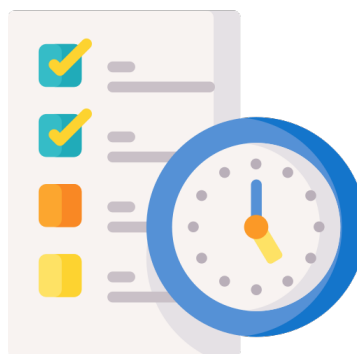
Should you require your essential paths to be gritted, this can be actioned by contacting onsite staff, the Repairs team (see contact details on page 2) or by pulling your telecare cord / pressing your pendant.

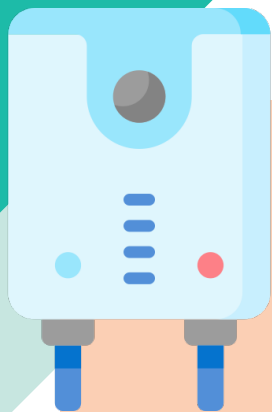


### Repair inspections

Sometimes reported repairs require an inspection by a member of our technical team or site staff. This is to ensure the correct tradesperson and priority is allocated to your repair and that the contractor has completed the repair to a satisfactory standard.

Customer satisfaction is very important to us. We may ask for your opinion on the service you receive, and it is important that you provide your honest feedback, as this helps us monitor and enhance our repairs service.





### Gas servicing

Due to gas safety legislation, we must ensure that any gas appliances within your home, such as your boiler or fire, are inspected every year, within

365 days of the last inspection. This is referred to as your annual gas safety check.

It is your responsibility to allow access to the property. If we are unable to gain access by arrangement, then we must force access and you will be recharged, which can be in excess of £100. This check is carried out to ensure you and your neighbours' safety.

Our nominated gas contractor will contact you by postcard to notify you of their visit. If this date is inconvenient, we will arrange a date that is convenient to you.

### Planned maintenance

We carry out regular maintenance work to our homes to keep them in good condition.

Examples of this type of work are:

- External painting and woodwork outside of your home every 7 years
- Gutter cleaning every year
- Kitchen replacement every 20 years
- Bathroom replacement every 30 years
- Boiler renewals every 15 years

*Please note that these are indicative timescales only.*

When we need to provide access for any planned maintenance, we will notify you in advance, to allow for a mutually agreeable appointment.



### Property Compliance Checks

Throughout the course of the year, we will undertake various compliance checks within your property to ensure your continued safety. These checks will cover services such as, but not limited to, smoke alarm testing, showerhead cleaning, electrical checks and risk assessments.



It is vitally important for your own safety and wellbeing that you give access for these checks to be carried out. We will contact you by letter to give you advance notice of these visits.



## Alterations and improvements

As a tenant you have the right to make improvements to your home. However, these must only be carried out once we have given you permission.

Examples of the most common alterations are:



- Changing light fittings
- Adding or moving an electric point
- Erecting a garden shed
- Additional fencing
- Installing a shower
- Request to install laminate or vinyl / sheet flooring

You can ask for permission to make an alteration in the following ways:

- Write to: **Asset Management, 95 McDonald Road, Edinburgh, EH7 4NS**
- Speak to onsite staff

We will reply to your request within 28 days and will not withhold permission unreasonably. You will be responsible for the maintenance costs associated with your alteration. If you do not obtain permission, you may be charged to repair or restore the alteration to its original state.

Please note that having laminate or vinyl flooring may cause problems when we need to carry out repairs in your home which require access to floorboards. Whereas carpets can be easily pulled up and replaced, laminate or vinyl

flooring is often nailed or glued to the floor and around the skirting boards, and therefore is not always able to be reused once lifted.

If your repair requires laminate or vinyl flooring to be removed, you must arrange for this to be taken up before we inspect or carry out the repairs which affect it. We will not be responsible for any damage to your laminate or vinyl flooring (or any other floor coverings, carpet or vinyl sheet) should we be required to remove this to carry out your repair.

**Note: if Hanover have fitted the vinyl sheet flooring, we will be responsible for uplift, relay or renewal. Hanover do not fit laminate flooring.**

## Adapting your home

Hanover is committed to supporting tenants who may have a disability or mobility issue to live independently within their home. We will work with the relevant agencies to ensure that appropriate adaptations are installed wherever possible.

Major adaptations, such as level access showers, require specialist guidance from your GP or occupational therapist. You can discuss an adaptation with your development manager, very sheltered housing manager or housing officer. We will then work with these agencies to identify the best solution for you.

Alternatively, email us at **[adaptations@hanover.scot](mailto:adaptations@hanover.scot)** for more information.

## Quick Contacts

For any queries or further assistance please contact us.

### Reporting or enquiring about repairs

- Phone: **0800 111 46 46 (Option 1)**
- Email: **repairs@hanover.scot**
- Online: **www.hanover.scot**
- Online: **My Hanover** residents' portal
- Speak to a member of Hanover onsite staff

*Only emergency repairs should be reported between 5pm-9am*

### Request alterations to your property

- Speak to your development manager
- Write to: **Asset Management, 95 McDonald Road,  
Edinburgh EH7 4NS**

### Adaptations

- Email: **adaptations@hanover.scot**



**www.hanover.scot**

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