

## Rechargeable Repairs

Lochfield Park has a Rechargeable Repairs policy that details our approach to dealing with accidental and non accidental repairs. We believe that everyone is entitled to the benefit of the doubt on one occasion only for accidental damage.

For malicious or non accidental damage we will bill the responsible tenant for the full cost of repairs. Please see our rechargeable repairs policy and procedures (available from our office on request.)

If you are unsure about any aspect of our repairs policy or wish to speak to a member of staff please feel free to contact our office.

**Lochfield Park Housing Association Ltd.**



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Emergency No: 0141 771 2228  
Gas Central Heating : 0141 771 2228

### OFFICE OPENING HOURS

	MORNING	AFTERNOON
<b>Monday</b>	9.30am - 12.30pm	1.30pm - 4.30pm
<b>Tuesday</b>	9.30am - 12.30pm	1.30pm - 4.30pm
<b>Wednesday</b>	CLOSED	1.00pm - 4.30pm
<b>Thursday</b>	9.30am - 12.30pm	1.30pm - 4.30pm
<b>Friday</b>	9.30am - 12.30pm	1.00pm - 4.00pm

Registered under the Co-operative and Community Benefit Societies Act 2014

Registered with the Financial Conduct Authority No 2444R(S) and a

Registered Property Factor No PF000221

The Scottish Housing Regulator Reg No HAC268

Scottish Charity No SC037694

Help us build it



Help us keep it!

**Lochfield Park**  
Housing Association



## Repairs Who is Responsible?

**This leaflet can be translated, on request into other community languages.**

**For people with visual impairment, large print or Braille versions can also be provided.**

## What am I responsible for?

As a tenant, you are responsible for maintaining your home in accordance with the Scottish Secure Tenancy Agreement which you signed when you became a tenant of Lochfield Park Housing Association.

### Items for which you are responsible for may include:

- Internal decoration
- Damage to glass (unless it is the result of vandalism)
- Replacing lost or damaged or broken keys
- Repairs arising from forced entry – resulting from key loss
- Damage to sinks and sanitary ware
- Clearing choked sinks or sanitary ware
- Batteries for smoke alarms
- Replacing waste plug/chains for baths, wash-hand basins and sinks

You should also note that you may be held responsible for any repair resulting from damage caused by you or by members of your household or visitors to your home.

You will have to arrange to carry out work which is your responsibility and meet the full cost of this work.

## What is Lochfield Park responsible for?

The Association's overall responsibility is to keep all our properties wind and watertight and structurally sound. We would normally be responsible for the repair and maintenance of items like:

### EXTERNAL

- Drains, gutters and external pipes
- The roof, external walls, doors, windows, handrails etc
- Internal walls, floors and ceilings, internal pass doors, door frames, internal staircases, landings and skirting
- Pathways, steps and other means of access
- Integral garages and stores
- Clothes poles and other approved drying facilities excluding ropes
- Boundary and divisional walls and fences

### INTERNAL

- Internal joinery including kitchen units and worktops and integral wardrobes
- Smoke detectors excluding battery replacement
- Basins, sinks, baths, toilets, flushing systems and waste pipes, showers
- Electric wiring
- Fireplaces, fitted fires and central heating installations
- Door entry systems
- Communal TV aerials

## Repairs Response Times

Repairs will be categorised and responded to within the following timescales:

### Right to Repair 1

Your right to have qualifying repairs\* under the Right to Repair carried out within 1 day

### Right to Repair 3

Your right to have qualifying repairs\* under the Right to Repair carried out within 3 days

### Right to Repair 7

Your right to have qualifying repairs\* under the Right to Repair carried out within 7 days

**\*Please see our Right to Repair leaflet for a list of qualifying repairs under the Housing (Scotland) Act 2001 Right to Repair.**

### Emergency

Attended to within 3 hours and completed within 24 hours

### Urgent

Completed within 3 working days

### Routine

Completed within 10 working days

### Planned

Carry out as part of larger contract (tenant to be advised of likely timescale when reporting the repair).