

CONTACT INFORMATION

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hebridean housing
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Repairs



Registered Charity No: SC035767

Industrial & Provident Society Registration No: 2644R(S)



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A Registered Society under the Co-operative and Community Benefit Societies Act 2014: 2644R(S)

Registered Property Factor: PF000183

Picture taken from HHP homes at Pairc Niseabost,
Horgabost, Isle of Harris

Making our house your home

Making our house your home

This leaflet provides information on HHP's repairs service. This is a summary only. Contact Customer Services on 0300 123 0773 for more information.

What repairs are HHP responsible for?



- **Structure** - repairs to the building, including the roof, walls, floors, ceilings and window frames
- **Plumbing** - drains and gutters, hot and cold water supply and blocked sinks and toilets
- **Kitchens and bathrooms** - kitchen units, sinks, wash hand basins, baths, toilets
- **Electrical** - including wiring, switches and sockets, light fittings, extractor fan and communal TV aerial
- **Heating** - central heating systems and gas fires
- **Home Safety** - smoke detectors and carbon monoxide alarms
- **Front doors and glass in windows** - but only if the door or glass was broken by vandalism or burglary and you have reported it to the police and obtained a Crime Reference number
- **Gardens and paths** - clothes poles, footpaths, paving slabs, bin stores, fences and gates etc, where fitted by us

What repairs are tenants responsible for?



- Damage caused deliberately or by neglect
- Replacing light bulbs
- The keys to your home - we will charge you for the cost of gaining access to your property if you lose your keys
- Connections made to gas or electric cookers and washing machines
- Anything which belongs to you or has been installed by you
- Floor coverings
- Internal doors and furniture

How quickly will repairs be carried out?

When you report a repair, we will assess what type of repair it is. There are three types of day to day repair - **Emergency, Urgent and Routine.**



Emergency Repairs

We aim to respond to emergencies within 4 hours. These are repairs where there is an immediate health & safety risk or where there is actual or potential serious damage to the property for example:

- Major roof leaks
- Burst pipes and flooding
- Full loss of heating
- Broken windows
- Blockage of the only toilet in the property
- Complete loss of electrical power or lighting
- Blocked drains which are backing up

Please note that the emergency service may often only make the situation safe until a full repair can be carried out. For example cut off the water supply or board up a window.



Urgent Repairs

We aim to complete repairs classed as urgent within 1, 3 or 7 working days. These are repairs that need to be carried out quickly but where there is no immediate health or safety risk for example:

- Insecure windows or doors
- Partial loss of electrical power
- Toilet not flushing
- Partial loss of heating
- Unsafe access path or step
- Blocked drains



Routine Repairs

We aim to complete routine repairs within 20 working days. These cover most other repairs including those which do not impose a threat to health, safety or security or which do not cause substantial inconvenience. For instance, minor electrical repairs, repairs to bathroom and kitchen fittings and for the replacement of tap washers.

What happens if the repair is due to tenant misuse or neglect?



We will normally recharge tenants for the cost of these repairs. It is not fair to other tenants for these repairs to be paid from rent income.

When you report a repair we will let you know, if possible, at that time if it is a rechargeable repair.

Once the work has been completed an invoice will be issued. If you are unable to pay the balance in full you must contact 0300 123 0773 to set up a repayment arrangement.

Right to Repair

The Housing (Scotland) Act sets the length of time within which we must carry out some repairs. This includes repairs to heating, blocked toilets, unsafe electrical sockets, insecure doors or windows, etc. For further information see our Right to Repair Leaflet.



Right to Compensation

You may be able to receive compensation for permitted improvements you have made to your home. For further information see our Right to Compensation for Improvements leaflet.

