



Dumfries & Galloway
Housing Partnership

Working with our Tenants

www.dghp.org.uk



FREEPHONE 0800 011 3447

LO-CALL 0845 606 3447

DGHP'S REPAIRS SERVICE

GETTING YOUR REPAIRS DONE

HOW TO REPORT A REPAIR



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If your DGHP house needs to be repaired you should report it to the Customer Service Centre (CSC) on Freephone 0800 011 3447. Between the hours of 7pm and 8am, Monday to Friday, and during the weekend we will only deal with emergency repairs.

Alternatively, you can report your repair through DGHP's self-service portal on our website www.dghp.org.uk To do so, you will need to register with an email address. Visit the website and click on "My Account" for more information.

You can also email us at customerservice@dghp.org.uk although we would encourage you not to report an urgent matter to us via email - call us on **0800 011 3447**.

If you don't have access to a phone you can report your repair at any of these offices -

- 4 Nith Street, Dumfries, DG1 2PW
- 80 Ashwood Drive, Stranraer, DG9 7PF (part-time opening)
- 44 High Street, Annan, DG12 6AJ (part-time opening)

WHEN REPORTING A REPAIR, DGHP NEEDS TO KNOW:

- Your name, address, postcode and telephone number
- What room or part of the house needs repaired and how the problem happened
- As much information as possible about the repair as this will help us order the correct work
- If you are able to, you can also send us a photograph of the area/item requiring repair. You can send the photograph to the email address customerservice@dghp.org.uk but you must include details of your name, address, postcode and telephone number along with it to make sure we can link it to your property.

WHEN YOU REPORT A REPAIR WE WILL TELL YOU -

- If it is our responsibility or yours
- How long it will take to carry out
- If we need to pre-inspect the work. If we do, we will arrange an appointment for a Technical Inspector to attend and we will offer you a time within 3 working days, or at a time that suits you

HOW LONG WILL IT TAKE?

Our repairs are split into different types, depending on how serious they are. The table below shows examples of the different priorities and the response times.

| TYPE OF REPAIR | WHAT THIS IS | TIMESCALE | EXAMPLES |
|----------------------------------|--|--|--|
| EMERGENCY RISK REPAIRS | This is any defect which causes danger, puts the health and safety or security of a tenant/third party at immediate risk, or which badly affects the structure of the property | We will make safe within 4 hours Further appointments may be required to complete instructed works | <ul style="list-style-type: none"> • Loss of electric power • External door lock broken and house not secure • Blocked toilet • Leaking pipe |
| URGENT REPAIRS | This is a defect that doesn't warrant an immediate response, but it will affect the convenience or comfort of you, our tenant | At a time that will suit you, but we would like the repair done within 3 working days | <ul style="list-style-type: none"> • Light switch not working in the kitchen • Loose kitchen unit • Loose stair thread |
| ROUTINE REPAIRS | These are the jobs that can be put off for a short period of time without causing discomfort or inconvenience to you, our tenant, or a third party | By appointment but we would like the repair done within 12 working days (or 15 working days if a Technical Inspector has to pre-inspect) | <ul style="list-style-type: none"> • Dripping tap • Ease internal door • Repairs to plaster work • Replace broken light fitting in the living-room or bedroom |
| NON-ROUTINE REPAIRS | These are more unusual jobs that, because of their nature, are given a longer timescale for Lovell to either obtain the materials or organise specialist service | Within 28 days | <ul style="list-style-type: none"> • Replace external doors, made-to-measure size • Fencing • Footpaths • Major external works • Non-urgent roofing works |
| PLANNED/ CYCLICAL REPAIRS | These are things that we can plan ahead for, and in turn, receive better value for money when carrying out the work in a rolling, cyclical programme | | <ul style="list-style-type: none"> • Painting • Rail replacement • Balcony fascias on large scale |

* The examples in the table above are subject to change. We will always consider the individual circumstances and situation of each repair.

IF YOU'RE NOT IN WHEN THE WORKMEN CALL...

If you have reported an **emergency repair**, we will attend within 4 hours and expect someone to be at home to allow us access. If you have said you will be at home and are not, you may be recharged for the visit if workmen can't gain access to make the property safe. Charges will be in line with Schedule of Rate codes.

When you report an **urgent repair** you will be given an appointment at a time that will suit you, but we would like the repair done within 3 working days. The contractor will make every effort to contact you ahead of this appointment via telephone, text or in some cases by letter.

We would expect you to let us know in the first instance if you are unable to keep this appointment and we will arrange a new one for you.

If your repair is identified as a routine repair you will be given an appointment at a time that will suit you, but we would like the repair done within 12 working days (or 15 if a Technical Inspector has to pre-inspect).

If your repair is identified as a non-routine repair, we will make an appointment to assess and complete within 28 days.

Again with all of the above we would expect you to let us know if you are unable to keep an appointment, to avoid us having to recharge any works.

CONTRACTORS IN PLACE

- Lovell (responsive repairs and voids)
- Saltire (heating service and repair)
- Land Engineering (grounds maintenance)



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A SUMMARY OF THE MAIN IMPROVEMENTS, IN PLACE FROM APRIL 2013

| TENANTS SAID | WHAT WE'VE DONE |
|---|--|
| We don't like having to stay in for 24 hours to have an urgent job fixed | <p>We will give you an urgent appointment at a time that is suitable to you.</p> <p>For an urgent job, we will encourage you to have it repaired within 3 working days.</p> |
| Sometimes we stay in and nobody comes to do the repair | <p>You will be given an appointment for every job you report.</p> <p>You will also receive a text message or telephone call from Lovell to remind you that the operative is on their way.</p> |
| We have to take time off work to get our repairs done | <p>If required, tenants who work, or are in full time education, will be able to get evening or Saturday morning appointments for most jobs (those jobs that will take a few hours e.g. installing a new bath may need to be scheduled during the working day).</p> |
| We want the operative to do the entire job when they call – not come and have a look at it and make another appointment | <p>From April 2013, Lovell will complete over 80% of their jobs by 'First Visit Completion'.</p> <p>This means that Lovell must attend with the necessary materials to do the entire job on their first visit. This will be measured and reported to you.</p> |
| We're not always told when the heating engineer is going to turn up to service our boiler | <p>You will receive a letter giving you written advance notice of when the engineer is scheduled to call. If this is unsuitable, you can call to change the appointment and you will receive another letter confirming when the engineer will call.</p> <p>You will also receive a phone call or text message a day or two before the engineer calls to remind you of the service.</p> |

IMPORTANT CHANGES TO THE SERVICE

It may well be that you will be given an urgent appointment for some jobs that we previously treated as emergencies. We have re-categorised these with tenants and we believe that only repairs that could affect your health and safety or security should be made safe within 4 hours. It is much more efficient and effective for tenants and the contractor to be able to plan work through the appointment system.

As always, contact our Customer Service Centre on Freephone 0800 011 3447 for help or information.

WHAT IS RIGHT TO REPAIR?

From 30th September 2002, under the Housing (Scotland) Act 2001, Scottish Secure Tenants and Short Scottish Secure Tenants have the right to have small urgent repairs carried out by their landlord within a given timescale, this is called the Right to Repair scheme.

The Right to Repair scheme applies to all tenants of Local Authorities and Housing Associations.

WHAT REPAIRS COME UNDER THE SCHEME?

The following table shows repairs that are covered by Right to Repair and the timescales for completion. The scheme covers repairs up to the value of £350. These are known as 'qualifying repairs' and include the following -

| FAULT | |
|--|---|
| Unsafe power or lighting sockets or electrical fittings | 1 |
| Loss of electric power | 1 |
| Partial loss of electric power | 3 |
| Loss or partial loss of gas supply | 1 |
| Blocked flue to open fire or boiler | 1 |
| External window, door lock not secure | 1 |
| Loss or partial loss of space or water heating where no alternative heating is available | 1 |
| Toilets which do not flush (where there are no other toilets in the house) | 1 |
| Blocked or leaking foul drains, soil stacks or toilet pans (where there is no other toilet in the house) | 1 |
| Blocked sink, bath or drain | 1 |
| Loss of water supply | 1 |
| Partial loss of water supply | 3 |
| Significant leaking from a water or heating pipe, tank or cistern | 1 |
| Unsafe timber flooring or stair treads | 3 |
| Unsafe access to a path or step | 1 |
| Loose or detached banisters or handrails | 3 |
| Mechanical extractor fan in internal kitchen or bathroom not working | 7 |

MAXIMUM PERIOD FOR COMPLETION IN WORKING DAYS**

** Working days from day after date of notification of qualifying repair or inspection. Compensation is payable if the time in this column is exceeded. Please note that DGHP's own targets for these repairs aim to meet or better or better these targets.



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WHAT HAPPENS WHEN I REPORT A REPAIR?

When you report a repair, our Customer Services staff will tell you if the repair is covered by the "Right to Repair" scheme. We may need to inspect your home to confirm whether the repair is a qualifying repair or not and if so an appointment will be given.

WHAT HAPPENS IF THE WORK IS NOT DONE ON TIME?

If the contractor does not start the qualifying repair within the time set, you can tell another contractor from our approved contractors list to carry out the repair. The landlord will then pay you £15 compensation for the inconvenience. If our contractor has started, but not completed, the works within the maximum time you are also entitled to £15 compensation.

WHO REPAIRS WHAT?

| ITEM | WHO IS RESPONSIBLE | | |
|---|--------------------|-----|--------|
| | DGHP | YOU | May Do |
| Bathroom | | | |
| Bath (but not plugs) | ✓ | | |
| Shower Unit (fitted through aids and adaptations) | ✓ | | |
| Toilet pan | ✓ | | |
| Wash Basin (but not plugs) | ✓ | | |
| Heating | | | |
| Chimney and flue | ✓ | | |
| Chimney sweeping | ✓ | | |
| Coal bunker | ✓ | | |
| Electric storage heaters | ✓ | | |
| Gas fired system with radiators | ✓ | | |
| Solid fuel system with radiators | ✓ | | |
| System fitted by you (where we have agreed to maintain) | ✓ | | |
| Fireplace tiles | ✓ | | |
| Solid fuel grate, ash pan etc | ✓ | | |

| ITEM | WHO IS RESPONSIBLE | | |
|---------------------------------------|--------------------|-----|--------|
| | DGHP | YOU | May Do |
| Structure | | | |
| Door bell (except door entry systems) | | ✓ | |
| Door chain | | ✓ | |
| Door name plate | | ✓ | |
| Glass on inside door and screen | ✓ | | |
| Inside doors (including handles) | ✓ | | |
| Keys | | ✓ | |
| Outside door locks | ✓ | | |
| Outside doors | ✓ | | |

| | | | |
|---|---|---|--|
| Electrical | | | |
| Communal TV aerial system | ✓ | | |
| Electric fire (fitted by tenant) | | ✓ | |
| Electric fire (fitted by DGHP) | ✓ | | |
| Immersion heater | ✓ | | |
| Individual TV aerial | | ✓ | |
| Light fittings (not table lamps) | ✓ | | |
| Mechanical ventilators | ✓ | | |
| Plugs (including fuses) | | ✓ | |
| Smoke detectors | ✓ | | |
| Smoke detector batteries (if installed by DGHP) | ✓ | | |
| Sockets | ✓ | | |
| Common stair lighting | ✓ | | |
| Switches | ✓ | | |
| Wiring and circuits | ✓ | | |

| | | | |
|-----------------|---|---|--|
| Kitchens | | | |
| Cooker | | ✓ | |
| Cooker socket | ✓ | | |
| Kitchen units | ✓ | | |
| Sink top | ✓ | | |

| | | | |
|---|---|---|--|
| Plumbing | | | |
| Blocked sink, wash basin or bath | ✓ | | |
| Blocked toilet | ✓ | | |
| Domestic cold water supply | ✓ | | |
| Down pipes (rain and soil) | ✓ | | |
| Drains | ✓ | | |
| Gutters | ✓ | | |
| Hot water supply | ✓ | | |
| Sink plugs and chains | | ✓ | |
| Washing machine fittings (Unless provided by DGHP) | | ✓ | |

| ITEM | WHO IS RESPONSIBLE | | |
|---|--------------------|-----|--------|
| | DGHP | YOU | May Do |
| Structure | | | |
| Ceilings | ✓ | | |
| Damp proof course | ✓ | | |
| Floors (except carpets, laminate etc) | ✓ | | |
| Outside woodwork | ✓ | | |
| Roughcast | ✓ | | |
| Skirting boards | ✓ | | |
| Stairs | ✓ | | |
| Steps to entrances | ✓ | | |
| Walls | ✓ | | |
| Windows | | | |
| Glass in windows | ✓ | | |
| Sash cords for windows | ✓ | | |
| Sills | ✓ | | |
| Window catches | ✓ | | |
| Window frames | ✓ | | |
| Window handles | ✓ | | |
| Window locks (unless fitted by the tenant) | ✓ | | |
| Other | | | |
| Clothes line posts/whirly gigs (may not be like for like) | | | ✓ |
| Boundary fence | ✓ | | |
| Dividing fence between gardens | | ✓ | |
| Footpaths (to and from front/rear doors or a path within the garden that DGHP provided) | ✓ | | |
| Gates | ✓ | | |
| Inside decoration | | ✓ | |
| Outside decoration | | | ✓ |
| Garage (unless we provided it) | | ✓ | |

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MAKING A COMPLAINT

DGHP aims to provide an excellent service to our customers but we are also realistic in knowing that sometimes things can go wrong. We value complaints and look at them as a way of helping us to improve our services. We need to know where we are going wrong in order to put things right.

WHAT IS A COMPLAINT?

We define a complaint as an expression of dissatisfaction by one or more members of the public about our action or lack of action, or about the standard of service provided by or on our behalf.

WHAT CAN I COMPLAIN ABOUT?

You can complain about:

- Failure to provide a service
- The standard of service we have provided
- If we have not followed our policy
- The attitude of a member of staff or contractor
- Delays in responding to enquiries and requests
- Our failure to follow proper administrative process

HOW DO I COMPLAIN?

You can complain in person at any of our offices, by phone, in writing, email, by using the form at the back of our complaints leaflet or by completing our online form at www.dghp.org.uk



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ALTERNATIVE FORMATS

This publication is also available on tape,
in Braille, large print and community languages.

For information contact DGHP's Customer Service Centre
on:

NETWORK RATE 0845 606 3447

FREEPHONE 0800 011 3447

EMAIL customerservice@dghp.org.uk

本印刷品有錄音帶、凸文、大字印刷與社區其他語文版本可供索取。如欲獲取更多資訊，請通過以下方式聯絡DGHP客戶服務中心：致電0800 011 3447（免費電話）或0845 606 3447（本地電話收費）、或者發送電子郵件到customerservice@dghp.org.uk。

এই প্রকাশনা টেপ আকারে, ব্রেইলে, বড় প্রিন্ট আকারে এবং কমিউনিটি ভাষায়ও পাওয়া যায়। তথ্যের জন্য DGHP's এর কাস্টমার সার্ভিস সেন্টারের সাথে 0800 011 3447 (ফ্রি-ফোন) নম্বরে অথবা 0845 606 3447 (লো-কল) নম্বরে অথবা customerservice@dghp.org.uk ই-মেইলে যোগাযোগ করুন।

هذه النشرة متوفرة أيضاً على شريط سمعي، وبحروف بريتيل وبحروف كبيرة وبلغات المجتمع. للمزيد من المعلومات يرجى الاتصال بمركز خدمة الزبائن لـ DGHP على رقم الهاتف المجاني 0800 011 3447 أو على رقم 0845 606 3447 (محلي) أو الكتابة لتبريد الإلكتروني customerservice@dghp.org.uk

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یہ پبلیکیشن ٹیپ پر، بریل میں، بڑے حروف کی چھپائی اور کمیونٹی کی زبانوں میں بھی دستیاب ہے۔ معلومات کئے DGHP کے کسٹمر سروس سینٹر سے 0800 011 3447 (فری فون) یا 0845 606 3447 (Lo-Call) - مقامی کال کے خرچ) پر رابطہ کریں یا customerservice@dghp.org.uk پر ای میل کریں۔



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FOR FURTHER INFORMATION, PLEASE CONTACT:

DGHP Customer Service Centre

0800 011 3447 (freephone)

0845 606 3447 (charged at network rate)

email us: customerservice@dghp.org.uk

or visit our website: www.dghp.org.uk

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