



REPAIRS SERVICES

What is this fact sheet about?

This fact sheet gives brief details of the Co-operative's repair services. Full details can be obtained from our offices in Aberdeen and Peterhead or on our web site at:

<http://tenantsfirst.com/about-us/policies/policy-library.asp#propman>

Questions & Answers

Q How do I report a repair?

A Normally by phone to one of our offices (Aberdeen 01224 628400 or Peterhead 01779 474282), or by contacting any member of staff or through our web site at http://tenantsfirst.com/report_repairs.asp

Q What about emergencies?

A You have been issued with a "call out" sheet with contractors details for Emergency situations. You should note that you will be charged the additional costs the Co-operative incurs if the work required is not an emergency.

Q Does the Co-operative do every repair?

A No. There are some things that you are expected to repair or replace yourself. Items like Bulbs, Batteries, Fan filters, Shower hoses, WC Seats etc. These are itemised in the Members Handbook.

Q When will the work be done?

A For most repairs the Co-operative operates 3 target times.

- Emergency repairs 4 hour response. This class of repair is intended to deal with emergencies which are likely to cause injury or death, or substantial property damage.
- Urgent repairs 3 days. These are faults that may cause inconvenience to a tenant member but little possibility of causing further property damage if dealt with within the specified target time.
- Routine repairs 10 days. These are faults that are not hazardous and which cause minor inconvenience to a tenant member.

Q I'm only at home at certain times, will the repairs be done during these times?

A We will try to fit in with your requirements. Let us know when you report the repair, and inform the contractor if they ring you. But repairs will

only be done from 8am to 5pm Monday to Friday. You have a responsibility to make your property available during these times.

Q Can I make an appointment?

A Generally the contractor will ring you before they call to do the repair. You can make more specific arrangements with them then.

Q The target date is past and the repair has not been done. What now?

A Contact the Co-operative, they will find out why there has been a delay and will make arrangements for the repair to be done as soon as possible. You may be entitled to compensation under the 'Right to Repair' scheme.

Q I'm unhappy with the service I have received. How do I complain?

A When you reported the repair a 'Repair Notification' was sent to you. This has a return section which allows you to give your views on the service you received. If you are very unhappy you can make a formal complaint in the normal way.

Please let us know if you find this Fact Sheet helpful, or would like additional information on this subject.