



**FIRST
PORT**

Property
Services
Scotland

Repairs Policy

Spanner in the works?

Keeping your development up to scratch is vital to make sure you feel comfortable in your home and confident that the building is safe and sound.





Toolkit

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Understanding Repairs and Maintenance

Keeping things shipshape



Our repairs policy enables us to do that in an organised and timely way, giving priority to emergency and urgent situations.

The intention of our repairs policy is to:

Ensure that your development is kept in good repair and that our service is good value for money

Provide a prompt, efficient and economic repairs service

Complete all repairs within a single visit, where possible

Consult and involve you in the decision making process in accordance with consultation procedures

Achieve high standards of customer satisfaction by monitoring our contractor's and partner's performance regularly

Comply at all times with all current legal responsibilities and codes of good practice

Ensure that we meet our responsibilities for repair and maintenance of your development

Recognise that the service should respond to the wishes of customers and that all feedback is reflected in future policy and procedure reviews

Roles and Responsibilities

Managing scratches and scrapes

FirstPort Property Services Scotland is responsible for maintaining the structure of the building and replacing and repairing communal items.

Repair costs will be paid for through the service charge. Depending on the wording of your burden in your Deed of Conditions, some of these items may include:

- Foundations
- External walls to properties
- Some external doors and door frames
- Communal window frames
- Roofs
- Gutters and rainwater pipes
- Drainage
- Communal water services
- Communal electrical fittings
- Communal electrical heaters
- Communal areas (e.g. lifts, refurbishments and redecorations)

Roles and Responsibilities

Emergency repairs



These are categorised where there is a danger to the health or hazard to the safety of an individual or a serious risk of damage to the building. Emergency repairs will be attended to immediately.

In some instances we may only be able to carry out a temporary repair to make the situation safe and secure. Once this has been done arrangements will be made to complete the repair.

FirstPort Property Services Scotland, via your emergency call monitoring service, provides an out of hours service for emergency repairs (jobs that cannot be left until the following working day) that occur outside of office hours.

This service will usually involve making the situation safe and secure. The full repair will normally be completed during normal working hours.

- This could include:**
- Material health and safety issues
 - Prevention of a detrimental or worsening situation to your building
 - Complete loss of electricity supply
 - Development insecure or failure of security systems such as communal windows or external doors
 - Flood/fire
 - Blocked and overflowing drains
 - Failure of emergency alarm/ call system
 - Removal of offensive graffiti

Roles and Responsibilities

Routine repairs



These are defects that can be deferred without causing serious discomfort, inconvenience or nuisance to residents or third parties and without long term deterioration of the building.

Routine repairs to the communal areas will be completed within one calendar month of being reported.

This can include:

General joinery repairs, including doors, floors and windows

Repairs to external walls, fences and paths

Repairs to walls, brickwork and slate/tiles

Repairs/cleaning of gutters and down-pipes

Repairs to communal kitchen fittings (where applicable)

Repairs to plasterwork

Dripping/leaking taps or shower units

Other minor plumbing repairs

Repairs to tiling

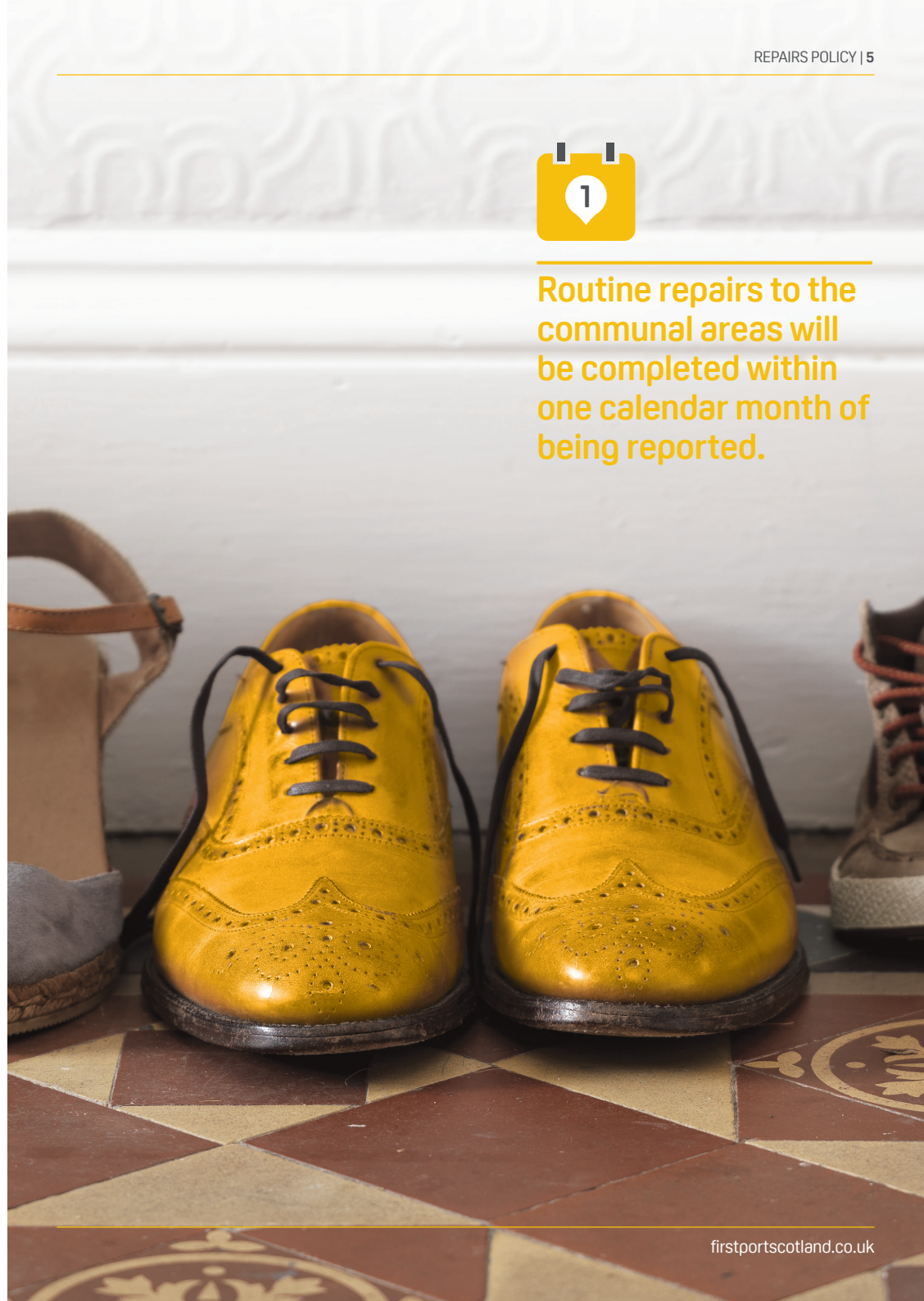
Other minor 'day-to-day' repairs/replacement

We do understand that there will be repairs, which may not be an emergency, but do require to be completed more urgently. We try to prioritise particular repairs when needed and communicate our timescales accordingly.

A few examples are, a faulty communal aerial, roof damage, damage to a communal heating system or damage to stair treads and handrails/banisters. These are treated as priorities.



Routine repairs to the communal areas will be completed within one calendar month of being reported.



Contact Information

Getting in touch



All repairs should be reported to the Customer Service team, or where appropriate, your Development Manager on site, as soon as possible. You can call the FirstPort Property Services Scotland Customer Service team on 0333 321 4077 between 9am – 5.00pm Monday to Friday.

Emergency repair requirements outside of normal office hours should be telephoned to your emergency call monitoring service or via the pull cord(s).

When reporting a repair, whilst your Development Manager is off duty or if you do not have a member of staff on site, we would ask that you provide the following information:

Your name

Your address

Telephone number or contact name and number for access purposes

A detailed description of the problem

Once you have provided these details, we will endeavour to diagnose your requirement and agree suitable action.

In certain circumstances we may be required to arrange for a technical inspection prior to raising a repair request.

Where this is required we will arrange a convenient appointment with you.

General Repairs



Telephone
0333 321 4077
9am – 5.00pm
Monday to Friday

Repair Appointments

Visiting your home



Should FirstPort Property Services Scotland require access to your home to undertake a repair in relation to the communal areas of the building, we will give you at least 24 hours notice as well as offering a morning or afternoon appointment.

Once your appointment has been made it is important that you are available to provide access for our contractor.

If you know that you are unable to provide access for our contractor it is important that you contact us and give us as much notice as possible.

Where they are unable to complete the repair at the first visit they will make a convenient appointment to return and complete the job.

Access to your home and your security

Your safety and security is very important to us. We strongly advise you to ask for identification before allowing anybody from or on behalf of FirstPort Property Services Scotland access to your home. If you are at all in doubt do not let them in and contact us first to check their identity.

Planned, cyclical and improvement works and all other non-urgent repairs

To ensure that FirstPort Property Services Scotland are providing repairs in the most cost efficient and effective way, non-urgent repairs such as fencing, footpaths and painting may be deferred and grouped together into one visit for a contractor.

Guide to Maintenance Contracts

All in a day's work



We may combine the non-urgent repair if the item is due for replacement under a Major Works contract within the next 12 months.

Planned maintenance to the external envelope of your property, including preliminary paint repairs and painting will be continuously reviewed every three to five years, or as detailed in your Deed of Conditions. Internal redecorations will be programmed regularly.

Additionally, each year we will undertake the following as a minimum:

Safety checks of communal electrical systems

Safety checks of communal fire equipment

Annual lift servicing and maintenance

Annual servicing of communal plant and equipment

Annual audit of cold water storage tanks

Annual electrical portable appliance test

You will understand why any significant damage to communal areas caused by your relatives, pets and visitors would be your responsibility.

Where damage has occurred (for which you have been responsible) we would expect you to contact us.

We will then arrange for the necessary repair to be completed and recharged to you.

Repayment costs will be discussed with the occupier (unless it is an emergency). FirstPort Property Services Scotland will agree the method of payment with the occupier, in writing, before undertaking the work.

Complaints

If you have been unhappy with the repairs service you have received, in the first instance, please contact your Development Manager.

Alternatively, you can also contact our Customer Service team on 0333 321 4077.

How to contact us



Post

FirstPort Property Services Scotland
3rd Floor, Troon House
199 St Vincent Street
Glasgow
G2 5QD



Telephone

0333 321 4077
(Monday to Friday, 9am to 5pm)



Email

scotlandhelp@firstport.co.uk



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More than just bricks and mortar

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