

Reporting Repairs



How do I report a repair?

You can report repairs to us:

- **By phone**
During office hours (9.00am to 5.00pm) telephone our office.
- **By letter, e-mail (repairs@ancho.co.uk) or online (www.ancho.co.uk)**
Write to us, email us or report your repair online, giving us details of your repair request, suitable times for access and if possible a contact telephone number.
- **iOS/Android app**
Download our iOS/Android app to your smartphone and use it to report repairs.

During office hours you should report repairs directly to us, giving as much detail as you can, for instance:

- Your name and address.
- A contact telephone number.
- Where and what the fault is.
- When the contractor can get access to your home to repair the fault.

How quickly will my repair be done?

As a general rule we expect contractors to keep to the following response times:

- **Emergency repairs (including out of hours)**

Attendance within **2 hours** of reporting defect for defects which might cause danger to tenants or others, or which might cause damage to the buildings, or tenants' property.

- **Urgent repairs**

Attendance within **3 working days** for defects which might affect the water supply, drainage, electricity supply, gas supply or security of the house.

- **Routine repairs**

Attendance within **10 working days** for normal day to day repairs such as faulty unit doors.

- **By appointment**

For some types of repairs we will be able to offer you an am/pm appointment on an agreed date for the work to be completed.

- **Defects liability period**

We expect contractors to attend to minor items within one month of being reported. More pressing issues will be rectified within **10 working days**.

What is an emergency repair?

Genuine emergency repairs which cannot wait until the next working day are repairs which are considered necessary to prevent serious damage to the building, danger to health, risk to safety, risk of serious loss or damage, or serious inconvenience to the occupier or occupier's property.

These repair requests should be attended to by the contractor within 2 hours of notification, 24 hours a day 7 days a week, to make safe the hazard or complete the necessary repair.

Non-emergency or routine repairs should be reported during normal working hours. You should not use the iOS/android app, website, email or letter to report an emergency repair.

During office hours, emergency repairs should be reported to the office as normal. Outwith office hours we operate an Out-of- Office Hours emergency service via our contractor. If you need to use this service please make sure you give:

- Your name and address,
- Telephone number,
- A description of the repair request.

Please follow any instructions given or requests made by our contractors which may assist with your repair request.

Alternatively, telephone the office and listen to the recorded message. Please remember that if you report a repair as an emergency and it is found that the repair is either not an emergency or it is your responsibility, you may be charged for the cost of the repair.

What is Right to Repair?

Some repairs are 'qualifying' repairs under the Right to Repair scheme. When you report a repair you will be advised if it is a 'qualifying' repair. These repairs will be carried out within 1, 3 or 7 working days depending on what kind of repair it is. If a 'qualifying' repair is not carried out in time you will be entitled to claim compensation.

Fault	Days*
Blocked flue to open fire or boiler	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
Electric power–	
loss of electric power;	1
partial loss of electric power	3
Insecure external window, door or lock	1
Unsafe access path or step	
Significant leaks or flooding from water or heating pipes, tanks, cisterns	1
Loss or partial loss of gas supply	1
Loss or partial loss of space or water heating where no alternative heating is available	1
Toilet not flushing where there is no other toilet in the house	1
Unsafe power or lighting socket, or electrical fitting	1
Water supply–	
loss of water supply;	1
partial loss of water supply	3
Loose or detached banister or hand rail	3
Unsafe timber flooring or stair treads	3
Mechanical extractor fan in internal kitchen or bathroom not working	7

** Maximum period in working days from date immediately following the date of notification of qualifying repair or inspection*

What kind of repairs can I report?

We are responsible for some repairs and maintenance to your home but you, as the tenant, also have responsibilities for some repairs and maintenance. This guide highlights the most common repairs and who is responsible for these. There might be occasions when we will carry out a repair on your behalf and recharge you any cost that we incur in doing so.

- * Where you see this asterisk, it means ANCHO may carry out the repair on your behalf but you will be recharged the cost of the work.
- ** Where you see these asterisks, it means that ANCHO will only carry out these repairs on the items:
 - when a property is vacated for a new tenant,
 - as part of a planned maintenance programme,
 - if it is included in your service charge.

Otherwise the repair is your responsibility.

- *** Where you see these asterisks, it means ANCHO will carry out these repairs, but you need to report this to the police first and ask for an incident report slip. Should you fail to do so, you will be recharged for the repair.

Doors

Item	ANCHO	Tenant
Letterbox	✓	
Doorbell batteries		✓
Doorbell on electric circuit	✓	
Outside (front or main) door, hinge, frames & handles	✓	
Internal doors, handles, latches, hinges & door stops	✓	
Stair entry door	✓	
Door chain		✓**
Door name plate		✓
Keys & replacement locks		✓**
Locks repair	✓	
Glass in doors & screens	✓***	

Windows

Item	ANCHO	Tenant
Glass in windows	✓***	
Window frames	✓	
Window fittings, catches, ropes & handles	✓	
Window locks	✓	
Window sills	✓	
Ventilation strips	✓	

External structure area

Item	ANCHO	Tenant
Gutters	✓	
Down pipes (rain & soil)	✓	
Overflow	✓	
Roof tiles/slates	✓	
Roof timbers	✓	
Fascia boards, soffit, barge boards and over hangs	✓	
Car ports & garages		✓
Lean to roofs and porches	✓	
Walls	✓	
Roughcast, render & external brick work	✓	
Foundations & damp proof course/membrane	✓	
Chimney	✓	
Chimney flue	✓	
Steps to entrance	✓	
Stairs, bannister, handrail	✓	
Communal paths	✓	
Communal slabs	✓	
Communal stairs & entrances: floor & wall finishes	✓	
Fences & gates (boundary)	✓	
Fences & gates (divisional)		✓
Communal parking areas	✓	
Bin stores and drying areas	✓	
Clothes poles	✓	
Clothes pole rope		✓
Rotary driers (communal)	✓	
Rotary driers (individual property)		✓
Garden shed/greenhouse		✓
External decoration	✓	

In the house

Item	ANCHO	Tenant
Water pipes, stop cocks, valves and drains	✓	
Ceilings	✓	
Walls	✓	
Plasterwork	✓	
Floors	✓	
Loft hatch	✓	
Skirting	✓	
Facings	✓	
Stairs	✓	
Bannister/handrail	✓	
Cupboards	✓	
Decoration		✓**
Floor coverings carpets, vinyl, laminate, etc.		✓
Stair cleaning (communal stairs)		✓**

Electrical

Item	ANCHO	Tenant
Sockets	✓	
Pendants, lamp holder and ceiling rose	✓	
Extractor fans/mechanical fans	✓	
Plugs and fuses		✓
Mains operated smoke detector	✓	
Battery operated smoke detector	✓	
Battery for smoke detector		✓**
Light switches	✓	
Water immersion heater	✓	
Electric fires (if supplied by ANCHO)	✓	
Storage heaters	✓	
Wiring and circuits	✓	
Consumer unit (but not resetting MCBs/RCDs)	✓	
External light fittings to front/rear of property	✓	
Common stair lights	✓	
Fluorescent tubes		✓**
Starters		✓**
Diffusers		✓**
Bulbs		✓
TV aerial, cable and coaxial		✓**

Bathroom

Item	ANCHO	Tenant
Blocked drain/waste pipe	✓	
Water supply pipes	✓	
Bath	✓	
Shower (belonging to ANCHO)	✓	
Shower (belonging to Tenant)		✓
Wash Hand Basin (WHB)	✓	
WC Bowl	✓	
WC Cistern	✓	
WC seat & lid		✓**
Taps	✓	
Tap washers	✓	
Plug & chains		✓**
Non-slip flooring (Installed by ANCHO)	✓	
Towel rails & toilet roll holders		✓

Kitchen

Item	ANCHO	Tenant
Blocked drain/waste pipe	✓	
Water supply pipes	✓	
Taps	✓	
Tap washers	✓	
Sink bowl and drainer	✓	
Plug & chains		✓**
Non-slip flooring (Installed by ANCHO)	✓	
Kitchen units & work tops	✓	
White goods and fittings/plumbing installed by ANCHO (i.e. cooker, oven, washer/drier) <i>This does not include items left by a previous tenant where the incoming tenant has accepted liability</i>	✓	
White goods and fittings/plumbing belonging to Tenant (i.e. Cooker, oven, washing machine, tumble drier, fridge/freezer)		✓
Gas supply pipe and bayonet fitting	✓	
Gas supply hose to cooker		✓
Supply and fitting bayonet fitting where none exists within property		✓*

Heating

Item	ANCHO	Tenant
Electric storage heaters	✓	
Panel heaters & fan heaters	✓	
Gas central heating system	✓	
Gas water heating system	✓	
Radiators, thermostats, timers, boilers & pumps	✓	
Gas fires, electrical focal point fires	✓	
Gas pipes, hot & cold water tanks	✓	

Services

Item	ANCHO	Tenant
Communal grounds maintenance	✓	
Individual garden maintenance (front, rear and side gardens of property)		✓
Communal TV aerials	✓	
Individual TV aerials		✓
Furnishings & equipment (where provided by ANCHO)	✓	
Internal window cleaning (individual property)		✓
External window cleaning (individual property)		✓
Internal window cleaning (communal stairs)		✓
External window cleaning (communal stairs)		✓**
External window cleaning (communal stairs)		✓**

What is a rechargeable repair?

We won't do repairs/work which are your responsibility unless in an emergency e.g. access to/securing a property or, work which you were asked to carry out, but failed to do. When we do work on your behalf, you will be advised in writing that you will be recharged the cost of the work incurred by us.

Please note - Should you misplace the keys for your property and request that we gain access for you, we will require 50% of the anticipated cost of forced entry and lock replacement before we ask a contractor to attend. We will also request that you sign an agreement to pay the remainder off after completion. This remainder may be paid in instalments depending on circumstances. You will be advised of this at the time.

Questions

We're happy to help if you're unsure about what to do. Just call our Freephone number **03030 300 999**



Telephone: 01294 313121



Email: mail@ancho.co.uk



Web: www.ancho.co.uk

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