

# Repairs Handbook



To report a repair  
0300 123 3561  
0800 916 1525

 Sanctuary  
Scotland

Anyone visiting your home on our behalf will carry photographic identification. If someone cannot prove who they are:

- Do not allow them to enter your home
- Alert your local office immediately



The '0800' numbers in this handbook are free from a landline.



'01' and '03' numbers are charged at the normal national rate and are included in 'free minutes' if you have them.

For exact charges from your mobile phone, check with your provider.

Keeping your home in a good condition is a responsibility shared between you and Sanctuary Scotland.

We are responsible for general 'wear and tear' to your property. You are responsible for any damage you cause. You are also responsible for such things as decorating, replacing bath plugs and changing the locks if you lose your keys.

## If you need to report a repair

Our Customer Service Centre (CSC) is open 24 hours a day, 7 days a week, 365 days a year.

The easiest way to report a non-emergency repair is to visit

**[www.sanctuary-scotland.co.uk/report-a-repair-form](http://www.sanctuary-scotland.co.uk/report-a-repair-form)**

You can also report a repair by:

- Emailing **[csc.requests@sanctuary-housing.co.uk](mailto:csc.requests@sanctuary-housing.co.uk)** (non-emergency repairs only)
- Phoning **0800 916 1525** or **0300 123 3561**
- Texting **07795 265 843**
- Typetalk / minicom – **01482 580 576**

You can help us pinpoint faults and speed up the repairs process by referring to the diagrams at **[www.sanctuary-scotland.co.uk/report-a-repair/whats-your-problem](http://www.sanctuary-scotland.co.uk/report-a-repair/whats-your-problem)**



## However you contact us, please tell us:

- Your name, address, postcode, contact phone number and email address
- Details of the item in need of repair
- If you are hard of hearing or need time to get to your door

The details of your repair will be logged.

If we are responsible for the repair, we will arrange for someone to visit your home to fix the problem.

If you fail to keep an appointment you may be charged for the cost of the visit.

## How long will it take to make my repair?

We prioritise repairs by how urgent they are:

### Emergency repairs

Emergency repairs should be carried out within **6 hours**. A repair is deemed an emergency where there is:

- A serious health and safety risk to people in or near the property (such as a gas leak or dangerous electrical fault)
- A risk of serious damage to the property (such as water leaking through the ceiling)
- A problem with important services (such as the water or electricity supply)
- A security risk (because of a broken window, or an external door that does not shut)

We will visit within **6 hours** to make the situation safe. A follow-up visit will often be needed to fully complete the repair.



## Appointed repairs

This applies to all non-emergency repairs for which access to your home is required.

We will try to agree an appointment with you within **20 working days** at the first point of contact.

## Planned repairs

We sometimes group repairs together to create a programme of works. Where this applies a repair may take longer than 20 working days.

For example, if several homes on one estate need new guttering, this work may be done at the same time. This minimises disturbance and provides the best value for money.

Each year we invest millions of pounds improving our properties. This programme includes the replacement of windows, kitchens and bathrooms.

For more information on our repairs service, visit [www.sanctuary-scotland.co.uk/report-a-repair](http://www.sanctuary-scotland.co.uk/report-a-repair)





## Gas safety

As a landlord we carry out an annual gas safety check.

You must allow us to access your home once a year for this purpose.

During this visit our engineer checks:

- Your gas appliances, flue and ventilation work properly
- Your gas meter installation does not leak

It is a good idea to note the location of your main gas shutoff valve. This is normally located near your gas meter.

## If you experience a gas leak:

- If possible, turn off the gas supply at the meter
- Open windows and doors
- Leave the building
- Phone the National Gas Emergency Service on **0800 111 999**

## Carbon monoxide

Carbon monoxide is a silent killer.

You and your family could be at risk from carbon monoxide poisoning if your appliances, flue or ventilation are not working properly.

All Sanctuary tenants should have a carbon monoxide alarm.

Tell us if you do not have an alarm – we will install one free of charge.





## Can I claim for accidental damage to my home?

You are responsible for your own possessions, carpets, fittings and internal decorations.

As a result you should take out household contents insurance to cover your possessions against loss or damage.

Your local office can provide you with information on a policy we recommend.

If your home is damaged by a Sanctuary contractor, let us know as soon as possible.

## Your feedback

We might phone or email to ask you what you thought about your repair. Calls last five minutes and help us improve.

You can tell us what you think of our repairs service – good or bad – by:

- Emailing **Scotland@sanctuary-housing.co.uk**
- Phoning **0141 876 4900**
- Writing to: **Sanctuary Scotland, 7 Freeland Drive, Glasgow, G53 6PG**

For more information on our repairs service, visit **[www.sanctuary-scotland.co.uk/report-a-repair](http://www.sanctuary-scotland.co.uk/report-a-repair)**

If you would like this publication in another format or language, please phone **0141 876 4900**



**[www.sanctuary-scotland.co.uk](http://www.sanctuary-scotland.co.uk)**

Sanctuary Scotland Housing Association Limited

Registered office: Sanctuary House, 7 Freeland Drive, Glasgow G53 6PG

A Registered Social Landlord - HEP 302 and a property factor registered in Scotland No. PF000124

Registered Society No. 2508R (S) and a charity registered in Scotland No. SC024549

Sanctuary Scotland Housing Association Limited is a subsidiary of Sanctuary Housing Association, an exempt charity.

Published: XXXXX 2016