Alteration and Improvements

If you want to carry out alterations or improvements to your home you must first obtain our written agreement. At the end of your tenancy you may have the Right to Compensation for certain improvements provided you had our agreement to carry out such works. The amount of compensation varies and depends on a number of factors, such as the condition of the improvement at the end of the tenancy.

Access

If we need access to your house to carry out repairs or to inspect, we will give you at least 24 hours' notice. This is the particularly important for your annual gas service. If you refuse entry, we have the right to make forcible entry provided we have given you every reasonable opportunity to let us in voluntarily. You will also be recharged for us forcing entry and making good any damage.

Tenant Responsibilities

You and others living in the house must take reasonable care of it; this includes keeping the house in a reasonable state of cleanliness and decoration. We are not responsible for repairing damage caused by you, your household or visitors. Any repairs we decide to carry out as a result of damage caused by you would be rechargeable to you.

We also recommend you insure your personal possessions against loss or damage caused by fire, flood, theft, accident etc.



Out of hours telephone numbers

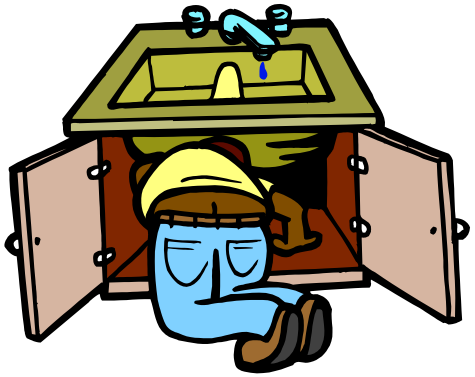
Contractors contact number 01244 987 642
Lothian Gas 0131 440 4666

Do you need information provided in a different language or format?

HAPPY TO TRANSLATE

We can arrange to have information translated into most languages - please contact the office for further information. We can also provide information in alternative formats (for example, large font or on CD) - again, contact the office for further details: 0131 510 8540

MANOR ESTATES
Housing Association



Guidance to the Repairs Service

Manor Estates Housing Association Ltd
Suite 4
5 New Mart Place
Edinburgh, EH14 1RW

Reporting Repairs



Any repairs that are our responsibility (refer to the tenant information pack for guidance) should be reported to this office with as much detail as possible. When you report a repair, our technical staff will advise you about the category of the repair and the target time to complete it.

CATEGORIES OF REPAIRS

Emergency

This category is restricted to circumstances where this is a danger to life, a safety hazard or the potential for more extensive damage to the Property.

Examples of emergencies include:



- Significant leaks or flooding from pipes/tanks/cisterns
- Unsafe power/lighting/electrical fitting- lights not working in the bathroom or kitchen are deemed an emergency.
- Broken window (securing window would be an emergency but reglazing the window would be deemed as a follow up appointment)
- WC blocked and there is no second wc

We will attend and make safe within within 2 hours.

However, if there is a heavy demand on the emergency service, for instance during extreme cold, storms or flooding, the first priority will be to remove any hazard.

The second priority will be to restore services such as water and power within 24 hours. Completion of the repair will then be made by an appointment. In most cases, the removal of any hazard and restoration of services can be expected at the first visit.

You will be offered an appointment time for all other repairs within the target time of 13 working days

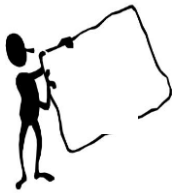
Major Repairs when consultation is required with owners will take up to 28 days



Adaptations

Some tenants may require medical adaptations to their homes, such as the installation of wet floor showers or ramped access. We will need a report from your Occupational Therapist which decides the priority of the request. We then apply for funding to do the work.

££££ Rechargeable Repairs



Tenants will be charged for the repairs that are caused by negligence or misuse. You will be advised if the repair will be recharged at the time of reporting the repair. Where an emergency contractor has been called out unnecessarily, we will charge the tenant for the cost of this call out. If reporting broken windows or other items that have been vandalised, you must report these to the Police first and contact us with an incident number, or you may be charged for the cost of the repair.