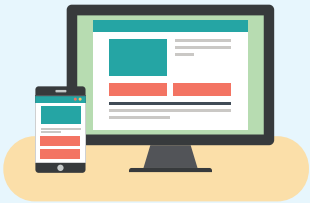


Everything you need to know about your repairs service.



Sign up for My Loretto



The easiest way to get in touch is online, you can pay your rent and view all your account information at **My Loretto**. To register visit www.lorettoha.co.uk

My repairs

We always aim to keep your home warm, safe and dry. However, sometimes new issues develop and repairs are needed. Our repairs team aims to fix problems quickly, first time.



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We can produce information on request in large print, Braille and audio formats. Visit www.lorettoha.co.uk or contact your local housing officer.

Reporting repairs

We're here 24 hours a day, seven days a week to deal with repairs – big or small. It's easy to report a repair – and you can select a time and day for your repair to be carried out.



Online

Are you registered for **My Loretto**? Report repairs by logging into your account and following the simple steps.



Call us

Not registered yet with **My Loretto**? Call us free of charge on 0800 952 9292. We're here all day, every day.



In person

Speak with the housing officer out and about in your area, or when they come to visit you.

What will happen?

Whether you book a repair online, by phone or in person, you will be able to:

- describe the repair so we can send the right team to fix it
- find out what your repair is classed as and what type of appointment slot you need (see more about the different type of repairs on page 6)
- find out if the repair is covered by your Right to Repair (see page 4)
- make an appointment that suits you.

Don't worry if you need to change the appointment. You can do that online or call us back on **0800 952 9292**.

What happens next?

- we will contact you to confirm the appointment before we visit you
- our repairs team will arrive at your home – they'll have ID cards with them
- please make sure you are at home so our team can get in to carry out the repair
- if they cannot get in, they will leave a calling card or an electronic communication such as SMS or email, to let you know they called.

Please fill in the feedback form they leave with you or electronic communication such as SMS or email to tell us what you think about our service. Your views will help us to keep improving.

What repairs are Loretto Housing responsible for?

Looking after your home is partly your responsibility and partly ours. Legally, as your landlord, we have to carry out certain repairs and to maintain your home to a safe standard.

Before a tenancy begins, we inspect the house and carry out work to ensure it is safe, secure and wind and watertight.

We will inspect your home annually to make sure it is in good condition.

Loretto Housing is responsible for repairing and maintaining:

- the outside of the home including roofs, walls, gutters, downpipes, the close, close doors and backcourt
- common areas inside such as entrances, halls, stairs, including walls, ceilings, paintwork, window safety catches and communal TV aerials
- fittings in your home provided by us such as kitchen and bathroom fittings, water and gas pipes, heating systems, electrical wiring, windows and doors
- areas around your home that we own including paths, walls, drains, bin stores and drying areas.

What are you responsible for?

You must:

- report damage or any repairs needed to your home
- allow us access to your home to carry out repairs and maintenance, inspections and annual gas servicing
- take care of your home, garden and communal areas
- pay for repairs where someone in your household or a visitor caused the damage.

You are responsible for replacing:

- plugs
- lightbulbs
- toilet seats
- filters for cooker hoods
- lost or broken keys.

Different types of repair

There are three types of repair – emergency repairs, appointed repairs and programmed repairs. Here is a bit more about them and what you can expect to happen for each type.

Emergency repair

If there's a threat to health and safety or we need to take quick action to stop any damage to your home or to a neighbour's home, it's an emergency repair. Examples include: burst water pipes or your front door is not secure.

We'll call and make your home safe within three hours and the repair should be completed within 24 hours.

Appointed repair

If there's no health or safety risk but something in your home needs fixed because it's causing an inconvenience, it's an appointed repair.

Appointed repairs are carried out within 15 days. Most customers choose an appointment and the repair is done in four days.

Programmed repair

Day-to-day repairs which are our responsibility but don't fall into either of the other repairs types are called programmed repairs.

We will attend within 30 days. Usually these repairs need an inspection to decide what work and materials are needed.

Next day appointments

We offer next day appointments for items that are urgent but don't have to be done straight away. This gives you more flexibility with the appointment.



Report a repair online,
sign in to **My Loretto** by
visiting www.lorettoha.co.uk

Major common repairs

More complex repairs, such as rot or extensive roofing works, may take longer. We will keep you and your neighbours informed when work will start and finish.

If the repairs relate to a common area of your building and there are owners in the block, we may need to get permission from these owners to undertake the work. If we don't get the consent required, we won't be able to do the work. Where there is a risk to health and safety, we can go ahead with repairs to make the building safe ensuring that we protect residents and their properties.

Major repairs and adaptations

These are repairs that require generally extensive works such as Rot works, fire damage and works involving excavation/specialist equipment/planning consent. These will be individually assessed but may take up to 90 days or more.

Customers can self-refer for minor adaptations such as hand grab rails but will require an Occupational Health Assessment by the local Council for more extensive major works.



Search my rights at www.lorettoha.co.uk for timescales for different repairs.

What you pay for

Remember if you or someone in your household, or a visitor to your home, causes damage, we will charge you for the repair. We also charge for lost or broken keys. We'll let you know upfront how much it will be.

Our staff

Our staff carry ID badges with their photo on it. If you are in doubt about someone asking to get into your home, don't let them in and call us right away.

Our staff will always be professional and try to cause as little disruption in your home as they can. They will keep hazards to a minimum while work is carried out and make sure people can get in and out of your home at all times.

Your rights

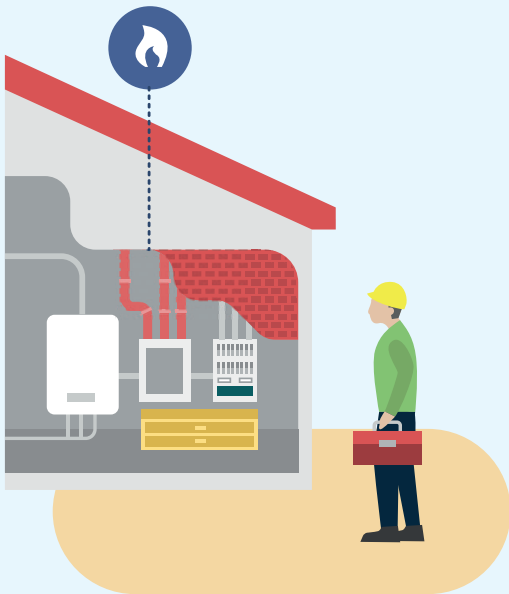
You have the right for small, urgent repairs to be carried out by us within set timescales. Under The Housing (Scotland) Act 2001, you may be due compensation if the repair isn't carried out in the time limit. When you report a repair, we'll:

- tell you if it's covered under the Right to Repair scheme
- tell you your rights.

The Right to Repair scheme covers certain repairs up to the value of £350. Repair times depend on the type of repair and are set by law, not Loretto Housing.

Gas safety

We need to carry out at least one gas safety visit in your home each year. It's the law for all responsible landlords.



What will happen

You'll receive a letter from us 10 months after your last check with a date for your next visit. If it's not a good time, let us know and we'll rearrange.

Make sure you are at home on the day of your gas safety check. If you miss this safety check and any rearranged appointments, we may force entry to your home – and all costs will be charged to you.

I smell gas. What do I do?

Follow these simple steps straight away:

- turn off all gas appliances
- put out any cigarettes
- open all doors and windows
- don't use matches or naked flames
- turn gas off at the meter
- don't switch on any electrical switches or appliances
- don't press buttons on the door entry systems.



If you smell gas

Call emergency service company SGN as soon as you can on **0800 111 999**.

You can also call us on 0800 952 9292. We'll speak to SGN for you and have our gas engineers with you within an hour to deal with any breakdowns.

Your feedback

Tell us what you think

We really value your views on issues like repairs and customer service. It's only by listening to what our customers tell us that we can keep improving what we do.

Please let us know what you think by using the feedback form our staff will leave with you or an electronic communication such as SMS or email, or by contacting us in whatever way suits you.



Speak to your **housing officer** or visit **www.lorettoha.co.uk** for our Customer Service Commitments.

Our commitment to you

There are certain standards of service you have a right to expect when you are in contact with us. We call these standards our customer service commitments.

Need to get in touch?

We're always here to help.



Call us **0800 952 9292**

Call our **Customer First Centre**

24 hours a day, seven days a week for any issues you have.



Speak to your **housing officer**.

Our housing officers can visit you in your home or contact you by telephone if that is easier. Call the Customer First Centre to arrange this.



Visit us (web)

www.lorettoha.co.uk

Visit MyHousing (web)

www.myhousing.org.uk



Find us on Facebook

www.facebook.com/LorettoHA



Write to us

Customer First Centre

Lipton House

170 Crown Street

Glasgow, G5 9XD

Sign up for My Loretto

Creating an account only takes a few minutes, you can pay your rent, report a repair and much more, at a time that suits you.

Register at www.lorettoha.co.uk