

# Athene Associates Ltd



## Repairs and Maintenance Procedure

We will adhere to the following procedure when repairs and maintenance are required to a property, unless alternative arrangements for a particular tenancy/property have been agreed with the landlord in writing.

### Responsibility for Repairs

The landlord is responsible for carrying out repairs and maintenance to ensure that the property meets the Repairing Standard. The Repairing Standard states that: -

- the property must be wind and water tight and in all other respects reasonably fit for people to live in;
- the structure and exterior (including drains, gutters and external pipes) must be in a reasonable state of repair and in proper working order;
- installations for supplying water, gas, electricity (including residual current devices) and any other type of fuel and for sanitation, space heating by a fixed heating system and heating water must be in a reasonable state of repair and in proper working order;
- any fixtures, fittings and appliances that the landlord provides under the tenancy must be in a reasonable state of repair and in proper working order;
- any furnishings that the landlord provides under the tenancy must be capable of being used safely for the purpose for which they are designed;
- the property must meet the tolerable standard;
- any common parts pertaining to the house can be safely accessed and used;
- the house has satisfactory provision for, and safe access to, a food storage area and food preparation space; and
- where the house is in a tenement, common doors are secure and fitted with satisfactory emergency exit locks.

We will provide the tenant with at least 24 hours' notice (48 hours' notice for tenants on Private Residential Tenancies) of all appointments unless otherwise agreed with the tenant and make it clear whether or not the appointment will be accompanied by the landlord or their letting agent.

The tenant is responsible for and will have to pay for any repair which is the result of tenant negligence or damage. Tenants are also responsible for replacing consumables such as batteries in smoke detectors and bulbs in light fittings.

### Reporting Non-Emergency Repairs

Any non-emergency defect with a property or the landlord's fixtures and fittings must be reported as soon as possible to our office during office hours.

Athene Associates Ltd  
37a Sidegate  
Haddington  
East Lothian  
EH41 4BU

Athene Associates Ltd, 37a Sidegate, Haddington EH41 4BU LARN: 2002009

Office Hours: Monday – Friday 9-00am – 5-30pm

Tel: 01620 826 612 / 07771897333

Email: tstanley@atheneassociates.co.uk

Where necessary, we will visit the property as soon as is reasonably practicable to assess the problem reported and determine the action required. We will then organise repairs to the property if authorised to do so by the landlord. We, or a contractor engaged by us, will contact the tenant to arrange access to carry out the remedial work.

If not authorised to do so, we will notify the landlord of the need for a repair as soon as we are made aware of it by the tenant, seek the landlord's instructions and notify the tenant of these. We will keep the tenant updated as to the progress of their repair request, what action we have been instructed to carry out by the landlord and an estimated timescale for same.

Unless they have prior written agreement to do so, tenants must not arrange for repairs to be carried out themselves.

### **Emergency Repairs**

If a serious fault occurs outside normal working hours, and it isn't safe to wait until the next working day to report it, you should contact **Thomas Stanley on his mobile 07771897333**.

Emergency repairs are those where:

- there is a serious and imminent risk to health and safety; and/or
- there is a serious and imminent risk to the structure of the building; and/or
- there is a serious and imminent risk to the security of the property.

Examples are:

- no cold water to kitchen sink (but check with neighbours to see if it affects other homes and if so contact Scottish Water on 08000 778 778)
- blocked toilet (but only if there is no other toilet in the property)
- leaking soil pipe or blocked drain with sewage coming up
- broken lock, door or window (but only if it makes the property insecure)
- electrical fitting smoking or scorching
- complete or part power failure within the property (but first check the switches on the consumer unit. Also check with neighbours to see if it affects other homes and if so contact SP Energy Networks tel 0800 092 9290)
- no heating or hot water between 1<sup>st</sup> October and 31<sup>st</sup> March only or at any time of year if there is a vulnerable person in the property (for example a young baby or someone who is elderly or disabled)
- there is a smell of gas or the carbon monoxide detector is sounding (in this case call the National Gas Emergency Service immediately on 0800 111 999)
- a burst pipe or roof/ceiling leak that at least fills a household bucket overnight or that is affecting the electrics (if the leak is from another property speak to the owner/occupier of that property who must arrange the repair).

You should contact us as soon as the office re-opens to inform us of the emergency, what action you took, and whether any follow up work is required. If follow up work is required, we will follow the procedure set out in the “reporting non-emergency repairs” section above.

### **Target Timescales**

We aim to ensure repairs are completed within the following timescales: -

- Emergency repairs – made safe within 24 hours and completed within 5 working days
- Routine (non-emergency) repairs – completed within 15 working days

The vast majority of repairs will be completed within the timescales outlined above but occasionally there will be circumstances out with our control which may cause delays including:

- having to wait on delivery of parts needed to complete repair; or
- awaiting consent from the landlord to proceed with the repair; or
- the landlord requiring multiple quotes before agreeing to proceed with the repair; or
- awaiting consent from other owners to proceed with the repair in the case of common repairs/maintenance e.g. to roof in block of flats; or
- adverse weather conditions; or
- tenant placing restrictions on when access is available to property.

Where there are delays to repairs and maintenance work we will keep the tenant and landlord informed.

**Athene Associates Ltd 01.03.2024**