

Responsive Repairs Policy Working Group – Table of Amendments

Policy Page Number	Current Wording	New Wording
Page 4 – Charter Outcome 4 Quality of Housing	<p>Charter Outcome 4:</p> <p>Quality of Housing Tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) by April 2015 and continue to meet it thereafter, and when they are allocated, are always clean, tidy and in a good state of repair.</p>	<p>Charter Outcome 4:</p> <p>Quality of Housing Tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) when they are allocated; are always clean, tidy and in a good state of repair; and also meet the Energy Efficiency Standard for Social Housing (ESSH) by December 2020</p>
Page 5 – Bullet Point 7 (electrical fittings)	electrical fittings (light switches, light fittings, sockets, wiring and mains operated smoke detectors);	electrical fittings (light switches, internal/external light fittings, sockets, wiring and mains operated smoke detectors);
Page 7 – Bullet Point 1	<p>As a tenant, you're responsible for minor repairs such as:</p> <p>fittings that you installed or accepted at the start of your tenancy, such as shelves, built-in wardrobes and laminate flooring;</p>	<p>As a tenant, you're responsible for minor repairs such as:</p> <p>fittings that you installed or accepted at the start of your tenancy, such as shelves, built-in wardrobes and all floor coverings;</p>
Page 10 – Requesting a Repair	When you phone the Repairs Centre, we will let you know if the repair is a qualifying repair and how long we have to fix the fault.	When you contact the Repairs Centre, we will let you know if the repair is a qualifying repair and how long we have to fix the fault.
Page 10 – Picture	Current picture is of a continental socket	New picture is a British Standard socket

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Page 12 – Bullet Point 3	<p>The Council may limit your access to services if:</p> <ul style="list-style-type: none"> • you or your family present a current risk of violent or abusive behaviour towards Council staff or representatives; • you are in rent arrears - this will include access to the Improvements Service; • you have concluded missives within the Right to Buy process; • 	<p>The Council may limit your access to services if:</p> <ul style="list-style-type: none"> • you or your family present a current risk of violent or abusive behaviour towards Council staff or representatives; • you are in rent arrears - this will include access to the Improvements Service; • you have concluded missives;
Page 13 – Water and Drainage section	Water and Drainage - Blocked or leaking external drains, soil stacks, or toilet pans.	Water and Drainage - Blocked or leaking external drains, toilet waste pipe, or toilet pans.
Page 14 – Urgent Repairs – Bullet Point 2	<p>Urgent Repairs</p> <p>These are repairs that are not emergencies, but need to be carried out quickly to prevent more damage to your home. These repairs will be carried out within 5 working days of being reported.</p> <p>Some examples are:</p> <ul style="list-style-type: none"> • minor leaks and overflow; • damaged flooring and tiles • minor faults to showers where other washing facilities are available 	<p>Urgent Repairs</p> <p>These are repairs that are not emergencies, but need to be carried out quickly to prevent more damage to your home. These repairs will be carried out within 5 working days of being reported.</p> <p>Some examples are:</p> <ul style="list-style-type: none"> • minor leaks and overflow; • damaged flooring and floor tiles • minor faults to showers where other washing facilities are available.

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Page 15 - Long Term Repairs – Bullet Point 3	<p>Some types of repairs may therefore be included in programmed repairs, for example where:</p> <ul style="list-style-type: none"> • more than one property requires the same type of repair; • the value or volume of work means that a programmed approach will be better value for money; • larger rot work repairs are needed. 	<p>Some types of repairs may therefore be included in programmed repairs, for example where:</p> <ul style="list-style-type: none"> • more than one property requires the same type of repair; • the value or volume of work means that a programmed approach will be better value for money; • larger dry/wet rot work repairs are needed.
Page 16 – Common Repairs	<p>Stair lighting is a Council responsibility. Please call 01738 476000 and select option 1 to request a repair.</p>	<p>Stair lighting is a Council responsibility. Please report your repair online using the MyPKC service.</p> <p>Visit www.pkc.gov.uk and click the 'MyPKC' button. This quick and simple service is available 24 hours a day, seven days a week.</p>
Page 17 – Maintenance and Improvements	<p>If your property has had improvement work completed within the past 12 months, please report any repairs in the normal way by telephoning the Repairs Service on 01738 476000 and selecting option 1 and we will work with the relevant contractor to resolve.</p>	<p>If your property has had improvement work completed within the past 12 months, please report any repairs in the normal way by reporting online at www.pkc.gov.uk/reportarepair and we will work with the relevant contractor to resolve.</p>
Page 19 - Inspections	<p>We want to get the right operative, with the correct materials to all our jobs each time, every</p>	<p>We want to get the right operative, with the correct materials to all our jobs each time, every time. To</p>

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	time. To do this, it is sometimes necessary to arrange for one of our Property Inspectors to carry out a pre-inspection.	do this, it is sometimes necessary to arrange for one of our Repairs Inspectors to carry out a pre-inspection.
Page 21 – Complaints/Compliments	<p>Complaints/Compliments</p> <p>Contact the Repairs Centre:</p> <p>Tel 01738 476000 who will log this for you</p> <p>Email housingrepairs@pkc.gov.uk</p> <p>Write to us at: Housing Repairs Service Housing & Community Care Perth & Kinross Council Pullar House 35 Kinnoull Street PERTH PH1 5GD</p>	<p>Complaints/Compliments</p> <p>Contact the Repairs Centre:</p> <p>Email HousingRepairs@pkc.gov.uk</p> <p>Telephone 01738 476000 who will log this for you</p> <p>Write to us at: Housing Repairs Service Housing & Environment Perth & Kinross Council Pullar House 35 Kinnoull Street PERTH PH1 5GD</p>
Page 22 – Electrical Supply	<p>Electrical Supply</p> <p>If lighting is affected in a part of your home, or if no appliance will work in the affected socket, call the Repairs Service on 01738 476000 and select option 1, stating that you have a partial loss of electricity. They will arrange an appointment for an electrician to call.</p>	<p>Electrical Supply</p> <p>If lighting is affected in a part of your home, or if no appliance will work in the affected socket, report this online at www.pkc.gov.uk/reportarepair</p> <p>We will arrange an appointment for an electrician to call.</p>

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<p>General Contact Details throughout document (Page 3, 7, 10, 16 & 17)</p>	<p>Contact the Repairs Centre</p> <p>Tel 01738 476000</p> <p>Email housingrepairs@pkc.gov.uk</p> <p>Write to us at: Housing Repairs Service Housing & Community Care Perth & Kinross Council Pullar House 35 Kinnoull Street PERTH PH1 5GD</p>	<p>Contact the Repairs Centre</p> <p>To report a repair to us please:</p> <p>Report your repair online using the MyPKC service. Visit www.pkc.gov.uk and click the 'MyPKC' button. This quick and simple service is available 24 hours a day, seven days a week;</p> <p>Email us at HousingRepairs@pkc.gov.uk</p> <p>Telephone us on 01738 476000 – please remember we only deal with emergency calls on a Monday</p> <p>Write to us at: Housing Repairs Service Housing & Environment Perth & Kinross Council Pullar House 35 Kinnoull Street PERTH PH1 5GD</p>