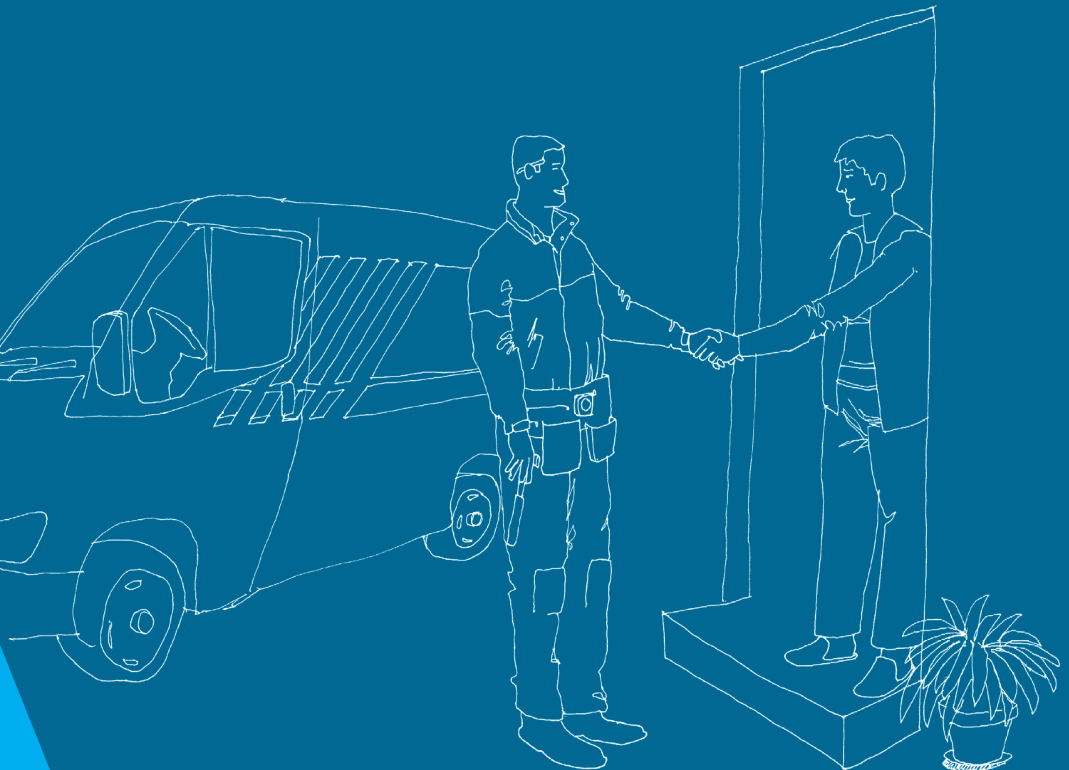




Dealing with a common repair?

Here are some helpful hints



Common repairs

This leaflet tells you how to report a repair as well as details of your responsibilities for maintaining and repairing the shared parts of your building.

While you are responsible for the upkeep of your own home, parts of the building are the joint responsibility of all homeowners and these are usually referred to as the shared parts of the property.

To report a repair
call our Customer
Service Centre free
on **0800 479 7979**

How do I report a repair?

To report a shared repair – simply call **0800 479 7979**
– 24 hours a day, seven days a week.

If you find yourself in an emergency situation, just call the customer service centre. Staff will give you advice and assess the urgency of the repair. If we need to send someone to your home outside normal hours, the service is more expensive and you will have to pay an emergency call-out charge. The total cost of the repair (including the emergency call-out charge) will be divided between you and the other owners in your block.

We aim to complete all repairs as soon as possible. Emergency repairs will be completed within 24 hours. Other repairs will be done by appointment, and we aim to complete them within 15 days. Programmed repairs such as paths and fencing will be within 30 days.

More complex repairs such as rot work may take longer. Bad weather or low temperatures can also have an impact on the time to complete the work.

What are the shared parts of your property?

This is not an exhaustive list, but the shared parts can include:

- ▶▶ Roof – including all coverings
- ▶▶ Chimney stacks – may be shared with the next close
- ▶▶ Skylights – this includes flashings, ridges, roof coverings and access roof lights
- ▶▶ Shared walls at roof level, including fire division walls
- ▶▶ Gutters and downpipes
- ▶▶ Shared stairs and access doors into and out of the close
- ▶▶ Stair windows
- ▶▶ Controlled entry systems
- ▶▶ Close banisters, stairs and any close redecoration
- ▶▶ Solum (the space underneath the lowest floor of a property and the ground)
- ▶▶ Back garden and path
- ▶▶ Bin stores
- ▶▶ Back court walls – may be shared with more than one close
- ▶▶ Stair lighting system
- ▶▶ Water tanks in the loft space are normally shared
- ▶▶ The mains supply pipe – shared until the branch pipe connects to the individual property

We have developed diagrams showing the shared parts of your property. You can find these on our website:

www.your-place.net

How are costs shared?

Your title deeds tell you how costs are shared between the homeowners in your block. We always write to you and your neighbours for permission to carry out a repair if the cost is over the limits shown below.

Type of property		Consent limit
Four in a block	▶▶▶▶▶	£ 200 (ex vat)
Tenements	▶▶▶▶▶	£2,000 (ex vat)
Flats associated with shops	▶▶▶▶▶	£2,000 (ex vat)
Multi storey or deck access	▶▶▶▶▶	£2,000 and £5,000 (ex vat) (varies)

We will not ask for permission in emergencies or where health and safety is an issue.

What happens next?

We will write to you asking for permission to go ahead with any repairs where the costs will be higher than the consent limits. If we get permission from the majority of owners, the work will go ahead. We'll write to let you know whether we get permission to do the work.

It may have a negative effect on your property if we don't get permission from the majority of owners and are not able to go ahead with the repair work.

Glasgow City Council has legal powers to take action against owners who fail to repair and maintain their home. It is essential that you co-operate with us to make sure any shared repairs are carried out.

What is in your title deeds?

Your title deeds normally tell you about your responsibilities for the common property. They define the location of your property, for example top floor, left flat. They also tell you about your rights and responsibilities for your own property and your shared responsibilities for the whole building.

They may also say who owns the shared parts and tell you about your obligations to manage and maintain them as a homeowner.

How to get a copy of your title deeds

You can get a copy from:

- ▶▶ The Registers of Scotland (a fee may apply)
9 George Square
Glasgow G2 1DY
Tel. 0845 607 0164 / 0141 306 4425
- ▶▶ The solicitor who acted for you when you bought your home
- ▶▶ Your mortgage lender

Our common repairs service

To report a repair, simply call:

- ▶▶ The Customer Service Centre on Freephone **0800 479 7979**
- ▶▶ The Customer Service Centre is available 24 hours a day, 7 days a week
- ▶▶ This means you can arrange emergency repairs even outwith normal working hours

We can now offer an internal repairs service for any individual repairs inside your home. Just call us on **0800 479 7979** for a quote.

We're here to help
Contact our Customer
Service Centre free
on **0800 479 7979**

Contact us

For more information about any of our services, please call **0141 274 6460** or visit **www.your-place.net**. Our customer service centre is available 24 hours a day, 7 days a week – simply call **0800 479 7979**.

This leaflet follows RNIB's Clear Print guidelines. It is available on request in Braille, tape and on disk. It is also available on request in other languages. If you need the leaflet provided in any of these formats, please contact us on **0141 274 6460**.

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HAPPY TO TRANSLATE



All contact details are correct at time of publication.