

# Response Repairs Service Update



In our Festive Newsletter we acknowledged and apologised for some ongoing issues impacting our response repairs services, and we committed to resolving these issues as a priority.

Since then we have been exploring options for future delivery of the service, alongside working with our existing contractor(s) to address the concerns you have been highlighting to us.

We will continue to keep you informed in these matters, and in the meantime, you should keep reporting repairs to our offices as follows:

Office hours  
(Mon-Fri, 9am-4pm)

Phone us on  
0141 331 6652





Email  
Rservice@glasgowwestha.co.uk

Visit our office  
or write to us at  
5 Royal Crescent



**Out-with office hours, if you need to report an Emergency repair please refer to the following information. For factored homeowners this applies to common repairs only.**

All Stock	Company	Phone No
Gas central heating faults	City Building	0800 595 595
Lift Faults	City Building	0800 595 595
All trades and electric heating faults	City Building	0800 595 595
Chute Blockages	City Building	0800 595 595
Stair or back court lighting faults	GWhA	Details above



## Emergency Repairs

Where there is a risk to health, safety or security, or where a delay in attending may result in significant damage to the

property. Examples are:

- water ingress to your home
- lift break-downs; and
- loss of central heating/hot water (in cold weather).

Loss of TV signal, and tripped electrics due to a fault in your appliances are NOT Emergency Repairs.

## Rechargeable Repairs

If you contact an out-of-hours contractor for a repair that is not an emergency, or for a repair that is your responsibility, you will be recharged the full cost, including the premium call-out rate which is often in excess of £150.00.

Repairs caused by faults in your household appliances will also be recharged to you.



# Frequently Asked Questions



## I have a repair that is outstanding. What will I do?

- If you have reported a repair to us more than a couple of weeks ago, and it has not yet been attended to, please let us know as soon as possible.

## Why are we reviewing our response repairs services?

- We have listened to all feedback we received, and have taken the decision to review the options for delivery of response repairs services.

## What if I need to report an emergency repair and the office is closed?

- A list of emergency numbers are on the front page of this document.
- For guidance on non-emergency repairs please call us on 0141 331 6652

## Where will I find out more information about repairs?

- You can find more information on our website, refer to your Tenancy Agreement/Tenants Handbook (tenants) or Written Statement of Services (factored homeowners).

## Who do I contact if I have any questions or if I want to provide feedback on the repairs service?

- Please contact our Office (details on the front page). Our Repairs Team will be happy to assist.

## Useful Out of Hours Emergency Numbers

Emergency Type	Company	Phone No	Comments
Gas Leaks	National Grid	0800 111 999	N/A
Electric Supply Faults	Scottish Power	0800 092 9290	N/A
Mains Water or Drainage Faults	Scottish Water	0800 731 0840	Water Faults
Mains Water or Drainage Faults	Scottish Water	0845 601 8855	Information Line
Roads & Street Lighting Faults	City Lighting	0800 37 36 35	(Not stair or back court lighting)
Police Emergency	N/A	999	Non-emergency 101
Health Emergency	NHS24	111	Urgent health advice
Social Work	GCC	0800 811 505	N/A
Homelessness	Hamish Allan Centre	0800 838 502	N/A
Housing Support (Keith Court/Walker Court)	Cordia	0141 276 2020	N/A