



# Repair and improvement guide

**for  
home  
owners**







# Repair and improvement guide for home owners

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## 1. Why have I been sent this guide?

This guide has been produced for all owners, such as you, who live in a block which has a mixture of privately owned properties and Council owned properties (“mixed tenure block”). The information in this brochure sets out to help you understand why it is necessary to carry out work on the communal or mutually owned part of your property. This type of work is referred to as “common work” or a “mutual repair”.

This guide:

- outlines how we classify repairs, our approach to the types of repairs we will do, how we will do them and when we will do them and tries to answer all the frequently asked questions you may have
- provides general information and advice about what the law says in relation to common work
- explains briefly how the cost of the work is calculated and
- provides information and advice about how and when you should pay any bill that we may send to you.

There are many other issues that are covered as well which relate to the up keep and good repair of the areas we share within the property.

This guide does not answer every question although we have tried to cover most of the questions we think you may want to ask us.

If you need further information on anything that we have raised please go to page 27 where you will find a list of useful contacts.



## 2. If I am an owner why do the Council want to undertake repairs on my property?

As you own your home you are responsible for the maintenance and upkeep of your property. However, as the Council jointly owns the common part of the property we have a common responsibility for arranging repairs or maintenance to the common part of the building. We do this in consultation with you and your neighbours.

All homeowners are responsible for repairs and maintenance to communal areas and contributing their share of the costs.

The Tenement (Scotland) Act 2004 aims to ensure that the communal parts of the building are kept in good repair and that all owners maintain the common part of their property.

Common parts of the building may include the roof, roughcast, guttering, downpipes, entrance steps, close windows, door entry systems, communal drainage, damp proof course, close lighting and stairwell lighting, shared common pathways and fences. Repairs to these types of areas are known as "common" or "mutual" repairs.

## 3. How do I report a repair?

As an owner you can report when you think a repair is required to any communal or mutual area in the following ways:

- In person at East Renfrewshire Council Headquarters in Giffnock or Main Street, Barrhead
- Telephone Customer First on 0141 577 3700
- In writing – address your letter to Ms Fiona Campbell, Property Services Manager, Housing Services, 211 Main Street, Barrhead G78 1SY
- By e-mail to [housing\\_repairs@eastrenfrewshire.gov.uk](mailto:housing_repairs@eastrenfrewshire.gov.uk)

## 4. What type of repairs do the Council do?

There are many different types of repairs but we have categorised them into two main types – “necessary” repairs which have to be undertaken to protect/preserve or improve the property/building and repairs which are “not necessary” but which are desirable and may include maintenance and improvement.

If you wish to report any repair please contact Customer First on 0141 577 3700.

Please remember that this guide only deals with repairs that are communal or “mutual”. If something relates to your property and it is not communal then it is your sole responsibility to deal with the issue or problem. The Council will not deal with any issues which are not communal, except in exceptional circumstances.

### Emergency repairs

Some necessary repairs need to be undertaken immediately because if we don't deal with the repair it would cause a danger to health and safety or serious damage to the building or other structure. These are usually referred to as “emergency repairs”.

A follow up repair or other work is likely to be required in most instances and will take place as quickly as possible. Depending on the type of repair, the follow up work may not be undertaken immediately if it requires scaffolding or other specialist equipment.

Examples of emergency repairs include:

- a piece of guttering hanging down which could fall off and hit someone;
- a dangerous step which someone could trip on and hurt themselves;
- a roof tile which has broken and is dangerous or letting in water;
- all close lighting not working and the close in complete darkness;
- burst pipes in communal areas;
- blocked communal drainage and
- an existing door entry system which is jammed or where the door will not open.

## Necessary repairs which need to be undertaken but are non-urgent

Some repairs are classified by the Council as necessary but they don't present a danger to health and safety and can safely be undertaken as part of the Council's work to ensure that the houses in East Renfrewshire are free from serious damage and do not pose a danger to health and safety.

Examples of necessary repairs which are non-urgent include:

- re roofing a property
- replacing roughcast
- replacing a broken or damaged existing close entrance door
- replacing broken gutters and/or downpipes

## Repairs which are not necessary including maintenance and improvement

Some repairs reported to the Council, are not considered by the Council to be necessary. These repairs may be undertaken as part of a programme of work by the Council or contractor but only with owners' agreement.

Examples of repairs which are not necessary include:

- repair or replace fencing
- external painting of the property
- painting the close
- installing an additional handrail



After and before improvement

**Case Study - Necessary repair which is “urgent” (emergency repair)**

A report of a damaged front step is received by the Council. In this instance the step was considered to be dangerous and posing a trip hazard. The emergency trades person was sent out to inspect the step. As this was an emergency response, the step was cordoned off to stop people from using it. Owners/tenants were advised to use the other close entrance.

Following this emergency response which only made the step safe, an assessment was undertaken of the damage to the step. It was decided that the step needed to be completely replaced. The Council carried out the work and owners were recharged their share of the total cost.

**Case Study –Repair which is “not necessary”**

A report of a broken fence was received by the Council. This was not considered a necessary repair as the fence was not causing a health and safety risk or damaging the property in any way. A Technical Officer from the Council inspected the fence and concluded that the fence does need to be repaired. The Council contacted the owners in the block to let them know that the fence needs repaired and sent each owner a “mandate” seeking agreement from the owner to carry out the repair and to pay for their share of the cost. As this was not a necessary repair, the Council only went ahead and carried out the repair once all the owners had returned a signed mandate, agreeing to pay for their share of the cost.

## 5. Do the Council have service standards when doing this type of work?

Yes we do. East Renfrewshire Council aims to provide a repair and maintenance service for owners and tenants that:

- meets the high standards expected by and agreed with owners and tenants
- ensure that the properties are maintained to a good standard and safeguards the integrity and future of the property; and
- provides good value for money.

### ***To achieve this we will:***

- try to ensure that all common areas in mixed tenure blocks or flats are well maintained and kept in a good state of repair;
- ensure that wherever possible you are made aware in advance of your obligations for mutual repairs and maintenance of common parts;
- listen to and, where required, address any problems you may have about all the repairs work we do; and
- carry out the necessary work in line with the Deed of Conditions for the property

## **6. How do I know that the work is required? How does the Council know?**

Sometimes we know because the work is reported to us by somebody who lives in the affected building.

Sometimes, we know because we have identified the need for the work during a routine inspection. In many cases our own records tell us the condition of a property and this may lead us to inspect it.

We know how old all our properties are, the likely life span of the roof that it has and when it was last replaced. This will lead us to inspect the roof a few years before we expect the roof to be replaced.

In some cases you may not be aware that a repair or a replacement is required and it may seem unnecessary to you. However, often if the work is not done it will be more expensive to repair in the long run. Remember that it is not in the Council's interests to do unnecessary work as we have to pay to cover the costs associated with the Council owned properties within the block.

## **7. Can the Council carry out work without my permission?**

Yes, the Council may carry out necessary repairs which require to be undertaken urgently (emergency repairs) without your permission in order to ensure the property remains wind and water tight, is not further damaged and does not pose a risk to health and safety. You are liable for your share of the total cost of the repair undertaken.

For repairs which the Council consider to be "necessary" but which do not require to be undertaken urgently and can be done as part of the council programme of work, we will contact you to give you information about the repair and, at the earliest point possible, advise you of your share of the total cost.

In some circumstances, the Council cannot undertake repairs which it does not consider to be necessary without the permission of all owners. If required, permission to carry out such repairs or maintenance or improvement, will be sought from you via a mandate.



Re-roofing

## Title Deeds and Factors Clause

The Title Deeds to your property tell you about responsibility for the common property. They state the location of the property (e.g. top floor, right flat) and they also tell you about the rights and responsibility for those who own their property and your shared responsibility for the whole building. Your Title Deeds are usually held by your mortgage lender until you have completed your mortgage.

If you bought your property from the late 1980's onwards you will probably have a clause in your Title Deeds which allows the council to act as "Factor" and to carry out necessary repairs to the building without requiring your permission. We will advise you that this work has been undertaken (if it was an emergency repair) or if the work will be undertaken in the future as part of our repair programme.

If you bought your property before the late 1980's it may not contain a Factors clause. Under these circumstances the Council can carry out emergency repairs but may not carry out repairs which are not urgent, unless a mandate is obtained from the owners which authorises the council to act as Factor and to carry out the repairs/maintenance or improvements.

If you, or one of the other owners, do not sign the mandate the Council may be unable to carry out the repair to the property unless we place a Statutory Notice on the property or use our powers under the Tenements (Scotland) Act 2004. (See Section 9 for further information.)

## 8. How will you let me know what's happening?

It will depend on the type or category of repair. The answer to this question is quite detailed. We have tried to give as much information and detail as possible in this guide in order that you can be clear of the process that we work to.

### **(a) Necessary repairs which are urgent ("Emergency repairs")**

Where a necessary repair which the Council considers must be undertaken urgently for health and safety reasons or to prevent further damage to the property is identified (or reported to us), we will go ahead and carry out the work required to make the property wind and water tight or safe. You should be aware that you are liable for your share of the cost involved in carrying out this repair.

### **(b) Necessary repairs which are non-urgent and can be undertaken as part of the Council's planned programme of work**

If what we have classified as a necessary repair will be undertaken as part of our long term planned programme of work (e.g. major repairs such as replacing a roof and roughcast renewal) we will try to give you between 12 and 24 months notice of the work.

This is partly because we know that such types of work are expensive and that owners prefer sufficient notice to permit them to save up or arrange suitable finance to enable them to pay for the repair. It also provides owners with plenty of opportunity to question what we are doing and why.

We aim to provide information relating to the works through a series of letters that are issued as set out on the following pages.

## Initial letter

We will issue our **first letter** which contains general information about any work we consider necessary in order to maintain the property to the required standard and which we have planned for the common part of your property/block over the next 12 to 24 months. We try to give as much notice of planned work as possible and, where possible, an indication of the likely costs involved. These letters can be sent at any point in the year.

## Second letter with estimated costs

We will issue a **second letter** informing you about the scope of work relating to the necessary repair to the common area together with actual tender costs and a calculation sheet with a breakdown of the cost showing you what your share of the total cost is likely to be. This letter will also include details of the approved contractor where we have this information available.



Old slate roof

The initial cost provided (based on the most accurate costs we have available) will include appropriate professional and administration fees and a contingency amount (or additional cost) which is built in to cover unforeseen additional work which may be required. If there is no additional work and the contingency is not required, this amount will be taken off the total when issuing your final cost.

It is important to note that the costs we provide at this stage are the most accurate available to us at this point in the process. Depending on the cost of unforeseen additional work required in order to complete the repair or if we have calculated to carry out work which, when the building is inspected at the point of repair is not required, your final cost may go up or down.

Subject to funding availability and if you meet set criteria, you may be entitled to Private Sector Grant assistance. Information on this and an application form will be sent out to you by the Private Sector Team.

This letter will only be sent out when we know the work will be carried out within the next 12 months (i.e. this financial year).



New roughcast



## Additional letters

Additional letters may be required at any point during this process if any extra work is required to be carried out which was not included in the initial estimate. This could, for example, include additional roof costs due to water damage which could not be seen or anticipated when the inspection was carried out.

We will try to keep you informed of progress on the work and will send you an additional letter if we find that the work has been delayed or new information relevant to the work being carried out on your property comes to light.

## Letter with final costs

When the work has been completed, staff from the Council's Property and Technical Services will carry out an inspection to ensure that it has been done to a suitable standard and to our satisfaction.

Once all the relevant documentation, certification etc has been collected from the various contractors, Property and Technical Services will prepare the final cost.

Before the Finance Department send you an invoice for this work, we will send out a final letter advising you of your actual share of the total cost of the work along with a breakdown of the cost.

### **c) Repairs which may not be necessary including maintenance and improvements**

For repairs/maintenance or improvements which we do not classify as “necessary”, such as close painting, external painting and renewal or repair of fencing paths or walls we will write to you to advise you that we would like to undertake this work.

If required, you will receive a “mandate” with your letter for this type of work. A mandate sets out what work is proposed and seeks permission and agreement from you to allow the Council to act as Factor and to undertake the work required to carry out the repair, maintenance or improvement. Please read this document carefully.

If you agree to the Council carrying out the work and agree to pay your share of the associated costs, please sign and return the mandate to us.

Once the work has been completed, an invoice will be sent to you which will clearly set out your share of the total cost.

If you do not agree to the work being carried out and do not give the Council permission to undertake this work, you can do this by indicating that you do not give permission on the mandate. Please ensure you take the time to return the mandate to us even if you do not agree to the work being undertaken as it is important that we know your view.

Where every owner does not agree to have the repair/maintenance or improvement carried out, the Council is unlikely to be able to undertake this work and your property will miss out on the opportunity to be included in the maintenance programme.

## 9. What if I don't agree with the repairs being undertaken? What are my legal rights?

The answer to this question is quite complicated. There are a number of different pieces of legislation involved including the Tenements (Scotland) Act 2004 and the Housing (Scotland) Act 2006 and the Title Deeds of your property.

Whilst we have tried to explain it to you below you may also wish to seek legal advice if you are unsure about something that is a planned repair. You can also check your Title Deeds in order to understand your responsibility and legal obligations.

The legal situation is often but not always dependent upon two key factors. These two factors are

- whether the work is necessary, and
- whether the majority of owners in the block support the proposed repair/maintenance or improvement.

A very brief summary of the legal position is that if the work is deemed by the Council to be necessary then the Factors clause (explained in Section 7) entitles the Council to carry out these repairs without further permission from you as an owner.

If you don't have a Factors clause in your Title Deeds and you don't agree with the repairs being undertaken then the Council may use legislative powers to try to ensure that the works are carried out and that you are charged the appropriate share of the total cost.

For example

- We can utilise the Tenements (Scotland) Act 2004 to engage with owners in order to secure consent.
- Alternatively, the Council can issue a Statutory Notice under the Building Acts or the Housing Act (2006) and, once the appropriate steps have been followed, can carry out the work without permission of the owners who will subsequently be recharged for their share of the total cost.

## 10. Is there any benefit to me by the Council doing these repairs

We think that there is. Because your home shares parts with the properties we own, you will be offered the chance to receive the same repairs work as our own properties at a competitive price. Because all of our trades people and contractors are both professionally trained and insured you can be assured of good quality workmanship and legal protection in the unlikely but unfortunate case of something going wrong.

The repairs work will help to protect and extend the life of your home, may help reduce your heating bills and may add value to your property.

Failure to repair the building may turn a simple and relatively inexpensive job into a very costly one.

### **Case Study – Benefits of carrying out a simple repair**

The Council's Stock Condition Survey and inspection by Council Architect recommended that the roof to a block of flats was repaired. The owners did not agree and, as there was no Factors clause in the Title Deeds the Council was unable to pursue this work without placing a Statutory Notice on the property.

This situation continued for a few years, each time the Council wanted to repair the roof the owners in the block refused. A point was reached when the roof was in such a poor state of repair that instead of a simple (cheaper) repair being carried out as was originally intended, the whole roof needed to be replaced. The Council placed a Statutory Notice on the property and, when the owners did not carry out the work themselves within the Statutory Notice period, the Council replaced the whole roof. The owners had to pay their share for a new roof instead of a repair.

## 11. Can I arrange for the work to be carried out myself or even do it myself?

It is very unlikely you will be able to arrange for work to be carried out on a necessary repair which has to be undertaken immediately or urgently due to the time it takes to deal with this matter and therefore we would expect that these repairs will be undertaken by the Council.

Where your property has a Factors clause in the Title Deeds, the Council has the right to act as Factor and appoint a contractor to carry out the work required.

You may feel that you are able to arrange for planned repairs or maintenance/improvement work to be carried out by a contractor other than the Council or Council contractors.

Arranging for construction work to be undertaken yourself can be a time consuming, complicated and expensive process. One owner will need to act as "project manager" and assume responsibility for co-ordinating all the work, dealing with contractors and ensuring payments are made. If this is you, you should be aware that you may be asking your neighbours to pay for a share of a bill which, when the time comes, they may not wish to do. The Council will not pay any costs associated with either an owner or an external agent managing the work.

The Council **will not** deal with any aspect of the work undertaken by a contractor appointed by you. This includes issues relating to work being carried out before, during or after the work has been undertaken. It would be the responsibility of the owner who took on the role of "Project Manager" to take up matters with the contractor directly and to resolve any issues or concerns. This would also be the situation if there are any issues or problems once the work has been completed.

The Council will only pay for our share of the total cost and will not accept any responsibility for the non payment by owners to the contractor. Before the Council will pay for our share of the total cost, we will inspect the repair and, only after we are satisfied with the quality of the repair or work will the Council pay the outstanding amount.

If you take on the role of “Project Manager”, you will be responsible for paying the contractor directly and then asking your neighbours and the Council for their share of the total cost. If someone does not pay you will be liable for the total cost. We would suggest you consult a solicitor if you are considering arranging for your own contractor to undertake a repair or maintenance on your behalf.

### Things to remember when appointing your own contractor

- Where you wish to arrange works to be carried out the council will consider such proposals provided the costs are reasonable, the contractors have relevant insurance cover, is registered with the appropriate professional body if appropriate (e.g. Gas Safe or NICEIC or SELECT for electric work), and will carry out the work to an agreed specification.
- One owner will need to take on the role of “project manager” and assume responsibility for, amongst other things, co-ordinating all the work, dealing with contractors, ensuring payments are made and that the quality of the work meets the specification required. The Council will not deal with any aspect of the work being undertaken or be responsible if contractors fail to turn up etc.
- If owners in a block decide to appoint a different contractor, the Council will only pay for our share of the total cost and will not accept any responsibility for the non payment by owners to the contractor.
- All quotes must be submitted to the council **for consideration and approval before any work can be undertaken.**

When you receive an initial letter advising you that your property requires a repair to be carried out it is important that you discuss this matter with your neighbours and the Council as soon as possible if you would like to appoint your own contractor.

Once it has been agreed by the owners that you would like to get your own quote for the proposed repair, you will need to discuss this with the Council. Any alternative quote must be submitted, in writing, to the Property Services Manager, for consideration by the Council.

### **Case Study – Owners successfully appoint their own contractor for a repair which is not necessary (maintenance and improvement work)**

The Council wished to carry out close painting, a repair considered to be not necessary, and sent all 6 owners in the block of 8 properties a letter giving information on the work to be carried out and, likely total costs. A “mandate” (or letter seeking permission) was also sent to each owner to sign and return to the Council if they agreed to give consent for the work to be carried out and commit to pay the associated share of the costs. The Council is “owner” for the remaining 2 properties in the block.

One owner didn’t want to give permission for the Council to carry out the work and thought it would be cheaper to get someone else to do the work. He decided to take on the role of “Project Manager” and spoke to all his neighbours about this situation. As “Project Manager” the owner arranged a meeting to discuss the matter inviting all the owners in the block including a representative of the Housing Service (as owners of 2 properties in the block).

At the meeting everyone discussed what they thought should happen. One owner wanted the Council to do the job and five owners wanted to get someone independent and get alternative quotes. Each flat had one vote. As the Council owned 2 flats in the block, it therefore had 2 votes.

At the final vote a total of 5 owners wanted to get someone else to do the work. This was the majority of owners in the block and therefore the owners agreed to get other quotes for the work.

The owner acting as “Project Manager” contacted the Council’s Property and Technical Services to obtain the specification for the proposed work. He discussed this proposal with them in detail before contacting three companies to provide a quote for this exact work.

One company submitted a quote for the work, to the exact specification the Council had provided. The owner acting as “Project Manager” put this quote in writing to the Council.

### **Case Study** – continued

The quote was considered by the Council which concluded that the information supplied demonstrated that the contractor had suitable insurance and met the necessary requirements. The Council therefore gave permission for the work to be carried out.

The close repainting took place and the owner acting as “Project Manager” paid the company for the total cost of the work. He then sent an invoice to each of the owners, including the Council, for their share of the total cost.

The Council inspected the work and considered it to be of an acceptable standard. The Council paid for its share of the total bill only. Some owners paid their neighbour quickly but one owner was very slow to pay and the owner acting as Project Manager had to ask for the money a number of times.

## **12. Does the Council do the work or are contractors used?**

This will depend on the nature and type of work. To carry out major repairs work such as re-roofing and roughcast repair or renewal we largely use external contractors managed by the Council’s in house technical services team. All our contractors are both professionally trained and insured and you can be assured of good quality workmanship and legal protection in the unlikely but unfortunate case of something going wrong.

To carry out day to day minor repairs work we mostly use our own trained and professional maintenance team of trades people.

## 13. How do I know I will get value for money?

East Renfrewshire Council understand the importance of securing value for money, whether we use our own in house team or external contractors.

We aim to deliver a good standard of repairs service at a competitive price if we do the work ourselves and aim to secure a similar quality service if we use external contractors.

For some planned repairs we put in place set contracts with suitably qualified, professional and insured contractors. This is done in line with the Council's tendering process to ensure that all contracts awarded are fair, open and transparent and that the Council's standards and procurement legislation obligations are met. The tender process can be quite long but a summary is outlined below. If you would like more information on our tendering process please go to East Renfrewshire Council's website ([www.eastrenfrewshire.gov.uk](http://www.eastrenfrewshire.gov.uk)).

- All projects which require an external contractor are advertised on the Public Contracts Scotland website ([www.publiccontractsscotland.gov.uk](http://www.publiccontractsscotland.gov.uk)). Contractors wishing to win Council business should respond to the Notices placed on this website.
- Stage one of the process is for interested contractors to complete a "Pre Qualification Questionnaire" (PQQ). The purpose of a PQQ is to assess the suitability of potential contractors to the Council. As part of this process we ensure that contractors have suitable insurance, quality, health and safety and equal opportunities policies in place and are financially stable. Completed PQQ's are evaluated by a panel of Council officers with the relevant expertise and knowledge. This panel will evaluate and scored the PQQs against pre-determined criteria.
- Once the evaluation is completed a shortlist of the top 5 contractors will receive a further document, Invitation to Tender. Contractors will be asked to complete the Invitation to tender, part of which will be to provide pricing, completed documents are to be returned by a specified date and will all be opened at the same time. The same evaluation panel will then assess these offers against a pre-determined evaluation criteria. The tender which offers the best value to the Council will be awarded the contract.

## 14. What other costs do I need to pay?

The main cost that you will pay for a repair will be the cost of providing the work whether we do the work ourselves or whether we pay a contractor. This cost will be shared between the number of parties involved (i.e. the number of properties in the block).

Work undertaken by the Council's Housing Maintenance Team (usually emergency repairs) will incur a 5% administration fee to cover the costs incurred in dealing with this.

For large necessary repairs (usually undertaken as part of our planned work), such as a full roof or roughcast renewal, an administration fee of between 10% and 15% (depending on the level of work required) will be added to cover the to the Council of professional services such as Architects, Surveyors and the Clerk of Works who will ensure the work is carried out to an appropriate standard.

For all work we are required to charge VAT at the current rate set by the national government.

## 15. Does my Council tax cover this?

Your Council tax does **not** cover planned maintenance/improvements or repairs to your property or any associated fees.

If you would like more information about how your Council tax is spent please contact Customer First on 0141 577 3001.

## 16. Why does work sometimes proceed with an estimate? Why can't a final price be obtained and agreed in advance?

Sometimes your letter will give an estimate for necessary repairs in advance of the work going ahead. You will no doubt wonder why the cost provided is an estimate and not a final price. The reason for this is that the estimated costs for necessary repairs which we can plan to undertake, includes a 'contingency allowance' of 5% of the total expected cost of the work.

This contingency allowance is to cover the cost of any extra work which may come to light while the work is being carried out, for example work to treat rot. The contingency allowance is often a sufficient amount. However, on occasion additional works may exceed this (e.g. where all roof trusses are rotten and in need of replacement). In these circumstances we will advise you of any additional works and costs in writing as soon as we are aware of these and before you are informed of the final total cost.

You will not have to pay anything from the contingency allowance unless any extra work is needed. If additional work is required this cost will be clearly shown on the Final Cost Sheet you will be sent before the Finance Department send you an invoice. If the contingency allowance is not required, you will not be charged this and your final cost will reflect this reduction.

Because of the need to allow for contingencies it is extremely difficult to provide an accurate final cost prior to completing the work. We do appreciate that this can be unsettling as you will no doubt prefer to be told in advance of what the exact cost of the proposed work will be.

Due to the nature of dealing with emergency repairs, we are unable to provide any information in advance of carrying out the repair and the first notification you receive from us may be the invoice once the work has been undertaken.

If we are dealing with emergency and urgent work it may not be possible to provide the final cost of the work prior to dealing with the situation. However, wherever possible we do not like to proceed with work without having obtained a final price in advance.

## 17. How do I know the Council provide good quality workmanship?

We appreciate that, whenever people are paying to have work undertaken to their homes, quality of workmanship is essential.

All of our in house maintenance team are well qualified and have the necessary skills and experience to carry out the work.

We carry out regular quality checks on all our work and in addition to routine inspections, randomly select a number of properties every month which are then post inspected to ensure that all work was completed to our satisfaction.

If we use external contractors we choose carefully and we carry out the necessary checks prior to appointing a contractor to ensure that the contractor meets our requirements and the standard of work we expect. The process of selecting contractors is always done in accordance with the Council's Procurement Guidelines.

## 18. Do I get a chance to let you know what I think of the work undertaken?

Your comments and feedback are important to us and we are always looking to improve our service.

A Customer Satisfaction Survey will be sent out to you when the work has been completed and we would appreciate it if you would complete and return this to us.

You may also like to know that every customer satisfaction survey returned to us is entered into a quarterly free prize draw to win £100.00 worth of vouchers.

If you are not completely satisfied with the quality of work or/and services, please let us know as soon as possible by contacting us in any of the ways listed at the end of this brochure or via the Council's complaint procedure "Let us know".

We will investigate any complaints received in line with the Council's Complaint Procedure ensuring you are kept informed at every stage of the process. Where lessons can be learned, we will ensure that corrective action is taken.

## 19. Do I have to pay straight away?

When you have a repair carried out to a common area of your home, the total cost (invoice) is due for payment within 28 days of being issued by the Finance Department.

We appreciate that for larger sums of money, payment in such a relatively short period of time can be difficult. This is one of the reasons that for necessary repairs, we try and give as much notice as possible, often between one and two years. We know that many people would prefer to have the opportunity to save up in advance rather than having to take out a loan to cover the cost.

When you receive your final bill, it will set out the amount you owe and how to pay this. You can pay by cash, cheque or debit/credit card in person at Barrhead Main Street or Council Headquarters, Giffnock. If you prefer you may take the slip at the bottom of the invoice to your bank and pay there.

Where an invoice has not been paid in full within the 28 days (or in terms of the repayment arrangement agreed), the Housing Service will refer the matter to Legal Services for debt recovery.

## 20. What if I can't afford to pay?

Once you receive your invoice, if you are having difficulty paying the sum due in full, you can contact the Council's Accounts Receivable Team on 0141 577 3292 to discuss a repayment arrangement. Please note however, that repayment would normally be expected to be made within a 12 month period, although there are exceptions to this under certain circumstances.

If you have concerns about your ability to pay the sum due, and also have other debt, you can contact the Council's Money Advice Team, on 0141 577 8420. The Money Advice Team offer a free, independent, confidential and professional money advice service. They will examine your income, and essential outgoings, and will advise on possible solutions. They can liaise with creditors on your behalf, and negotiate instalment arrangements in line with your circumstances.

## 21. Am I entitled to a grant to pay for this work?

East Renfrewshire Council has set up a special fund/scheme for homeowners in mixed tenure blocks whose property has been identified as requiring a new roof and/or roughcast renewal carried out (both necessary repairs). This is called the Private Sector Grant Scheme and is subject to availability of funding.

It is important to be aware that the Private Sector Grant Scheme is only available to homeowners who actually live at the property ("resident owner occupier") and is not available to you if you don't live there or rent out your home ("non residing owner"). You will be required to provide acceptable proof of identity and your address as part of the application process.

If you are a resident owner occupier and if we intend to undertake major necessary repairs such as re-roofing and roughcast renewal as part of our Capital Programme work, you will, subject to funding availability, be offered a flat rate private sector grant towards the total costs associated with this work. The rate offered each year will depend on the total funding available but the same rate will be offered to all eligible owners.

The grant will be offered to all resident owner occupiers within mixed tenure flatted properties subject to a number of conditions. Unfortunately, if you are a private landlord or a non resident owner *at the time the necessary repair is identified*, you will not be entitled to a grant under any circumstances even if you subsequently become a resident owner occupier and live at the property.

If you require further information regarding the Private Sector Grant Scheme then, please contact our Private Sector Team on 0141 577 8362.

## Further information and useful contacts

### Contacting the Housing Service directly

- In person at East Renfrewshire Council Headquarters in Giffnock or Main Street, Barrhead
- Telephone Customer First on 0141 577 3700
- In writing – address your letter to Ms Fiona Campbell, Property Services Manager, Housing Services, 211 Main Street, Barrhead G78 1SY
- By e-mail to [housing\\_repairs@eastrenfrewshire.gov.uk](mailto:housing_repairs@eastrenfrewshire.gov.uk)

Area	Contact phone number
Citizens Advice Bureau	216 Main Street, Barrhead G78 1SN Tel: 0141 881 2032
	27 Dougrie Drive, Glasgow G45 9AD Tel: 0141 634 0338
Customer First	General enquiries: 0141 577 3001 Housing repairs: 0141 577 3700
Money Advice Team	Tel: 0141 577 8420
Private Sector Grant	Private Sector Team on 0141 577 8362





This document can be explained to you in other languages and can be provided in alternative formats such as large print and Braille. For further information please contact Customer First on 0141 577 3001 or email [customerservices@eastrenfrewshire.gov.uk](mailto:customerservices@eastrenfrewshire.gov.uk)

آپ کے لیے اس دستاویز کی دیگر زبانوں میں وضاحت کی جاسکتی ہے اور یہ دیگر مختلف صورتوں میں جیسا کہ بڑے حروف کی لکھائی اور بریل (ناپیدا افراد کے لیے) ایچ جے ہونے حروف کی لکھائی) میں فراہم کی جاسکتی ہے۔ مزید معلومات کے لیے براہ مہربانی ٹیلیفون نمبر 0141 577 3001 پر کسٹمر فرسٹ سے رابطہ کریں یا [customerservices@eastrenfrewshire.gov.uk](mailto:customerservices@eastrenfrewshire.gov.uk) کے پتے پر ای میل بھیجیں۔

এই পত্র অন্যান্য ভাষায় বর্ণনা ছাড়া নানা বিকল্প আকারেও দেয়া যেতে পারে যথা – বড় ছাপান অক্ষরে এবং উঁচু গঠিত বর্ণমালায়ও (Braille) দেয়া যেতে পারে। এ বিষয়ে আরও খবরাখবরের জন্যে যোগাযোগ করুন কাৰ্ষ্টোমার ফাৰ্ষ্ট টেলিফোন: ০১৪১-৫৭৭ ৩০০১ অথবা ইমেইল : [customerservices@eastrenfrewshire.gov.uk](mailto:customerservices@eastrenfrewshire.gov.uk)

आप के लिए इस दस्तावेज़ की व्याख्या अन्य भाषाओं में की जा सकती है और बदलते रूपों जैसे बड़े अक्षरों और ब्रेल पर भी प्रदान की जा सकती है। कृपया अतिरिक्त जानकारी के लिए कस्टमर फर्स्ट वालों से इस फोन नंबर पर संपर्क करें: 0141 577 3001 व इस पते पर ईमेल करें: [customerservices@eastrenfrewshire.gov.uk](mailto:customerservices@eastrenfrewshire.gov.uk)

ਤੁਹਾਡੇ ਲਈ ਇਸ ਦਸਤਾਵੇਜ਼ ਦੀ ਵਿਆਖਿਆ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਵੀ ਕੀਤੀ ਜਾ ਸਕਦੀ ਹੈ ਅਤੇ ਇਸ ਨੂੰ ਬਦਲਦੇ ਰੂਪਾਂ ਵਿਚ ਜਿਵੇਂ ਵੱਡੇ ਅੱਖਰਾਂ ਅਤੇ ਬਰੇਲ ਤੇ ਪ੍ਰਦਾਨ ਕੀਤਾ ਜਾ ਸਕਦਾ ਹੈ। ਵਧੇਰੇ ਜਾਣਕਾਰੀ ਲਈ ਕਸਟਮਰ ਫਸਟ ਵਾਲਿਆਂ ਨਾਲ ਇਸ ਫੋਨ ਨੰਬਰ ਤੇ ਸੰਪਰਕ ਕਰਨ ਦੀ ਕ੍ਰਿਪਾਲਤਾ ਕਰੋ: 0141 577 3001 ਜਾਂ ਇਸ ਪਤੇ ਤੇ ਈਮੇਲ ਕਰੋ: [customerservices@eastrenfrewshire.gov.uk](mailto:customerservices@eastrenfrewshire.gov.uk)

這份文件可以使用其他的語言解釋,亦可以提供其他形色的版本,例如大字和凸字。請聯絡客服務 (Customer First) 索取進一步的資料。  
電話: 0141 577 3001 或電郵

[customerservices@eastrenfrewshire.gov.uk](mailto:customerservices@eastrenfrewshire.gov.uk)