

If you experience any problems at your property please use the following methods to report the issue

EMERGENCIES:

Call 0141 345 2005 and choose option 3

This number is available 24/7 for issues such as loss of domestic electricity, heating & hot water, security, plumbing and drainage.

If you smell gas or detect a gas leak call National Gas Emergency Service
0800 111 999

For loss of power call Scottish Power
0800 092 9290

For major water leaks call Scottish Water Authority
0845 600 88 55

GENERAL REPAIRS:

Go to <http://www.ritehome.co.uk>;

Select **Tenant** from the menu then -> **Report a Repair**

Please use images and leave a detailed to description to automatically assign the correct contractor and fix the problem quicker.

*Please report any repairs individually.

**Please refer to the page below before reporting a repair.

***DO NOT EMAIL – it will slow the process down!

INSPECTIONS:

Please note that we arrange inspections on an area or postcode basis.

Our property managers carry out over 30 inspections a week and due to the number of inspections we cannot give exact times as to when the inspection will be carried out. You will be given approximate inspection dates and time.

You will receive at least one weeks' notice of your inspection.

The inspection will last approximately 5 /10 minutes and is to note the general condition of the property.

You can attend the inspection and discuss any issue, but please note that they are time limited and any repairs issue can be reported as above.

Any inspection requests out-with our date, may be charged for.

It is a condition of your tenancy that you consent and allow these inspections to be carried out.

A Guide to Repairs & Responsibilities

You may request us to attend to work for which you are liable, however in such a case we will look to you for payment in advance. In certain instances, work may be done for your account and the invoice deducted from your rent payments, putting your rent account into arrears.

Please note that you must not authorise repairs to the property or incur any unauthorised expenses without the express written permission of ritehome. The cost of any work authorised by you or someone acting on your behalf without such written authority will not be reimbursed.

Repair	Who is responsible?		Exceptions
	Landlord	Tenant	
Accidental or malicious damage. This overrides areas where the landlord might otherwise be responsible.		✓	
Adjusting doors for carpets		✓	
Batteries in smoke detectors / carbon detectors		✓	Except in communal areas
Bath panels		✓	
Blockage to sinks, baths and wash hand basins		✓	When caused by flushing of inappropriate items such as kitchen roll etc.
Blocked toilets up to main stack	✓		
Communal areas to flats	✓		
Condensation		✓	Unless due to a building fault
Cookers	✓		When installed by landlord
Damage due to forced entry by police		✓	
Decorating – external	✓		
Decorating – Internal		✓	If you have written permission to decorate
Draught excluder	✓		When installed by landlord
Electrical wiring and fixtures	✓		If you have written permission to decorate
Fences	✓		If you have written permission to decorate
Gardening and trees		✓	
Gas central heating, radiator cold spots, gas boiler pressure top up		✓	
Glazing	✓		Unless damaged by tenant

	Who is responsible?		
	Landlord	Tenant	
Guttering and downpipes	✓		
Light bulbs		✓	
Locks to doors and windows	✓		
Lost keys and lock replacement if applicable		✓	
Kitchen units	✓		Unless damaged by unfair use of tenant
Pest control		✓	Landlord if within 3 weeks of entry
Plaster	✓		Except minor cracks
Plugs and chains to sinks, baths and wash hands basins		✓	
Plumbing	✓		Unless problems caused by tenant action/inaction e.g. Hair blocking shower plugs etc.
Shower heads and hoses		✓	
Taps leaking	✓		
Tenants own fixtures and fittings		✓	
Timber sheds	✓		
Toilet pans and cisterns	✓		
Toilet seats		✓	
TV aerials or satellite dishes		✓	Except communal aerials

Cleaning:

Your property has been professionally cleaned by our contractor after the last tenancy. It is now your responsibility to keep the property clean and please ensure you keep to these high standards throughout your tenancy.

We can arrange a professional clean prior to your check out inspection, thus keeping it to the highest standard for the end of your tenancy.