

EwartPark Sales & Letting

6 Glasgow Road, Bathgate, West Lothian, EH48 2AA

Email: Enquiries@ewartpark.co.uk

Telephone: 01506 630434

Repairs & Maintenance Procedure

We will adhere to the following procedure when repairs and maintenance are required to a property, unless alternative arrangements for a particular tenancy/property have been agreed with the landlord in writing.

Responsibility for Repairs

The landlord is responsible for carrying out repairs and maintenance to ensure that the property meets the Repairing Standard. The Repairing Standard states that: -

- the property must be wind and watertight and in all other respects reasonably fit for people to live in;
- the structure and exterior (including drains, gutters and external pipes) must be in a reasonable state of repair and in proper working order;
- installations for supplying water, gas and electricity and for sanitation, space heating and heating water must be in a reasonable state of repair and in proper working order;
- any fixtures, fittings and appliances that the landlord provides under the tenancy must be in a reasonable state of repair and in proper working order;
- any furnishings that the landlord provides under the tenancy must be capable of being used safely for the purpose for which they are designed;
- the property must have a satisfactory way of detecting fires and for giving warning in the event of a fire or suspected fire; and
- the property must have satisfactory provision for giving warning if carbon monoxide is present in a concentration that is hazardous to health.



The tenant is responsible for and will have to pay for any repair which is the result of tenant negligence or damage. Tenants are also responsible for replacing consumables such as batteries in smoke detectors and bulbs in light fittings.

Reporting non-emergency repairs

Any non-emergency defect with a property or the landlords fixtures and fittings must be reported as soon as possible to our office during office hours.

EwartPark Sales & Letting, Bathgate, West Lothian, EH48 2AA 9:00am -6:00pm Monday to Friday.

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Where necessary, we will visit the property as soon as is reasonably practicable to assess the problem reported and determine the action required. We will then organise repairs to the property if authorised to do so by the landlord. We, or a contractor engaged by us, will contact the tenant to arrange access to carry out the remedial work.

If not authorised to do so, we will notify the landlord of the need for a repair as soon as we are made aware of it by the tenant, seek the landlord's instructions and notify the tenant of these. We will keep the tenant updated as to the progress of their repair request, what action we have been instructed to carry out by the landlord and an estimated timescale for same.

Unless they have prior written agreement to do so, tenants must not arrange for repairs to be carried out themselves.