

Repair Codes

Emergency Repairs - Local Repair Code 1 (L1)

We will complete the repair within 24 hours.

Examples:

- Serious damage to the building
- Danger to health
- Risk to safety
- Risk or damage to the occupiers property
- Total failure of electricity supply
- Burst pipes and water tanks
- Security of property
- Gas leak

Priority Repairs - Local Repair Code 2 (L2)

Completion time up to 5 working days. Repairs which seriously affect the comfort or convenience of the resident.

Examples:

- Serious roof leaks
- Partial loss of heating
- Taps which can't be turned off/on

Routine Repairs - Local Repair Code 3 (L3)

Completion time up to 15 working days. Repairs which will not seriously interfere with the comfort and convenience of the resident i.e most repairs.

Examples:

- Installatons e.g. baths, sink units
- Exterior repairs to doors and windows (not included in programme)
- Plaster repairs

Planned Reactive Repair Priority

These are repairs that can be deferred, without causing serious discomfort or inconvenience to the tenant, until the work can be carried out on a planned basis. Tenants who report repairs which are defined within the Planned Reactive category will be advised by Customer Contact staff that the repair being reported falls outwith the scope of the local repairs team and is planned activity.

Examples:

- Fencing
- Roughcast
- External decoration
- Rhones

Gas Maintenance

Emergency repairs carried out within 24 hours (G2)

Priority repairs carried out within 48 hours (G7)

Finding your Local CSC Office

Armadale CSC
1/3 East Main Street,
Armadale EH48 2QA

Bathgate CSC
Lindsay House, Bathgate EH48 1TS

Blackburn CSC
The Mill Centre, 10 Sycamore Walk
Blackburn EH47 7LQ

Broxburn CSC
Strathbrock Partnership Centre
189a West Main Street,
Broxburn EH52 5LH

Fauldhouse CSC
10 Main Street, Fauldhouse EH47 9HX

Advice Shop 9/12 Waverley Industrial Estate, Waverley Street, Bathgate
or phone 01506 776444.

Linlithgow CSC
County Buildings,
Linlithgow EH49 7EZ

Livingston CSC
The Ability Centre, Carmondean
Livingston EH54 8PT

West Calder CSC
24-26 Main Street, West Calder
EH55 8DR

Whitburn CSC
5 East Main Street, Whitburn EH47 0RA

West Lothian Connected CSC
Almondvale Centre, Livingston
EH54 6SN

Customers with Special Requirements

Information is available in Braille, on tape, in large print and in community languages.
Please contact the interpretation and translation service on 0131 242 8181

هذه المعلومات متوفرة بلغة بريل وعلى شريط ويخط كبير وبلغات الجالية.
الرجاء الإتصال بخدمة الترجمة على الهاتف 0131 242 8181

এই তথ্য আপনি ব্রেইল, টেপ, বড় অক্ষরে এবং কমিউনিটির বিভিন্ন ভাষাগুলিতেও পাবেন। অনুগ্রহ করে ইন্টারপ্রেটেশন অ্যান্ড ট্রান্সলেশন সার্ভিসের সঙ্গে যোগাযোগ করুন। টেলি: 0131 242 8181

這份資料是可以凸字、錄音帶、大字印刷及社區語言的式本提供。請聯絡傳譯及翻譯服務部，電話：0131 242 8181

ਇਹ ਜਾਣਕਾਰੀ (ਬ੍ਰੇਲ) ਨੇੜਲੀ ਦੇ ਪੜ੍ਹਣ ਵਾਲੀ ਲਿਖੀ, ਟੇਪ, ਵੱਡੇ ਫਿੰਟ ਅਤੇ ਸਮਾਜ ਦੀਆਂ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ। ਸ਼ੁੱਧ ਕਰਕੇ ਇੰਟਰਪ੍ਰੀਟੇਸ਼ਨ ਅਤੇ ਟਰਾਂਸਲੇਸ਼ਨ ਸਰਵਿਸ ਨੂੰ ਇਸ ਨੰਬਰ ਤੇ ਸੰਪਰਕ ਕਰੋ 0131 242 8181

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www.westlothian.gov.uk/housing

Housing & Customer Services (01506) 775000

E-mail: customer.service@westlothian.gov.uk

If you have used the Council's complaints procedure and you are still unhappy, you can pass your complaint, within a year, to the Scottish Public Services Ombudsman, 4 Melville Street, Edinburgh, EH3 7NS **Tel: 0870 011 5378**

Email: enquiries@scottishombudsman.org.uk

Local Service Delivery
Repairs
Tenant Participation
Registration Services
Council Information Services



Housing & Customer Services
YOUR QUESTIONS ANSWERED

Repairs



Text phones offer the opportunity for people with a hearing impairment to access the council.

The Text Phone number is 18001

01506 464427

A loop system is also available in all offices.

WEST LOTHIAN COUNCIL DELIVERS SERVICES FOR THE COMMUNITY

www.westlothian.gov.uk



Repairs | Who is responsible for what repair?

(To see information and an explanation of all codes, please see back page)

| | ITEM | WHO IS RESPONSIBLE | | CATEGORY |
|--|--|--------------------|-----|----------|
| | | The council | You | |
| Windows | Glass in windows (unless you can show the glass was broken by vandals or some similar case) | | ● | L3 |
| | Sills | ● | | L3 |
| | Window catches | ● | | L2 |
| | Window sash (not open or close) | ● | | L2 |
| | Window handles | ● | | L2 |
| | Other | Clothes pole | | ● |
| Front/Rear boundary fence (unless you put it up) | | ● | | Planned |
| Inside decoration | | | ● | |
| Outside decoration | | ● | | Planned |
| Shed (unless provided by WLC) | | | ● | |
| Timber garage (unless provided by WLC) | | | ● | |
| Bathroom | Pest infestation | ● | | L3 |
| | Bath | ● | | L3 |
| | Shower unit (unless we provide) | ● | ● | L2/L3 |
| | Toilet seat | | ● | |
| | Wash basin | ● | | L2 |
| Central Heating | Chimney & flue | ● | | L2 |
| | Gas central heating/hot water | | | G2 |
| | Electric storage heater | ● | | L2 |
| | Gas fired system with radiators (including gas fires if we have fitted them) | ● | | G7 |
| | Gas fired warm air systems | ● | | G7 |
| | Solid fuel system | ● | | L2 |
| Doors | Heating system fitted by you without permission | | ● | |
| | Door bell (except door entry) | | ● | |
| | Door chain | ● | | L2 |
| | Door nameplate | | ● | |
| | Glass on inside door & screen (Rechargeable) | ● | ● | L3 |
| | Inside doors (handles / latches etc) | | ● | |
| | Keys (lost or broken) (Rechargeable) | ● | ● | L1/L2 |
| | Yale lock (unless this is the only lock the council have fitted) | | ● | L1/L2 |
| | Outside doors (including doors in flats) | ● | | L2 |

| | ITEM | WHO IS RESPONSIBLE | | CATEGORY |
|------------|--|--------------------|---------|----------|
| | | The council | You | |
| Electrical | Individual TV aerial | | ● | |
| | Electric fire (unless we have fitted) | ● | ● | L2 |
| | Immersion heater | ● | | L2 |
| | Light fittings (not including table lamps and so on) | ● | | L1/L2 |
| | Mechanical ventilators (unless we have fitted them) | ● | ● | L2 |
| | Plugs (including fuses) | | ● | |
| | Smoke detectors | ● | | L1 |
| | Sockets and switches | ● | | L1/L2 |
| Kitchens | Wiring circuit [No Power} (including fuse box) | ● | | L1 |
| | Cooker | | ● | |
| | Cooker socket | ● | | L1/L2 |
| | Kitchen units | ● | | L3 |
| | Sink bowl and drainer | ● | | L3 |
| Plumbing | Blocked sink, WH basin, bath or toilet | ● | | L1 |
| | Domestic cold water supply | ● | | L1 |
| | Downpipes (rain and soil) | ● | | L2 |
| | Drains | ● | | L2 |
| | Gutters | ● | | Planned |
| | Hot water supply (including HW cylinders) | ● | | L2 |
| Structure | Plugs and chains | | ● | |
| | Ceilings/Walls plaster repairs | ● | | L3 |
| | Damp proof course | ● | | Planned |
| | Floors | ● | | L2 |
| | Outside woodwork | ● | | Planned |
| | Roughcast and plastering | ● | | Planned |
| | Skirting boards | | ● | |
| | Stairs | ● | | L1/L2 |
| | Steps to entrances | ● | | L2 |
| Walls | ● | | Planned | |