

Housing Repairs Policy

Child-Friendly Version



We want to make sure your home is safe, warm, and comfortable. If something breaks or needs fixing, we have a team ready to help. If you see something wrong in your home, like a leak or a broken heater, you should tell us as soon as you can. We will come and fix it. If you smell gas, turn it off, open the windows, and call **0800 111 999 right away!**



There are two kinds of repairs that we can help with.

Emergency repairs are very important and need to be fixed quickly. These include things like having no heating or water, or something that could be dangerous. Non-emergency repairs are less urgent. These might be things like a dripping tap or a broken tile. They still need to be fixed, but they don't need to be done right away.



Sometimes, we plan larger jobs to improve homes. This could be putting in new kitchens, windows, or other upgrades. If your home is going to be improved, we will let you know before we start.



You also have some responsibilities to help keep your home in good shape. You should tell us if something is broken or needs fixed. You need to let workers into your home so they can carry out repairs. It's also important to keep your home clean and tidy so that repairs can be done safely and easily.

We will try to fix things quickly and properly, using good tools and materials.



Clackmannanshire
Council

www.clacks.gov.uk

Comhairle Siorrachd
Chlach Mhanann