

What do I do if I am not happy with the quality of work?

If you have concerns over the quality of the Council's work please contact us on **01382 433948** or by email to **hiu.projects@dundeecity.gov.uk** and explain why you are unhappy and what action you wish us to take to remedy the issue. The Council employs a Clerk of Works who oversees, monitors and signs off work as satisfactory. The Housing Investment Unit Team monitor reports of poor quality and will follow up any report with a re-inspection and if appropriate remedial work.

How long do I have to pay?

When the work is complete you will be issued with a Final Account. If you wish to pay by instalments, this may be possible, please contact the **Finance Department, DCC, Sales Ledger, Dundee House, Floor 4, 50 North Lindsay Street, Dundee DD1 1NB, Tel: 01382 433995, email: admin.sales@dundeecity.gov.uk**.

There is incomplete work, why is this and what happens with my Final Account?

Occasionally some work which has been identified at the estimate stage cannot be carried out for various reasons. In this regard then we will amend your Final Account prior to issue.

Defects period

There is a 'defects liability expiry date'; this is the end date when any reported defects under contract can be addressed with the contractor. It is important that if you identify any issue with the work carried out, you contact the Council before the end of this period.

Your right to complain – what you need to know

If you are not satisfied with our response to your query the first time, you have the right to have your complaint considered by the **Director of Neighbourhood Services, Elaine Zwirlein, Dundee City Council, Dundee House, 50 North Lindsay Street, Dundee, DD1 1NB, email: elaine.zwirlein@dundeecity.gov.uk**. Should you wish to do this, you should write or email the Director stating your reasons and a reply will be sent to you within 20 working days. Full details of our Complaints Procedure are available online at: **www.dundeecity.gov.uk/complaints** or you can pick up a leaflet at any council office.

Your right to complain under Property Factoring legislation

"The Homeowner Housing Panel ("hohp") is the final stage for complaints about property factoring services under the Property Factors (Scotland) Act 2011 in Scotland. This includes complaints about Scottish Councils registered to provide such services (which includes Dundee City Council). If you remain dissatisfied about a property factoring service issue after the factoring

service provider's in-house complaints procedure (see above) has been exhausted without resolving your complaint, you can ask the hohp to look at your complaint. An application to the Panel must be in writing. An application form can be downloaded from the hohp website at: **https://hohp.scotland.gov.uk//** or requested from the Panel office at:

**Homeowner Housing Panel
Europa Building
450 Argyle Street, Glasgow G2 8LH
(Telephone: 0141 242 0175)**

This information is made available in large print or in an alternative format that meets your needs.	
Chinese	欲知詳情, 請致電: 01382 435825
Russian	Более подробную информацию можно получить позвонив по телефону: 01382 435825
Urdu	مزید معلومات کے لئے براہ مہربانی 01382 435825 پر فون کریں۔
Polish	po dalszą informację zadzwoń pod numer 01382 435825
Alternative Formats	For further information please contact 01382 307293



External Cyclical Maintenance

Owners Information

Questions and Answers Factsheet

Questions and Answers Factsheet

Why do you carry out External Cyclical Maintenance (ECM)?

Dundee City Council has an obligation to undertake mutual (held in common) repairs to maintain its stock and protect its housing assets. You are obliged to pay a share of the mutual element of this work. You should have been made aware of this by your Solicitor when you bought your property. Your property is part of a mutual block.

What work do you do?

We will undertake maintenance work to mutual elements such as rainwater goods, internal paintwork, external paintwork, external entrance doors, pipework and handrails. We will not undertake work on: owner's internal doors, footpaths, fencing and railings as these are not considered mutual under this contract. We may repair and repaint fencing and carry out other repairs to elements that are in council ownership and we may paint internal tenant's doors although you will not be charged for this work.

Who decides which contractor carries out the work?

The programme of work is carried out by Environment Department, Contract Services (EDCS). EDCS tender for materials and sub-contractors and are audited by DCC Procurement/Finance department frequently in order to ensure that they are tendering in accordance with current legislation

and to ensure best value. The costs are benchmarked between EDCS and the private sector for similar works and prices reflect market rates. This helps maintain lower bills for owner occupiers but also reflects current building costs.

How is my share of the cost calculated?

The method we are legally obliged to use when recharging for the majority of mutual common repairs is based on the rateable value of your home. The independent Joint Valuation Board determines the rateable value of your home, NOT the Housing Department. Any queries relating to how a rateable value is constituted should be addressed to the Joint Board direct as this is their area of expertise. Domestic rates were abolished in favour of the Community Charge then subsequently the Council Tax. Notwithstanding the abolition of Domestic Rates it is common practice in both the Private and Public Sector to use rateable value as a method of recharging for mutual repairs. Recharging under the Rateable Value Share method is a proportional, judicially approved, form of recharging. It takes the rateable value of your house as an overall percentage of your tenement block.

Your Disposition of Sale (i.e. Title Deed) specifies that we must use the rateable value share method for recharging for mutual works and we determine each share to three decimal places. It also allows for specific shares for other common parts of the building where parts are not common to the whole block. It is important to note that not all the rateable values within your tenement block are equal and this is common across the Housing tenement stock both in the private and public sector. This fact results in slight variations in the costs for each owner. Please note VAT is not charged for this programme of works.

Who decides what work is done?

The Council's Housing Investment Unit ECM programme is based on an 8 year cycle. Once your block has been identified as requiring work, a Surveyor will visit the property to carry out a detailed survey of what work is required taking into account any other programmes of work which have been identified, for example roof renewals, window replacements or insulated render.

When do you tell me what is happening?

We issue the following letters to you. **Letter 1** tells you we intend to carry out work; **Letter 2** gives you an estimate for the work; **Letter 3** tells you the work is complete and the end date to the defects liability period; and finally **Letter 4** is your Final Account.

What is 'access equipment' ?

When we have to gain access to floors above ground level we have to use access equipment; this can be anything from erecting scaffolding to using equipment such as a cherry picker. EDCS go out to tender for scaffolding or any other supply of access equipment on a regular basis. Their costs will include the delivery of equipment on site, delivery to yard, return to yard after work completed, personnel costs to supervise work and an allowance for fuel and repairs to equipment. Please note certain items are excluded from what we charge you. These are banksman (a banksman directs operations of equipment) costs, delivery and uplift from site, daily checks and movement from compound to site.

What External and Internal paintwork do you charge me for?

External Paintwork: We will paint windows, doors and screens, frames and facings, fascia soffit¹, cast iron rainwater installation and mutual metal soil/vent pipes. We may apply wood stain to external timber where required. We will not paint some solumsⁱⁱ which are not considered mutual. We will not paint some handrails which have been installed by owners. **Internal Paintwork:** We will paint tenant's doors and screens (not owners), frames and facings, windows, walls, ceilings and balustrades/ handrails (where required).

What else do you charge me for?

We will service mutual windows, this involves checking and easing of window fittings, checking handles and ensuring fastenings are in working order. Furthermore we service mutual external doors, this involves checking and easing of doors, casings, hinges, doors are not jammed and are able to open/close correctly.

What work do you do to my gutters and why?

We must adhere to Health and Safety regulations when ensuring gutters and rhones are cleaned out. We may decide to carry out minor repairs and testing to downpipes. If gutters become blocked this can lead to serious building defects which are very expensive to remedy.

¹ The fascia is the mounted point where the roof meets the outer walls of the house. It is sometimes fixed directly to the roof trusses and usually does all the work of supporting the bottom row of tiles and carrying out all the guttering. The soffit can be ventilated to allow the flow of air to the roof area. It can be tucked away under the fascia board.

ⁱⁱ The solum is the sub floor.