Procedure for Owners

Notifying Communal Repairs to the Council & Consulting on Communal Repairs

**EMERGENCY REPAIR**

**See Note 1**

**NOTIFY COMMUNAL REPAIRS TO**

1. Contact Centre (01324 590590)
2. E-mail [contact.centre@falkirk.gov.uk](mailto:contact.centre@falkirk.gov.uk)
3. 24 Hour Emergency Line (01324 503050)

**NON EMERGENCY REPAIR**

Notify other owners (inc. the Council) that the emergency work has been instructed

If the work is not an emergency, owners, (inc. the Council) must consult the other owners before commencing any work – See Note 2

If the work is an emergency, and the Tenements Act applies, any owner (inc. the Council) can carry out emergency works and then recharge the other owners

If non-emergency follow up work is required after emergency repairs an owner (inc. the Council) must consult the other owners prior to commencing other work – See Notes 1 & 2

Once consultation is complete work can begin if the required proportion of owners are in favour – See Note 3

**NOTES**

1. **Meaning of “emergency work” as per the Tenements (Scotland) Act 2004**

If owners are organising repair work rather than the Council, they can obtain information on what to do online– See Note 4

For the purposes of this rule, “emergency work” means work which, before a scheme decision can be obtained, requires to be carried out to scheme property –

1. to prevent damage to any part of the tenement, or
2. in the interests of health or safety
3. Please refer to title deeds and online information available at [Under One Roof](https://underoneroof.scot/) .

Consultation (in a sense of seeking and counting votes) is not necessary for repair or replacement of elements listed within core services for factored owners in the high rise blocks, as per the ‘Statement of Services’. The requirement to notify owners of decisions remains. Prior to any chargeable work to core elements commencing, 28 days notice will be given to owners (e.g. replacement of fans).

The work organiser should keep all involved updated in respect of delays etc.

1. If you are in doubt about the minimum level of agreement needed to progress communal repairs you may wish to consult a solicitor or independent advice agency.
2. Communal Repairs information is available at [Under One Roof](https://underoneroof.scot/) .
3. Falkirk Council does not currently operate a maintenance account. See the [Under One Roof](https://underoneroof.scot/) for information on maintenance accounts.

Once work is complete the organiser (inc. the Council) should invoice other owners for their share of the cost

1. Factored owners in the high rise flats will not receive separate invoices for certain core services, as described in the ‘Statement of Services’ for factored owners, because they pay an annual service charge to cover certain costs. All other work will be invoiced separately, in accordance with the title deeds or Tenements (Scotland) Act 2004.