



Edinburgh Shared Repairs Service

Landlord Event, Grassmarket Community Project, Edinburgh

23 March 2019



Edinburgh Shared Repairs Service



Objective 1 - Advice & Guidance

Supporting, encouraging and enabling owners to take responsibility for planning and organising repairs and maintenance.

To February 2019 – the number of contacts into Shared Repairs in February was 1,521

Customers (in February)

Phone calls – 622

E-mails – 394

Property Search enquiries - 505

Digital Contacts (in February)

Website views – 3,523

Tenement Toolkits downloaded x 528

Missing Share information downloaded x 290





Objective 2 - To intervene when public health & safety is at risk due to unsafe buildings – EMERGENCY SERVICE

- Of the site inspections made in 2018, on average **8** per month were for roof related defects and **15** per month for Masonry related defects (**30%** of all call-outs). **70%** of call-outs are for drainage related issues.
- Site visits made by Property Officers – 95 in February.
In 2018 average = **110/month**
- Statutory Notice served for emergency issues – 76 tenements in February.
In 2018 average = **77/month (affects around 700 individual private owners/month)**





Objective 3 - To intervene when owners have exhausted all other reasonable means of agreeing and undertaking a repair.

TOTAL CASES to end February is 191

- Pre-intervention (14 open cases)

Where there is no lead owner or lack of engagement, case officers assist owners with process, stair meetings, letters etc.

- Intervention (8 open cases)

Where the owners fail to arrange works, Shared Repairs can intervene with a **Mandate** (Vote) to collect a majority agreement for the Council to undertake a Survey and Cost Estimateleading to possible enforcement. 72% of all cases have been successfully closed without enforcement.

- Missing Shares Scheme (5 open cases)

Where owners fail to collect all shares of the cost of works into the communal maintenance account, the owners can apply to the Council for a Missing Share. See the website for information and forms to download.

www.edinburgh.gov.uk/sharedrepairs

- Enforcement (13 open cases)

Only 12% of cases are enforced. 11 commons repairs projects have been completed on site and 90% of all costs incurred by the Council have been recovered so far.

Shared Repairs have enabled over **£2.2m** worth of privately arranged common repair work in Edinburgh with only £54,286 worth of financial help with missing shares payments.



Missing Share Scheme

The scheme is proving popular with owners. Policy was approved on Sept 2017. To the end February 2019 – 24 applications have been approved by Panel.

MISSING SHARES OVERVIEW					
PROJECTS	TOTAL OWNERS	VALUE OF PROJECT	AMOUNT OF MISSING SHARED APPROVED / IN PROGRESS	TOTAL MISISNG SHARE OWNERS	PAID / DUE BY CEC
Projects					
22 Projects	209	£914,696	£114,542	27	£50,380
Project 23	12	£7,887	£561	1	£561
Project 24	12	£13,380	£3,345	3	£3,345
TOTAL					
24	233	£935,963	£118,448	31	£54,286

We have found that in **half** of these cases, the missing share owner has contributed to the maintenance account before the Council have made the payment into the owners accounts.



Release of Absent Owner Contact details

to Lead Owner

Applications to include: -

1. Lead owner's agreement to share their contact details during the process.
2. Evidence of common repair requirement. (Contractor quote / photos / Survey report).
3. Evidence of the liability of absent owner for repair/maintenance (Extract from Title Deeds).
4. Evidence of ownership information sources and attempts to find the details at Registers of Scotland and also the Landlord Register.
5. If this is in place and subject to Panel approval, ESRS will give Absent owner 28 days to engage with the lead owner, if they fail to get in touch, ESRS will send the absent owners contact details to the Lead Owner.

All information and forms will be on our website soon, contact us at esrs@edinburgh.gov.uk