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How Long Does The Other Contractor Have To Complete The Repair?

The other contractor has the same length of time to carry out the repair as the main contractor. If they do not carry out the repair within the time limit set, you will be entitled to another £3.00 compensation for each working day until the repair has been completed. This amount can add up to a maximum compensation payment of £100.00 for any one repair.

What If There Is No Other Contractor Available?

In this case, our main contractor will carry out the repair but you will still be entitled to a £15.00 compensation payment.

What happens if I'm Out When The Contractor Calls To Carry Out The Repair?

If the contractor cannot get into your home at the time you have agreed with us, your Right to Repair will be cancelled. You will then have to re-apply and start the process again.

Lochfield Park Housing Association Ltd.



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Emergency No: 0800 595 595
Gas Central Heating : 0800 595 595



Lochfield Park Housing Association



Right To Repair Housing (Scotland) Act 2001

	OFFICE OPENING HOURS	
	MORNING	AFTERNOON
Monday	9.30am - 12.30pm	1.30pm - 4.30pm
Tuesday	9.30am - 12.30pm	1.30pm - 4.30pm
Wednesday	CLOSED	1.00pm - 4.30pm
Thursday	9.30am - 12.30pm	1.30pm - 4.30pm
Friday	9.30am - 12.30pm	1.00pm - 4.00pm

Registered under the Co-operative and Community Benefit Societies Act 2014

Registered with the Financial Conduct Authority No 2444R(S)

The Scottish Housing Regulator Reg No HAC268

Scottish Charity No SC037694

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This leaflet can be translated, on request into other community languages.

For people with visual impairment, large print or Braille versions can also be provided.

Important!

This leaflet is only a general guide. It is not a completed statement of the law. If you want to know more about the rights, you should get advice from a solicitor or your local Citizens' Advice Bureau.

What is the Right to Repair?

From 30 September 2002, under the Housing (Scotland) Act 2001, Scottish Secure Tenants and Short Scottish Secure Tenants have the right to have small urgent repairs carried out by us within a given timescale. This is called the Right to Repair scheme. The Right to Repair scheme applies to all tenants of local authorities and housing associations.

What Repairs Come Under The Right To Repair Scheme?

The scheme covers certain repairs up to the value of £350.00. These repairs are known as "qualifying" repairs. They include:

- Total loss of electric power (1 day)
- Partial loss of electric power (3 days)
- Unsafe power or lighting socket, or electrical fitting (1 day)
- Total loss of water supply (1 day)
- Partial loss of water supply (3 days)
- Total or partial loss of gas supply (1 day)
- Blocked flue to open fire or boiler (1 day)
- Total or partial loss of space or water heating between 31 October and 01 May (1 day)
- Total or partial loss of space or water heating between 30 April and 01 November (3 days)

- Blocked, leaking foul drain, soil stack, or (where there is no other working toilet in the dwelling-house) toilet pan (1 day)
- Toilet not flushing (where there is no other working toilet in the dwelling-house) (1 day)
- Blocked sink, bath or basin (3 days)
- Tap which cannot be turned (3 days)
- Leaking from water or heating pipe, tank or cistern(1 day)
- Leaking roof (7 days)
- Insecure external window, door or lock (1 day)
- Loose or detached banister / hand rail (3 days)
- Rotten timber flooring or stair tread (3 days)
- Door entry phone not working (7 days)
- Mechanical extractor fan in internal kitchen or bathroom not working (7 days)

We will be able to tell you if a repair you need is included in the scheme. We will also let you know:

- The maximum time the repair must be done in
- How we deal with repairs that are not covered by the scheme.

What happens When I Report A Repair?

When you report a repair, we will let you know whether it is our responsibility and whether it is a qualifying repair under the Right to Repair scheme. We may need to inspect your home to find out whether the repair is a qualifying repair or not. If the repair does qualify under the scheme, we will:

Tell you the maximum time allowed to carry out the repair;
Tell you the last day of that period;
Explain your rights under the Right to Repair scheme;
Give you the name, address and phone number of our usual contractor and at least one other contractor from a list;
Make arrangements with you to get into your home to carry out the repair.

How Long We Have To Carry Out Repair?

Repair times depend on type of repair you have reported These times are set by law, not by us. Sometimes there may be circumstances which we or the Contractor has no control over which make it impossible to do the repair within the maximum timescale. In these circumstances we may need to make temporary arrangements and to extend the maximum time. If we are going to do this, we must let you know.

What Happens If The work Is Not Done On Time?

If our usual contractor does not start the qualifying repair within the time limit set, you can tell another contractor from our Approved Contractors List to carry out the repair.

You cannot use a contractor who is not on that list. The other contractor will then tell us that you have asked them to carry out the repair. We will then pay you £15.00 compensation for the inconvenience.