

RIGHT TO REPAIR INFORMATION

As part of your rights to have certain small repairs carried out, if you have a repair that has not been completed by the timescales, provided you have satisfied the criteria for access and type of repair, you may be entitled to compensation. Only repairs costing up to £350 may be qualifying repairs.

The following list sets out the types of repairs which will be treated as qualifying repairs and the timescales within which they must be carried out. "Day(s)" refers to working days. For the avoidance of doubt, "working day" means a day which is not a Saturday or Sunday, Christmas Eve, Christmas Day, Good Friday, a Bank Holiday or a day appointed for public thanksgiving or mourning, or any day on which the Association's office is closed by virtue of a local holiday. The maximum period shall start on the first working day after the repair is reported to the Association or the date of inspection where the Association carried out a pre-inspection.

Qualifying Repair	Statutory Timescale
Blocked flue to open fire or boiler	1 day
Blocked foul drain or soil stack	1 day
Blocked W.C. if no other working W.C. in the house	1 day
Leaking foul drain, soil stack or W.C.	1 day
Blocked sink, bath or drain	1 day
Total loss of electric power*	1 day
Partial loss of electric power*	3 days
Insecure external window, door or lock	1 day
Unsafe access path or step	1 day
Significant leaks/flooding from water/heating pipes, tanks/cisterns	1 day
Loss or partial loss of internal gas supply*	1 day
Loss or partial loss of central heating or water heating where no alternative heating is available	1 day
W.C. not flushing if no other working W.C. in the house	1 day
Unsafe power or lighting socket or electrical fitting	1 day
Loss of water supply if not an external mains water problem	1 day
Partial loss of water supply*	3 days
Loose or detached banister or handrail	3 days
Unsafe timber flooring or stair treads	3 days
Mechanical extractor fan in internal kitchen/bathroom not working	7 days

* Not applicable where problem is the responsibility of the public utility company.

The Tenant Repair Satisfaction survey form to which this note is attached overleaf will be clearly stamped in red ink, "RIGHT TO REPAIR" if your repair is a qualifying one. This means that the type of job and timescales for completion will be contained in the table above. The form contains;

- Description of work (brief summary of the job)
- Contractor (the contractor instructed to carry out the repair)

For the purposes of the legislation, the Primary Contractor and contact numbers will be;

REACTIVE REPAIRS PRIMARY CONTRACTOR – Rodgers & Johnston, 7 Bo'ness Rd, Holytown, ML1 4TQ Tel: 0800 999 2520

GAS REPAIRS PRIMARY CONTRACTOR – James Frew, 83 New St, Stevenston, Ayrshire. Office and Out-of-hours number 01294 468 113

Should the Primary contractor/s not start the repair within the timescales listed, you may contact the alternative contractor directly to arrange the works but should advise the Association at the first opportunity thereafter. Alternatively you may request the Association to arrange for the alternative contractor to attend, to which that request shall not be denied.

Alternative contractor –. To be confirmed

For full details of the Association's Right To Repair Policy contact the Association's office on tel no. 578 0200 or pick up a leaflet from the office at 2 Meiklehill Rd, Kirkintilloch. Alternatively you can access the Policy on the Association's website www.hillheadhousing.org