

The Right to Repair

You have a responsibility to keep your home in the best possible order and be careful not to cause damage. However, we know that things can go wrong and need repaired from time to time. You should ask immediately if you have a small emergency or need urgent repairs done quickly.

The Housing (Scotland) Act 2001 introduced the **Right to Repair** scheme which gives you the right to have certain repairs carried out within a fixed timescale and also gives you the right to be paid compensation if we don't meet the required timescales.



Housing Co-op

Our tenants are paramount in everything we do

To qualify for the **Right to Repair** scheme, the repair must:

- Be a 'qualifying repair'. (Qualifying repairs are listed on the back).
- Have an estimated value of £350 or less.
- Be a repair which is the responsibility of WGHC under the tenancy agreement

Requesting a repair

When you phone us to ask for a repair, we will tell you;

- If we need to inspect your home first to check if it is a qualifying repair.
- If it is a qualifying repair, where the repair is, and arrange access to fix it.
- The name and contact details of our approved primary contractor appointed to undertake the repair.
- The maximum length of time we have to fix it and the date it must be fixed by before you are entitled to compensation.
- Your rights under the **right to repair** scheme.
- The name and contact details of an approved alternative contractor, who you may contact if our primary contractor has not started the repair in the time allowed.

You must make sure that access is available for us to carry out the repair. If access is not made available then the right to repair process is at an end, and you will need to start again.

Compensation

If a qualifying repair is not completed within the time allowed, you are entitled to £15 compensation. You are also entitled to a further £3 each qualifying day until the repair is completed. The maximum compensation that can be paid is £100.

Time-scales for completion

We will always work hard to have your repair completed much sooner than the legal timescales, many of which have a one working day completion time (see list of qualifying repairs on last page).

This means, for example, if a repair is requested on a Tuesday, we have until 5pm on Wednesday to complete the repair. If a repair is reported on a Friday, we will normally have until 5pm on Monday to complete the work. Where an inspection is necessary before the repair can be carried out, then the completion time does not start until the inspection has been carried out.

Exceptional circumstances

Sometimes there may be circumstances beyond our control which will make it impossible to do the repair within the maximum time allowed for example, availability of parts from the manufacturer. If this happens we might need to make temporary arrangements and to extend the maximum time to complete the repair. We will let you know if we are going to do this. If boiler parts are unavailable, temporary heating can be provided. You will then be told when the parts will be available and when the repair will be carried out.

Using the alternative approved contractor

If the repair is not started within the time limit set, you can tell the alternative contractor to carry out the repair. You will be given the name and contact number of this contractor when you first report the repair. This contractor will tell us you have asked them to carry out the work. We will then authorise the contractor to go ahead. An alternative contractor cannot be used if this would breach an existing guarantee for an earlier repair.

The right to repair does not apply if:

- The cost of the repair exceeds £350. In this case the right to repair process is at an end.
- We have been unable to gain access for inspection or for the repair to be carried out. In this case you will need to make a new repair request and the right to repair process will start again.

Qualifying repairs

Fault	Timescale for completion (working days)
Blocked flue due to open fire or boiler	1
Blocked or leaking foul drains, soil stacks or toilet pans (where there is no other toilet in the house)	1
Blocked sink / wash hand basin, bath, drain	1
Loss of electric power	1
Partial loss of electric power	3
External window, door or lock not secure	1
Unsafe access path or step	1
Significant leaks or flooding from water or heating pipes, tanks or cisterns	1
Loss or partial loss of gas supply	1
Loss or partial loss of space or water heating where no alternative heating is available	1
Toilet not flushing and there is no other toilet in the house	1
Unsafe power, lighting socket or electrical fitting	1
Loss of water supply	1
Partial loss of water supply	3
Loose or detached banister or handrail	3
Unsafe timber flooring or stair treads	3
Mechanical extractor fan in internal kitchen or bathroom not working	7

Appeals

If you want to appeal our decision on whether or not to award compensation, you can contact us by writing to: West Granton Housing Co-operative Ltd, 26 Granton Mill Crescent, Edinburgh, EH4 4UT or mail@westgrantonhc.co.uk

Your appeal will be managed using our two stage complaints process. If, following this process, you are still unhappy with our decision, you will then be entitled to appeal to the Scottish Public Services Ombudsman.