



## RIGHT TO REPAIR SUMMARY POLICY

**This information leaflet outlines the Tenant's Right to Repair Scheme**, which applies to all of the Co-operative's tenants from 30 September 2002 onwards. Additional information, including a copy of the full Guide, can easily be provided by asking a member of staff who will be happy to help.

### The main points covered are:

- The reasons for operating such a scheme;
- When you will be able to exercise your "Right to Repair";
- Arrangements for compensation;
- When you must not use Right to Repair;
- A list detailing the Right to Repair works and timescales within which the contractor should respond.

### The Co-operative is committed to carrying out repairs to your home quickly and effectively ...

We set ourselves challenging targets to carry out 95% of all repairs within the published response time – 6 hours for an emergency, 2 days for urgent and 5 days for routine repairs. How well or badly our contractors actually perform is reported to the Committee every three months as well as every year to all of our tenants and members.

### Unfortunately, there may be the odd occasion where the contractor is late...

Even although all efforts are made to prevent this from happening. The Scottish Executive has decided that, for certain types of repair, you as a tenant should not be penalised if this happens. This is why the Right to Repair scheme was introduced.

### When you report a repair that comes under the Right to Repair...

Also known as a "qualifying repair", staff will alert you to this fact. You will also be advised:

- The time limit for the repair to be done, and
- The name of another contractor who you can call out if the contractor is late

A full list of the "qualifying repairs" plus the timescales attached to each one is given overleaf.

**You will also be eligible for compensation** if the contractor does not respond to a qualifying repair on time.

Levels are:

- £15 one-off payment PLUS
- an extra £3 for every day late

**There are some exclusions to the above** and tenants wrongly calling out a contractor will be charged for the repair. These include:

- If you have not been advised that the repair is a “qualifying repair” – please see over;
- If you were not at home when the contractor originally called;
- The Co-operative has advised you that we will need to carry out an inspection of the work and this has still to be done;
- The deadline has not yet been reached;
- You have not reported the repair to the Co-operative;
- The contractor is late due to circumstances beyond their control and you have been advised of this delay.

### **The Tenant’s Right to Repair – Qualifying Repairs**

Please note that the number of days relates to the number of working days (i.e. excluding weekends and public holidays) beginning on the day after the repair has been reported.

<b>Repair</b>	<b>Number of Days</b>
Blocked flue to open fire or boiler	1 day
Blocked or leaking foul drains, soil stacks or toilet pans where there is no other toilet in the house	1 day
Blocked sink, bath or drain	1 day
Loss of electric power	1 day
Partial loss of electric power	3 days
Insecure external window	1 day
Unsafe access path or step	1 day
Significant leaks or flooding from water or heating pipes, tanks or cisterns	1 day
Loss of partial loss of gas supply	1 day
Loss of partial loss of space or water heating where no alternative heating is available	1 day
Toilet not flushing where there is no other toilet in the house	1 day
Unsafe power or lighting socket, or electrical fitting	1 day
Loss of water supply	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 or bathroom not working	7 days