

Right to Repair Housing (Scotland) Act 2001



East Renfrewshire Council

What is the right to repair?

Under the Housing (Scotland) Act 2001, Scottish secure tenants have the right to have small urgent repairs carried out by your landlord, East Renfrewshire Council, within a given timescale. This is called the Right to Repair scheme.

What repairs come under the Right to Repair Scheme in East Renfrewshire?

The scheme covers certain repairs up to the value of £350.00. These repairs are known as “qualifying repairs”.

Qualifying repairs under this scheme are detailed in the table below

How do I report a repair?

For repairs telephone the Housing Call Centre on 0141 577 3700. You may also report a repair in person at the Council Offices in Eastwood and Barrhead or by writing to us.

For a blocked flue, problems with gas supply or gas heating contact City Technical Services directly on freephone **0800 046 1972**.

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 contractors and
- make arrangements with you to get into your home to carry out the repair.

How long does the Council or City Technical Services have to carry out the repair?

Repair times depend on the type of repair. Details of the maximum time within which each qualifying repair must be completed are included in the table below.

The timescales for each qualifying repair are set by law and not by the Council.

Sometimes there are circumstances over which we have no control which make it impossible do the repair within the maximum time (e.g. severe weather). In these circumstances we may need to make temporary arrangements and to extend the maximum time. If this happens we will let you know.

Qualifying repairs with the maximum period in working days from date immediately following the date of notification of qualifying repair or inspection.	working days
Blocked flue 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, bath or drain	1

Loss of electric power	1
Partial loss of electric power	3
Insecure external window, door or lock	1
Unsafe access path or step	1
Significant leaks or flooding from water or heating pipes, tanks, cisterns	1
Loss of 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 where there is no other toilet in the house	1
Unsafe power or 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

What happens if the work is not done in time?

If the Council's Maintenance Team or City Technical Services do not start the qualifying repair within the time limit set, you can tell another contractor from the list below to carry out the repair.

You cannot use any other contractor.

The other contractor will then tell the Council that you have asked them to carry out the repair.

Where the Maintenance Team or City Technical Services have not completed the qualifying repair within the required timescale, tenants will automatically receive a flat rate payment of £15.00 compensation.

You do not have to do anything to request this compensation. Payment will normally be made by cheque. Where this is not suitable, alternative arrangements can be made with the tenant.

What happens if I am out when the Maintenance Team or City Technical Services call to carry out the inspection or repair?

If the Maintenance Team or City Technical Services cannot get into your home at the time agreed with you, your right to repair will be cancelled and you will forfeit your right to compensation. You will then have to re-report the repair and start the process again.

If you request an appointment and the appointment agreed is beyond the required timescales, you will forfeit the right to any compensation for this repair.

Who are East Renfrewshire Council's alternative contractors?

East Renfrewshire Council's alternative contractors for this scheme are:

- City Building Contractors LLP
350 Darnick Street
G51 4BA
0800 595 595

How long do these contractors have to complete the repair?

These contractors have the same length of time to carry out the repair as the Maintenance Team or City Technical Services. If they do not carry out the repair within the time limit set, you will be entitled to a further £3.00 compensation for each working day until the repair has been completed. The maximum sum payable is £100.00 for any single repair.

Who pays for the repair?

East Renfrewshire Council pays for the qualifying repair. If you have told one of the above contractors to carry out the repair (only after the Council's Maintenance Team or City Technical Maintenance have not completed the repair within the set timescale), the contractor will send the bill directly to us.

How can I find out more?

Contact the Housing Call Centre on 0141 577 3700 for further information.

This document can be explained to you in other languages and can be provided in alternative formats such as large print and Braille. For further information please contact Customer First on 0141 577 3001 or email customerservices@eastrenfrewshire.gov.uk