



# Right to Repair a guide for tenants

## What is Right to Repair?

From 30 September 2002, under the Housing (Scotland) Act 2001 you have the right to have small urgent repairs carried out by the Association within a given timescale. This is called the Right to Repair scheme.

## What repairs come under the Right to Repair Scheme?

The scheme covers certain repairs, known as 'qualifying repairs' up to a value of £350. These qualifying repairs, and the timescales within which they must be completed, are listed overleaf.

## Qualifying Repairs

You will be entitled to compensation if a contractor fails to complete a Qualifying Repair within the stated response times.

## Further advice

For more information on your Right to Repair contact your Housing Officer, Sheltered Housing Service Manager, or local area office.

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# The Right to Repair scheme



## What happens when you report a repair?

When you report a repair we will let you know whether it is the landlord's responsibility and whether it is a qualifying repair under the Right to Repair scheme. We will arrange to carry out an inspection if necessary. If the repair does qualify under the scheme we will inform you in writing, and:

- 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 the contractor who will carry out the work and at least one other contractor from a list
- Make arrangements with you to get into your home to carry out the repair.

*NOTE: The time allowed to complete the repair starts on the first working day after the repair is reported. The Maximum period may be suspended if there are exceptional circumstances which prevent the repair being carried out. You will be informed of this.*

## What happens if you are out?

If the contractor cannot get into your home at the agreed time your right to repair will be cancelled.

## What happens if the work is not carried out in time?

If the first contractor does not start the qualifying repair within the time limit set, you can tell another contractor from the list to carry out the repair. Compensation of £15 is payable when the first contractor fails to carry out the repair by the last day of the maximum period notified to you. Thereafter, you will be entitled to an additional £3 per working day until the repair is completed – up to a maximum of £100.

## Payment of compensation

If you qualify, the Association will send you a letter confirming the details and amount of compensation you will receive. If you feel the Association has failed to uphold your Right to Repair please contact the Head of Service at your local office.

Qualifying repairs	Working days
Blocked flue to open fire/boiler	1
Blocked/leaking foul drains/soil stacks/toilet pans - where there is no other toilet in the house	1
Blocked sink/bath/drain	1
Electric Power – loss	1
Electric Power – partial loss	3
Insecure external window/door/lock	1
Unsafe access path/step	1
Significant leaks/flooding from water/heating pipes/tanks/cisterns	1
Gas supply – loss/partial loss	1
Loss/partial loss of space/water heating - <i>when no alternative heating is available</i>	1
Toilet not flushing - <i>where there is no other toilet in the house</i>	1
Water Supply – loss	1
Water Supply – partial loss	3
Loose/detached banister/handrail	3
Unsafe timber flooring/stair treads	3
Extractor fan not working in internal kitchen or bathroom.	7