

cairn



Repairs to your home

A guide for tenants in the Highlands

HOW TO REPORT A REPAIR

Repairs in the north are carried out by our in-house repairs team, HomeWorks. You can report a repair 24 hours a day by calling 0800 990 3405, by emailing enquiries@cairnha.com or through our website.

To help us identify the fault and make sure we send the right person to your home to carry out the repair, please provide a full description of the repair you need.

We categorise each repair by how urgently the repair needs to be carried out. Our targets for each category are:

- emergency repairs carried out within our target of 24 hours, and
- non-emergency repairs carried out within our target of 20 days.

You can report emergency repairs 24 hours a day. Urgent and routine repairs can be made during normal office hours.

When you report the repair we will tell you which category your repair falls in, how long it should take and if it is covered in the 'Right to Repair' legislation.

RIGHT TO REPAIR SCHEME

Under the Housing (Scotland) Act 2001, you have the right to have small, urgent repairs carried out by us within a given timescale. You will be entitled to compensation if a contractor fails to complete a qualifying repair within the given timescale. The scheme covers certain repairs up to a value of £350.

When you report a repair, we will let you know if it qualifies under the Right to Repair scheme. We will write and tell you the maximum time allowed to carry out the repair. We will give you the contact details of the contractor who will carry out the work and at least one other contractor from a list we hold.

We will agree with you a time for the contractor to carry out the repair. If the contractor cannot get access to your home at the agreed time, your right to repair will be cancelled.

If the first contractor doesn't start the qualifying repair within the time limit, you can tell another contractor from the list given to you to carry out the repair. You will be given compensation of £15 when the first contractor fails to carry out the repair in the agreed time limit. You will then be entitled to an extra £3 for each working day until the repair is completed (up to £100).

<u>Qualifying repair</u>	<u>Working days</u>
Blocked flue to open fire or boiler	1
Blocked or leaking foul drains, soil stacks or toilet (where there is no other toilet in house)	1
Blocked sink/bath/basin	1
Loss of electric power	1
Partial loss of electric power	3
Insecure outside window, door or lock	1
Unsafe access (path or step)	1
Significant leaks or flooding from water, 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 (if only one toilet in house)	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
Extractor fan not working in internal bathroom or kitchen where there is no other ventilation	7
Unsafe power or lighting socket or electrical fitting	1

RECHARGEABLE REPAIRS

When we carry out a repair that is actually your responsibility, we will ask you to pay the cost. This is known as a 'rechargeable repair'. For any repairs that are needed as a result of vandalism, we will carry out the repair without charging you but you must give us a police incident number.

This includes broken windows, graffiti, damage to doors, and so on. You can find out more information about repair responsibilities in your tenant's handbook.

To report a repair in the north, get in touch with HomeWorks using the details below.

0800 990 3405

www.cairnha.com

enquiries@cairnha.com

This Repairs to your home leaflet is available on CD, in braille, in large print and in community languages from **Cairn, Bellevue House, 22 Hopetoun Street, Edinburgh EH7 4GH**. Email **enquiries@cairnha.com** or call **0800 990 3405**.

本文件提供 CD、布莱叶盲文、大字体印刷和社区语言版本，可从以下地址 Cairn, Bellevue House, 22 Hopetoun Street, Edinburgh EH7 4GH、通过电子邮件 enquiries@cairnha.com 或致电 0800 990 3405 获取。

Cairn, Bellevue House، هذا المستند متوفر على أسطوانة مضغوطة، بلغة برايل وطباعة كبيرة ولغات الأقليات من 22 Hopetoun Street, Edinburgh EH7 4GH. بريد إلكتروني enquiries@cairnha.com أو اتصل بالرقم

یہ دستاویز سی ڈی، بریل، بڑے حروف کی چھپائی اور کمیونٹی کی دیگر زبانوں میں 'کیرن' Cairn سے اس پتے پر دستیاب ہے: Bellevue House, 22 Hopetoun Street, Edinburgh EH7 4GH ای میل enquiries@cairnha.com یا اس نمبر پر فون کریں : 0800 990 3405

Niniejszy dokument dostępny jest na płycie CD, w formie dużym drukiem, oraz w językach ojczystych członków lokalnej społeczności. Aby uzyskać ten dokument należy odwiedzić Cairn pod adresem: Bellevue House, 22 Hopetoun Street, Edinburgh EH7 4GH, wysłać e-mail na adres: enquiries@cairnha.com lub zadzwonić pod numer 0800 990 3405.



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