



RIGHT TO REPAIR POLICY (2017)

1.0 THE RIGHT TO REPAIR SCHEME

In accordance with the Scottish Secure Tenants (Right to Repair) Scotland Regulations 2002 Scottish secure tenants of Ochil View Housing Association are entitled to have certain repairs, called qualifying repairs, carried out to their homes (A copy of the regulations is attached at Appendix 1).

2.0 QUALIFYING REPAIRS

A list of qualifying repairs is attached at Appendix 2. The Association will pay for the cost of any of these single qualifying repairs up to a maximum of £350.

3.0 LIST OF CONTRACTORS

A Contractor from the Association's Approved Reactive Maintenance Contractor List will be instructed to carry out qualifying repairs.

4.0 PROCEDURE

Where the tenant reports a repair which is designated a qualifying repair the Association will advise the tenant of this and the maximum period within which the qualifying repair is to be completed, the last day of the maximum period and the name, address and telephone number of at least 1 other contractor from the list maintained by the Association.

The Association may require access to inspect the house to establish if the repair is a qualifying repair. At the same time the Association will advise our contractor that this is a qualifying repair, the maximum time within which the qualifying repair is to be completed, the last day of the maximum time and the arrangements for access.

The Association will alleviate inconvenience for households where possible with the immediate issue of temporary facilities such as water and space heaters.

5.0 INSTRUCTING A CONTRACTOR

Where the original contractor instructed by the Association has not started the qualifying repairs by the last day of the maximum period, the tenant may instruct another listed contractor to carry out the work.

As soon as this contractor receives this instruction they should inform the Association when they will be entitled to obtain a copy of the works order and be advised of the maximum number of working days to carry out the repair.

6.0 FAILURE TO PROVIDE ACCESS

Where the tenant has failed to provide access for inspection or to have the work carried out the above procedure will be cancelled. The tenant will require to re-apply and the procedure starts again.

7.0 MAXIMUM PERIOD

The maximum period is the number of working days required to carry out the qualifying repair as specified in the attached **Appendix 2**. The period starts on the first working day after the repair is notified by the tenant to the Association or, where it is necessary to inspect the house, the first working day after the date of inspection.

8.0 COMPENSATION

Where the contractor has failed to carry out the qualifying repair by the last day of the maximum period the tenant will be entitled to compensation.

- The amount of compensation to be paid to the tenant shall be a flat rate payment of £15; and
- £3 for every working day, if any, in the period commencing on the day after the last day of what would have been the maximum period if the maximum period had applied to the other listed contractor and had started on the day after the day of instruction and ending with the day on which the qualifying repair is completed up to a maximum of £100.
- An ex-gratia payment will be made to cover additional costs such as temporary electric heating as set out in the Customer Payments Policy.

9.0 SUSPENSION OF MAXIMUM PERIOD

The running of the maximum period shall be suspended for so long as there are circumstances of an exceptional nature beyond the control of the Association or the contractor which prevent the repair being carried out and the Association will advise the tenant of this.

10.0 PROVIDING INFORMATION

The Association will advise tenants, via the Tenants' Handbook and the Website of their entitlement under the Right to Repair scheme and will retain a list of contractors prepared to carry out the qualifying repairs.

11.0 POLICY REVIEW

This policy will be subject to review at least every 5 years.

Graeme Wilson
Head of Customer Services

7th September 2017

Policy Consultation and Review Process

Reviewed by the Involved Residents Group	26th July 2017
Reviewed by the Management Team	N/A
Recommended by Customer Services Committee	13th September 2017
APPROVED BY MANAGEMENT COMMITTEE	28th September 2017
Date of Next Review	September 2022

Approved

APPENDIX 1

SCOTTISH STATUTORY INSTRUMENTS

2002 No. 316

HOUSING

The Scottish Secure Tenants (Right to Repair) Regulations 2002

Made 26th June 2002
Laid before the Scottish Parliament 27th June 2002
Coming into force 30th September 2002

The Scottish Ministers, in exercise of the powers conferred by sections 27 and 109(2) of the Housing (Scotland) Act 2001(a) and of all other powers enabling them in that behalf, hereby make the following Regulations:

Citation and commencement

1. These Regulations may be cited as the Scottish Secure Tenants (Right to Repair) Regulations 2002 and shall come into force on 30th September 2002.

Interpretation

2. In these Regulations—

“the Act” means the Housing (Scotland) Act 2001;

“landlord” means a landlord specified in regulation 4;

“maximum period” means the period specified in regulation 10 and the Schedule;

“primary contractor” means the contractor most frequently employed by a landlord to carry out qualifying repairs.

“qualifying repair” means a repair specified as such in regulation 6 and the Schedule;

“working day” means a day which is not a Saturday or a Sunday, Christmas Eve, Christmas Day, Good Friday, a bank holiday or a day appointed for public thanksgiving or mourning or any day on which the office of the landlord is closed by virtue of a local holiday.

Entitlement

3. A tenant of a landlord shall be entitled to have a qualifying repair carried out to that tenant’s house, subject to and in accordance with these Regulations.

Specified Landlord

4. A specified landlord for the purposes of section 27(2) of the Act is—

(a) a local authority landlord;

(b) a registered social landlord; or

(c) Scottish Water.

Maximum amount payable

5. In respect of any single qualifying repair, a landlord shall pay for the work as carried out up to a maximum of £350.

Qualifying repair

6. A qualifying repair for the purposes of section 27 of the Act is a repair of a house subject to a Scottish secure tenancy or a short Scottish secure tenancy which is a repair of a defect specified in column 1 of the Schedule and is the responsibility of the landlord.

List of contractors

7. A landlord shall maintain a list of contractors prepared to carry out qualifying repairs which list shall include the primary contractor.

Procedure for notification of and carrying out qualifying repairs

8. Where a tenant applies to a landlord for a qualifying repair to be carried out—

(a) if the landlord considers it necessary to inspect the house to ascertain whether the repair is a qualifying repair, the landlord shall inspect the house;

(b) in any case, the landlord shall let the tenant know whether the subject of the tenant's application is a qualifying repair and where it is, make arrangements for access with the tenant and provide details of—

(i) the maximum period within which the qualifying repair is to be completed;

(ii) the last day of that period;

(iii) the effect of these Regulations; and

(iv) the name, address and telephone number of the primary contractor and at least one other listed contractor from the list of contractors maintained by the landlord; and

(c) if the subject of the tenant's application is a qualifying repair, the landlord shall issue a works order to the primary contractor and provide details of—

(i) the qualifying repair;

(ii) the period within which the qualifying repair is to be completed;

(iii) the last day of the maximum period; and

(iv) the arrangements made for access.

Failure to provide access

9. Where a tenant fails to provide access to a house for the purpose of enabling the qualifying repair to be inspected or carried out, although that tenant has been given a reasonable opportunity to do so, the procedure under regulation 8 shall be cancelled and the provisions of regulations 10 to 13 shall cease to apply.

Maximum period

10.—(1) The maximum period within which a qualifying repair is to be completed is the number of working days specified in column 2 of the Schedule opposite the defect specified in column 1 of the Schedule.

(2) The maximum period shall start on the first working day after—

(a) the date of receipt of notification of the qualifying repair by the landlord; or

(b) where the landlord inspects the house under regulation 8(a), the date of inspection.

Instructing another listed contractor

11.—(1) Subject to paragraph (4) where the primary contractor notified under regulation 8(c) has not started the qualifying repair by the last day of the maximum period, the tenant may instruct another listed contractor to carry out the qualifying repair.

(2) As soon as the other listed contractor receives the instruction from the tenant, that contractor shall inform the landlord that it has been so instructed and shall be entitled on request to obtain a copy of the works order from the landlord.

(3) The landlord on being informed under paragraph (2) shall let the contractor know the number of working days in the maximum period.

(4) Paragraph (1) does not apply if compliance with that paragraph would infringe the term of a guarantee for work done or materials supplied of which the landlord has the benefit.

Compensation

12.—(1) Where the primary contractor has failed to carry out the qualifying repair by the last day of the maximum period the landlord shall pay to the tenant a sum of compensation calculated in accordance with paragraph (2).

(2) The amount of compensation referred to in paragraph (1) shall be the sum of—

(a) £15; and

(b) £3 for every working day, if any, in the period—

(i) commencing on the day after the last day of what would have been the maximum period if the maximum period had applied to the other listed contractor and had started on the day after the day of receipt of instruction; and

(ii) ending with the day on which the qualifying repair is completed,

subject to a maximum amount of compensation of £100.

Suspension of maximum period

13.—(1) The running of the maximum period shall be suspended for so long as there are circumstances of an exceptional nature, beyond the control of the landlord or the contractor who is to carry out the qualifying repair, which prevent the repair being carried out.

(2) The landlord shall let the tenant know of the suspension of the running of the maximum period.

Providing information about these Regulations

14. A landlord shall let its tenants know in writing once every year of the provisions of these Regulations including the list of contractors prepared to carry out qualifying repairs.

MARGARET CURRAN
A member of the Scottish Executive

St Andrew's House,
Edinburgh
26th June 2002

APPENDIX 2

SCHEDULE DEFECTS, REPAIRS OF WHICH ARE QUALIFYING REPAIRS AND MAXIMUM TIME FOR COMPLETION

<i>Column 1</i> <i>(Defect)</i>	<i>Column 2</i> <i>(Maximum period in working days from date immediately following the date of notification of qualifying repair or inspection)</i>
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
Electric power–	
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 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 where there is no other toilet in the house.	1
Unsafe power or lighting socket, or electrical fitting.	1
Water supply–	
loss of water supply;	1
partial loss of water supply.	3
Loose or detached banister or hand rail.	3
Unsafe timber flooring or stair treads.	3
Mechanical extractor fan in internal kitchen or bathroom not working.	7
