



Belmont House, 57 Belmont Road, Cambuslang, G72 8PG
www.wwhc.org.uk E: enquiries@wwhc.org.uk T: 0141 641 8628

Policy Name	Right to Repair Policy
Policy Author	Assistant Director (Property Services)
Approved by Sub Committee	N/A
Approved by Management Committee	February 2017
Latest date of Next Review	March 2025

West Whitlawburn Housing Co-operative will provide this policy on request at no cost, in larger print, in Braille, in audio or other non-written format, and in a variety of languages. Please contact the office.

Registered with the Scottish Housing Regulator No. 203
Registered Charity No. SCO38737, VAT Registration No. 180223636
Registered society under the Co-operative and Community Benefit Societies Act 2014



Introduction

The Housing (Scotland) Act 2001 came into effect on the 30th September 2002. Under this Act WWHC tenants have the right to have certain repairs carried out within a specific timescale. This is known as The Right to Repair.

The Right to Repair is a statutory element of the Housing Act 2001 and applies to all tenants of both RSLs and Local Authorities.

Procedure

When a tenant reports a qualifying repair (see Appendix One) WWHC must inform them of their Right to Repair. At this stage the Senior Property Officer/Property Officer should decide whether or not the repair requires pre-inspection. In line with WWHC maintenance procedures a percentage of all repairs must be inspected.

In accordance with the statutory requirements of the Right to Repair WWHC must inform the tenant of the following:

- ❑ The maximum time period within which the contractor can carry out the repair (see Appendix One)
- ❑ The last possible day that the repair can be carried out within the legal timescale.
- ❑ Issue the tenant with the name, address and contact number of the main contractor, plus the same details for at least one other contractor from the approved contractor list (see Appendix Two).
- ❑ Establish access details from the tenant.
- ❑ Inform the tenant that should the repair not be started on the last day, they may contact another contractor from the approved contractor list. Tenants cannot choose a contractor who is not on this list. Once this alternative contractor contacts WWHC informing us that they have been instructed by the tenant who has exercised their Right to Repair to carry out the repair, WWHC must compensate the tenant to the amount of £15.
- ❑ The alternative contractor has the same timescale as the original contractor, from the date of instruction. If they fail to complete the repair within these timescales, then WWHC must compensate the tenant £3 per working day until the repair has been completed. The maximum amount of compensation is £100.

Exceptional Circumstances

It should be emphasised that any tenant who is wilfully denying access renders their Right to Repair null and void.

Under exceptional circumstances whereby the main contractor cannot complete the repair within the arranged timescales for reasons out with their control (eg. Unusual materials required or severe weather) alternative arrangements can be made. In such circumstances WWHC can extend the timescales however WWHC must inform the tenant of these changes. This is the responsibility of WWHC not the contractor.

Administration

When raising a qualifying repair WWHC must inform the contractor that the tenant has the Right to Repair. WWHC should also make the contractor aware of the timescales required and what the access arrangements are.

If the contractor cannot complete the repair they must inform WWHC immediately to ensure that the tenant is kept completely informed.

If the original timescales are not met and the tenant contacts the alternative contractor, the alternative contractor should invoice the Co-operative directly.

Appendix 1

Qualifying Repairs under the Right to Repair - Time to Complete

Repair	Completion
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, door or lock.	1 Day
Unsafe access path or step.	1 Day
Significant leaks or flooding from water or heating pipes, tanks, cisterns.	1 Day
Loss or 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 hand rail.	3 Days
Unsafe timber flooring or stair treads.	3 Days

Mechanical extractor fan in internal kitchen or bathroom not working.	7 Days
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**Primary & Secondary Contractors for
Qualifying Repairs under the Right to Repair**

Repair	Primary Contractor	Secondary Contractor
Blocked or leaking foul drains, soil stacks or toilet pans where there is no other toilet in the house.	David Mitchell Plastering Building & Maintenance Ltd 251 Woodville Street, Glasgow, G51 2RL Tel: 0141 440 2269	City Technical Services Unit 1 Block 16, Clydesmill Pl, Glasgow G32 8RF Phone: 0844 579 6493
Blocked sink, bath or drain.	David Mitchell Plastering Building & Maintenance Ltd 251 Woodville Street, Glasgow, G51 2RL Tel: 0141 440 2269	City Technical Services Unit 1 Block 16, Clydesmill Pl, Glasgow G32 8RF Phone: 0844 579 6493
Loss of electric power	David Mitchell Plastering Building & Maintenance Ltd 251 Woodville Street, Glasgow, G51 2RL Tel: 0141 440 2269	City Technical Services Unit 1 Block 16, Clydesmill Pl, Glasgow G32 8RF Phone: 0844 579 6493
Partial loss of electric power	David Mitchell Plastering Building & Maintenance Ltd 251 Woodville Street, Glasgow, G51 2RL Tel: 0141 440 2269	City Technical Services Unit 1 Block 16, Clydesmill Pl, Glasgow G32 8RF Phone: 0844 579 6493
Insecure external window, door or lock.	David Mitchell Plastering Building & Maintenance Ltd 251 Woodville Street, Glasgow, G51 2RL Tel: 0141 440 2269	City Technical Services Unit 1 Block 16, Clydesmill Pl, Glasgow G32 8RF Phone: 0844 579 6493

Unsafe access path or step.	David Mitchell Plastering Building & Maintenance Ltd 251 Woodville Street, Glasgow, G51 2RL Tel: 0141 440 2269	City Technical Services Unit 1 Block 16, Clydesmill Pl, Glasgow G32 8RF Phone: 0844 579 6493
Significant leaks or flooding from water or heating pipes, tanks, cisterns.	David Mitchell Plastering Building & Maintenance Ltd 251 Woodville Street, Glasgow, G51 2RL Tel: 0141 440 2269	City Technical Services Unit 1 Block 16, Clydesmill Pl, Glasgow G32 8RF Phone: 0844 579 6493
Loss or partial loss of space or water heating where no alternative heating is available.	City Technical Services Unit 1 Block 16, Clydesmill Pl, Glasgow G32 8RF Phone: 0844 579 6493	ECG Facilities Services First Road Blantyre Industrial Estate, Blantyre, Glasgow G72 0ND Phone: 01698 828778
Toilet not flushing where there is no other toilet in the house.	David Mitchell Plastering Building & Maintenance Ltd 251 Woodville Street, Glasgow, G51 2RL Tel: 0141 440 2269	City Technical Services Unit 1 Block 16, Clydesmill Pl, Glasgow G32 8RF Phone: 0844 579 6493
Unsafe power or lighting socket, or electrical fitting.	David Mitchell Plastering Building & Maintenance Ltd 251 Woodville Street, Glasgow, G51 2RL Tel: 0141 440 2269	City Technical Services Unit 1 Block 16, Clydesmill Pl, Glasgow G32 8RF Phone: 0844 579 6493
Loss of water supply.	David Mitchell Plastering Building & Maintenance Ltd 251 Woodville Street, Glasgow, G51 2RL Tel: 0141 440 2269	City Technical Services Unit 1 Block 16, Clydesmill Pl, Glasgow G32 8RF Phone: 0844 579 6493

Partial loss of water supply.	David Mitchell Plastering Building & Maintenance Ltd 251 Woodville Street, Glasgow, G51 2RL Tel: 0141 440 2269	City Technical Services Unit 1 Block 16, Clydesmill Pl, Glasgow G32 8RF Phone: 0844 579 6493
Loose or detached banister or hand rail.	David Mitchell Plastering Building & Maintenance Ltd 251 Woodville Street, Glasgow, G51 2RL Tel: 0141 440 2269	City Technical Services Unit 1 Block 16, Clydesmill Pl, Glasgow G32 8RF Phone: 0844 579 6493
Unsafe timber flooring or stair treads.	David Mitchell Plastering Building & Maintenance Ltd 251 Woodville Street, Glasgow, G51 2RL Tel: 0141 440 2269	City Technical Services Unit 1 Block 16, Clydesmill Pl, Glasgow G32 8RF Phone: 0844 579 6493
Mechanical extractor fan in internal kitchen or bathroom not working.	David Mitchell Plastering Building & Maintenance Ltd 251 Woodville Street, Glasgow, G51 2RL Tel: 0141 440 2269	City Technical Services Unit 1 Block 16, Clydesmill Pl, Glasgow G32 8RF Phone: 0844 579 6493