



If you want to be involved in influencing our services you can join “Your Voice - Your Choice” our tenants panel. For further information see our “Your Voice - Your Choice” leaflet.

This leaflet is one of a series of information sheets provided by Easthall Park Housing Co-operative.

Others that have been provided include:

1. Service Standards
2. Alterations and Improvements
3. Repair Priorities
4. Keeping your home in good repair
5. Succession to a tenancy
6. Abandoned Houses
7. Rechargeable Repairs
8. “Your Voice - Your Choice”

The full range of these information sheets can be obtained from our reception or by visiting our website: [www.easthallpark.org.uk](http://www.easthallpark.org.uk)

**We always welcome your views and comments about improving our service.**

If you would like this leaflet in another format, for example in large print or on tape, or in another language, please contact reception.

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## RIGHT TO REPAIR

INFORMATION SHEET 9



All tenants of Easthall Park Housing Co-operative are covered by “Right to Repair” legislation.

### What is “Right to Repair”?

The scheme covers certain small, urgent repairs up to the value of £350. These repairs are known as “qualifying” repairs. When you report a repair we will tell you if it is a qualifying repair.

### We will also tell you:

- When we need to carry out the repair to meet the legislation
- The name of the contractor who will carry out the repair
- The name of an alternative contractor

Defect	MAXIMUM TIME (Working days)
1. Blocked flue to open fire or boiler.	1
2. Blocked or leaking foul drains, soil stacks or toilet pans where there is no other toilet in the house.	1
3. Blocked sink, bath or basin.	1
4. Complete loss of electric power (sockets or lighting).	1
5. Partial loss of electric power.	3
6. Insecure external window, door or lock.	1
7. Leaks or flooding from water or heating pipes.	1
8. Loss or partial loss of space or water heating, where no alternative heating is available.	1
9. Toilet not flushing where there is no other toilet in the house.	1
10. Unsafe power or lighting socket, or electric fitting.	1
11. Complete loss of water supply.	1
12. Partial loss of water supply.	3
13. Loose or detached banister or handrail.	3
14. Unsafe timber flooring or stair treads.	3
15. Broken mechanical extractor fan in kitchen or bathroom which has no external window or door.	7

# RIGHT TO REPAIR

## INFORMATION SHEET 9

### How long do we get to carry out a Right to Repair?

The Housing (Scotland) Act 2001 sets the length of time within which we must carry out the repair. If we need to inspect a repair to determine what work needs to be carried out, the time allowed commences once the inspection has been carried out.

It is important to note that working days exclude weekends and Co-operative holidays. As such, if you report a repair such as a blocked toilet on a Friday morning the “Right to Repair” legislation states we must fix it by 5.00pm Monday. However, the Co-operative’s own repair targets – and actual performance - are quicker than the time allowed under “Right to Repair”. For further information on our repair standards, refer to “Information Series 3 – Repair Priorities”.

### Are there any special circumstances?

There may be circumstances beyond our control which makes it impossible to do the repair within the maximum time. For example, the availability of spare parts or adverse weather conditions. In these circumstances, the maximum time is extended. We will notify you if this is the case.

### What happens if the work is not done in time?

If we do not complete a qualifying repair in the set time and there are no circumstances that would have extended the time allowed for the repair (e.g. awaiting parts) you may have the right to tell our alternative contractor to carry out the work. You may also be eligible for compensation which is £15 for the failure to complete the repair on time and £3 per day after that, up to a maximum of £100.

### Who is our alternative contractor?

We have a number of alternative contractors. The specific alternative contractor will depend on the type of repair work ordered. When you report your repair, we will confirm in writing the name of the alternative contractor.

### What happens if you are out when we call to carry out the repair?

If the contractor cannot get into your home on the day you have agreed with us your “Right to Repair” will be cancelled. You will then have to report the repair and start the process again.

### Easthall Park Housing Co-operative offer a number of methods in which you can report a repair:

- Telephone 0141 781 2277 the office during working hours
- For out of hours Gas Central Heating emergency repairs call Gas Sure: 01294468113
- For all other out of hours emergency repairs call Turner: 03333202322
- By Letter
- By email: [general@easthallpark.org.uk](mailto:general@easthallpark.org.uk)
- Through our webpage: [www.easthallpark.org.uk](http://www.easthallpark.org.uk)
- At the office
- To staff out on estate