RIGHT TO REPAIR REGULATIONS - Annual Notification

In accordance with the Housing (Scotland) Act 2001 and the Scottish Secure Tenants (Right to Repair) Regulations 2002 we are obliged to notify you annually of the provisions of these regulations.

Qualifying Repairs and Timescales:

Defect	Maximum Time *
Blocked flue to open fire or boiler	1 working day
Blocked or leaking foul drains, soil stacks or toilet pans where there is no other toilet in the house	1 working day
Blocked sink, bath or drain	1 working day
Toilet not flushing where there is no other toilet in the house	1 working day
Complete loss of electric power (except where not within the control of Waverley Housing e.g. a power cut)	1 working day
Partial loss of electric power	3 working days
Unsafe power or lighting socket, or electrical fitting	1 working day
Mechanical extractor fan in internal kitchen or bathroom (i.e. where there are no windows) not working	7 working days
Loss or partial loss of gas supply (except where not within the control of Waverley Housing e.g. shut off by Transco)	1 working day
Loss or partial loss of space or water heating where no alternative heating is available	1 working day
Complete loss of water supply (except where not within the control of Waverley Housing e.g. shut off by East of Scotland Water)	1 working day
Partial loss of water supply	3 working days
Significant leaks or flooding from water or heating pipes, tanks or cisterns	1 working day
Insecure external window, door or lock	1 working day
Loose or detached banister or handrail	3 working days
Unsafe timber flooring or stair treads	3 working days
Unsafe access path or step	1 working day

* (Please note the Maximum Time will start the first working day after date of receipt of notification, Working Days mean a day that is not a Saturday or Sunday; any public or bank holiday; or day appointed for public thanksgiving or mourning; or any day on which Waverley Housing is closed by virtue of a local holiday.)

Suspension of Maximum Time: The maximum period may be extended for so long as there are circumstances of an exceptional nature, beyond the control of the landlord or the contractor, which prevents the repair being carried out.

Alternative Contractor: The scheme also allows you the right to instruct an alternative contractor to do the work and send the bill to us if we have failed to carry out the work within the stated timescale, provided that:

a) You had notified us first and we had failed to complete the work within the maximum time allowed;
b) You had made suitable access arrangements;
c) You contact us to advise us of the failure to complete the work before you instruct an alternative contractor;
d) You use an Approved Contractor (* see below);
e) The cost of any single qualifying repair does not exceed £350.

If the alternative contractor is instructed and the above conditions are not met you may be recharged the cost of the repair.

Approved Contractors: Waverley Housing is the principal contractor and has a range of sub-contractors who are prepared to carry out repairs under the right to repair regulations. If you have need to contact us as in c) above we will provide you with a list of contractors relative to the nature of the repair required.

Compensation: Failure to complete a repair within the maximum time allowed shall entitle tenants to compensation in accordance with the statutory scheme. Further details of the compensation scheme are set out in our Compensation Policy a copy of which is available on request.

Further Details: More information on the Right to Repair is contained in the Tenants Handbook. However should you require further information then please get in touch with us on **Freephone 0800 104 105**.

This document is also available in other languages, large print and audio format upon request

Настоящий документ по отдельному запросу можно получить в переводе на другие языки, напечатанным крупным шрифтом или на аудиокассете.

Dokument ten jest na życzenie udostępniany także w innych wersjach językowych, w dużym druku lub w formacie audio.

Tento dokument je na vyžádání k dispozici také v jiných jazycích, ve velkém tištěném formátu a zvukovém formátu.

Este documento encontra-se também disponível noutros idiomas, em tipo de imprensa grande e em formato áudio, a pedido.

Hawick ☎ 01450 364200

✉ 51 North Bridge Street, Hawick, TD9 9PX
E-mail info@waverley-housing.co.uk