



## RIGHT TO REPAIR

### ***What is this fact sheet about?***

This fact sheet gives brief details of the 'Right to Repairs' service of the Co-operative. Full details can be obtained from our offices in Aberdeen and Peterhead or on our web site at:

<http://tenantsfirst.com/about-us/policies/policy-library.asp#propman>

### **Questions & Answers**

Q What is 'Right to Repair'?

A It is part of the 2001 Housing (Scotland) Act. It requires all landlords in Scotland to repair certain faults within specific times or pay the tenant compensation. It also gives you the opportunity to use another Contractor (approved by the Co-operative) to do the repair, if the first one has not started the repair. The repair must cost less than £350.

Q What are the repairs and the timescales?

A As described below	Days
Blocked or leaking foul drains, soil stacks, or toilet pans (where there is no other toilet in the house)	1
Total loss of Electric, Water or Gas supply	1
Partial loss of Electric or Water Supply	3
Insecure external window, door or lock.	1
Unsafe access path or step.	1
Significant leaks or flooding from pipes, tanks, cisterns.	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 electrical fitting.	1
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

Q How do I know if a repair qualifies?

A You will be told when you report the repair and a copy of this sheet will be sent to you. Or you can ask if you think you qualify.

Q When can I use another contractor?

A When the Contractor first allocated the repair has not carried it out.

Q How do I get compensation?

A Inform the Co-operative that the repair has not been done within the specified timescale and they will investigate to see if you qualify. They will let you know if you are due compensation within 1 week.

Q How much compensation will I get?

A A minimum of £15 plus £3 per day. Up to a maximum of £100

Please let us know if you find this Fact Sheet helpful, or would like additional information on this subject.