



Policy on :	Right to Repair Policy
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Compliant with Performance Standard :	G.S1.2 Policies and Procedures G.S1.4 Resource Management G.S.4.7 Financial Management A.S. 2.1 Repairs – Efficient & Effective A.S. 2.2 Stock Management
Compliant with Tenant Participation Strategy :	N/A
Compliant with Equal Opportunities :	This report will ensure that all tenants are treated equally.
Compliant with Internal Management Plan :	Policy review required as part of Property Services action plan.

Date Approved :	March 2005
Date for Review :	March 2008

Responsible Officer :	Property Manager – Dougie McIntyre
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DIRECTOR/PROPMANPOL/PM04/DMI/PB/04.04.07

Right to Repair Policy

1. Introduction

Tenants have the right to get certain repairs carried out within specific timescales if this does not happen they can appoint alternative contractors and get compensation. These rights are known as the "right to repair" and are legally binding on the Association. The Associations own targets for repairs are better than the requirements of the legislation and are set out in the repairs policy. The Association must however ensure that if our repairs system fails and tenants do not get the repairs they have asked for carried out that they have recourse to claim compensation and get the repairs completed.

2. The Scheme

The full details of the scheme are set out in the legislation. This policy identifies the way in which the association will implement the scheme.

3. Notification

The Association is required to advise all tenants of the provisions of these regulations annually in writing, including the list of qualifying contractors prepared to carry out the qualifying repairs. In order to comply with this provision, the association will include information on the right to repair through its newsletters and its tenants handbook(when this is reprinted).

3. Entitlement

Staff will advise a tenant when a qualifying repair is reported if it is a qualifying repair. Where repairs are reported at the office an information sheet will be offered. (appendix 1)

4. Instructing Another Listed Contractor

Where the primary contractor has not started the work within the maximum eligible period, the tenant is entitled to instruct another listed contractor to carry out the qualifying repair. These will be contractors from our approved contractors list.

5. Compensation

Where the qualifying repair has not been completed within the required time scale by the primary contractor compensation will be payable.

6. Monitoring

In order to monitor the implementation of the right to repair scheme an annual report will be provided to the property sub-committee which will report on the number and level of compensation paid out.

Right to Repair – information sheet

You have reported a repair which is classed as a right to repair

This repair must be completed before _____ (insert date)

Should the association not complete the repair by this date, you may be eligible for compensation.

If the repair has not been done by the above date please contact the Association.

You have the right to contact another contractor from the list below if the works are not completed by the date above. The Association will pay for these works directly with the contractor.

(Please note that if you have failed to give access or if there has been a severe period of bad weather the association is not required to pay compensation or the costs associated with appointing the second contractor)

If the Association has not started the repair by _____, you are entitled to contact the contractor(s) below to have the repair carried:

Name and address of alternative contractor, including phone/fax and email.

Should this alternative contractor fail to carry out the repair within the legal time scale, a further £3 compensation will be paid for each day the repair is outstanding to a maximum of £100. This payment is in recognition of the inconvenience the delay is causing you.