



Clydesdale
HOUSING ASSOCIATION

Clydesdale Housing Association
St. Kentigern's Court
St Kentigern's Church
15 Hope Street
Lanark
ML11 7LZ.

Telephone No: 01555 665316
Fax No: 01555 666144
E-mail: mail@clydesdale-housing.org.uk
Web: www.clydesdale-housing.org.uk

Registered as a Scottish Charity
SC034228

The Right to
Repair Scheme

From 30th September 2002, you gained the right to have some repairs carried out within certain timescales. This scheme is called the “Right to Repair”.

This scheme places an obligation on us to carry out the repairs which qualify under the scheme, and if we fail to do so, pay you compensation.

We need to arrange a contractor to carry out qualifying repairs on our behalf and to have a second contractor lined up in case the first contractor fails to carry out the work.

What is a qualifying repair?

A detailed list of the qualifying repairs can be found in your Tenant’s Handbook on page 31 and 32.

There are three response times for Right to Repair, qualifying repairs. These are:

Emergency RTR response time 1 day
Urgent RTR response time 3 days
Routine RTR response time 7 days.

The number of days to carry out the repairs is not determined by us, but by Law.

Examples of repairs are:

- Blocked flue to open fire or boiler— 1 day
- Blocked sink, bath or drain—1 day
- Total loss of electric power—1 day
- Partial loss of electric power—3 days
- Partial loss of water supply—3 days
- Mechanical extractor fan in internal kitchen or bathroom not working—7 days.

Reporting a repair

When you report a repair, we will tell you whether or not your repair is a qualifying repair under the scheme.

You will receive a works order which states Right to Repair on it. The name of the contractor will be on the works order.

The contractor will contact you to arrange when he will be carrying out the repair. You must provide access to the contractor, otherwise, the repair will no longer be classified as a right to repair and you will lose your right to compensation.

What happens if we fail to carry out the work on time?

Firstly, there may be occasions when we cannot complete the repair on time for example severe weather conditions. If this is the case, we can extend the time to carry out the repair but we will let you know the new date.

If the contractor does not complete the job on time please call us and we will instruct a different contractor.

If we fail to complete the job on time we will pay you compensation. The amount is £15 for the first day and £3 for every working day after that. The maximum compensation we can pay is £100.

When is a repair not covered by the Scheme?

If the cost of the job is likely to be more than £350, it no longer forms part of the Right to Repair Scheme.

If you need any additional information about the scheme, please contact us.