

How to: Request a repair



LHA repairs service

The Association aims to provide a first-class day-to-day repairs service.

This fulfils our duties under Section 27 of the Housing (Scotland) Act 2001 as well as any contractual obligations as outlined in Section 5 of the Scottish Assured Tenancy Agreement.

This means that we will carry out all repairs reported to us so long as they are our responsibility at a time mutually agreed with the tenant, or the person reporting it on their behalf.

Emergency Repairs

These are repairs that may pose a threat to a building/property or the health/ well-being of its occupants if not attended to as soon as possible

It is important to note that the 4-hour time is a response time, as opposed to a completion time, during which the contractor will attend to make safe the repair. Any follow-up repair will be ordered as an urgent or routine repair in the usual manner. For example, where a window has been broken, it may only be possible to remove and clean up the glass and board the window at the initial visit, with the glazier returning within urgent response time to complete the work as an urgent.

Urgent Repairs

These are repairs that do not necessarily pose a threat to the building/property or health/well-being of its occupants but that we recognise as being urgent.

- Faulty light switch, socket or pendant (if wiring exposed, this is an emergency)

Response times

Part of being able to provide a first-class service is being able to respond quickly when a repair is reported. Our response times are:

| Category | Response Time |
|---------------------|-----------------------------|
| Emergency/Make safe | Within 4 hours |
| Right to Repair | Dependant on type of repair |
| Urgent | Within 2 working days |
| Routine | 8 days |

- No hot water
- Controlled entry system not working properly
- Storm damage (weather permitting)
- Cracked (but not broken) window

Routine Repairs

Routine repairs are those which are the Association's responsibility, but do not fall into the emergency or urgent categories. Examples of routine repairs include:

- Loose floorboards
- Dripping tap/tap washer replacement
- Loose internal pass/cupboard doors
- Renew letter box

The "Right to Repair"

What is the Right to Repair and who qualifies?

The Right to Repair provides you with a legal entitlement to have small urgent repairs carried out by LHA within a maximum period of time. Provided that your tenancy agreement is a Scottish secure tenancy, or a short Scottish secure tenancy, you will qualify for this particular right.

What repairs are covered by the right to repair scheme?

Repairs covered by the scheme are referred to as "qualifying repairs". Repairs will constitute a qualifying repair whereby:

- It has a value of £350 or less, and
- It is included in the list of qualifying repairs shown at the end of this article.

If the work qualifies, we must complete the repair within the maximum number of working days; again, as shown in this article. You will see that the number of days depends on the nature of the work that is involved.

Particular categories of work are not covered by the right to repair, such as work which is not LHA's responsibility under the tenancy agreement and work which is covered by a contractor's guarantee.

What will happen when you report a repair?

You should continue to report repairs as normal, regardless of whether or not you think the work is covered by the Right to Repair.

We will write to you if the work is a qualifying repair and inform you of:

- the maximum time period that we have to conduct the repair, and
- your right to compensation, if we take longer than the prescribed maximum time to complete the work.

Please note that it may be necessary for us to inspect your home, in order to confirm whether the repair is a qualifying repair or not. If we need to do this, the time for completing the repair is calculated from the first working day after the inspection.

If we do not carry out a repair on time, you have the right to appoint another contractor to complete the work. This must be a contractor that LHA has nominated for this purpose.

REMINDER

Tenants are reminded that it is their responsibility to inform the Association if they have opted to instruct an alternative contractor. The other contractors you can contact are:

Select Facilities,
Lennoxtown Enterprise Centre
Railway Court,
Lennoxtown
G66 7LL
Telephone: 0344 871 8018.

Compensation payments

If we fail to complete a qualifying repair within the maximum time period and there are no exceptional circumstances applicable to the repair, we will provide you with compensation of £15.

Moreover, in the event that an alternative contractor fails to satisfy the specified time limit, you will be entitled to a further payment of £3 for each working day that it takes to complete the repair beyond the original timescale. The maximum amount of compensation payable is £100.

We will calculate any compensation that you are legally entitled to following the completion of the repair. You will then subsequently receive a payment from us. If you have rent arrears, we will use the compensation payment to reduce your rent arrears, rather than pay the money directly to you.

Remember that your right to compensation only applies if you provide us with access to carry out the work, at the time we agree with you.

Exceptional circumstances

Very occasionally, LHA may need to make to extend the maximum time for completing repairs. This will only arise where it is impossible for us to complete the repair within the usual timescale, for example if there are severe weather conditions. If we are going to do this, we are obliged to inform you of such.

Qualifying repairs, and maximum time for completion by LHA (number of working days)

| Type of qualifying repair and maximum time for completion | Working Days | Type of qualifying repair and maximum time for completion | Working Days |
|---|---------------------|--|---------------------|
| Blocked flue to open fire or boiler. | 1 | Loss or partial loss of space or water heating if there is no alternative heating. | 1 |
| Blocked or leaking foul drains, soil stacks or toilet pans where there is no other toilet in the house. | 1 | Toilet not flushing where there is no other toilet in the house. | 1 |
| Blocked sink, bath or drain. | 1 | Unsafe power or lighting socket, or electrical fitting. | 1 |
| Loss of electric power. | 1 | Loss of water supply. | 1 |
| Partial loss of electric power. | 3 | Partial loss of water supply. | 3 |

| Type of qualifying repair and maximum time for completion | Working Days | Type of qualifying repair and maximum time for completion | Working Days |
|---|--------------|---|--------------|
| Insecure external window, door or lock. | 1 | Loose or detached banister or hand rail. | 3 |
| Unsafe access path or step. | 1 | Unsafe timber flooring or stair treads. | 3 |
| Significant leaks or flooding from water or heating pipes, tanks, cisterns. | 1 | Mechanical extractor fan in internal kitchen or bathroom not working. | 7 |
| Loss or partial loss of gas supply. | 1 | | |

The maximum time for completion starts on either:

- The next working day, after you have reported the repair, or
- The next working day, after LHA has carried out an inspection (if we need to inspect the work before we can do the repair).

Further information

If you have any questions about the Right to Repair scheme, please call LHA on 445 4418.

You can access more details about your right to repair at the Scottish Government website at: www2.gov.scot/

Rechargeable repairs

As a tenant you are responsible for the cost of repairs for damage to any of the fixtures or fittings in the property caused by you or any visitors to your home. In addition, if you arrange for a contractor to attend and the repair is your responsibility you will be recharged the cost for the contractor being called out.

To avoid being recharged for a repair, if you are in any doubt about whether it is you or the association who is responsible, contact the Asset Management Team at the office and a member of the team will discuss this with you.

Cyclical maintenance

We carry out maintenance work to the properties on a cyclical basis to try to reduce our reactive repairs. The types of things we do on a cycle are gutter cleaning, painting of internal and external buildings and fixtures; and landscape maintenance.

If you have a concern about the condition of the common areas in your property, like the common close or gardens, then get in touch with a member of staff who can advise you when work is due to be carried out. We can also arrange for work to be carried out sooner if it necessary.

Planned component replacement

In addition to carrying out repairs to the fixture and fittings in your home, we will also upgrade and replace items when they have reached a certain age or state of disrepair. The types of things we carry out replacement or upgrades to are kitchens, bathrooms, heating systems and boilers. This is part of our planned maintenance programme which will be taking place over the next five years and thereafter.