

NORTH VIEW Housing Association

1

North View is a registered Scottish charity – charity registration number SC032963

POLICY

RIGHT TO REPAIR

Passed:-	24/01/2024	Review Date:-	12/2029
----------	------------	---------------	---------

All North View policies and publications can be made available on CD/data-to-voice, in Braille, large print and community languages.

For further details please contact us on 0141 634 0555 or email us on enquiries@nvha.org.uk

1.0 Introduction

- 1.1 Under the terms of the Scottish Secure Tenants (Right to Repair) Regulations 2002 (“the Regulations”), which came into effect on 30th September 2002, a tenant has a statutory right to have qualifying repairs carried out within specified response times. Failure by the Association to carry out qualifying repairs within the given timescales will entitle tenants to a compensation payment and to instruct an alternative contractor from the Association’s listed secondary contractor.
- 1.2 The Association employs responsive primary and secondary contractors, who are procured in line with our procurement policies and procedures . We will provide our contractors with written procedures outlining their obligations under the scheme.
- 1.3 A list of qualifying repairs and timescales is given in Appendix 1.
- 1.4 The intention of having the Policy is to complement the Regulations by stating how the Association interprets some of the content of the Regulations.
- 1.5 In the event of conflict, the Scottish Secure Tenants (Right To Repair) Regulations 2002 will always take precedent over this Policy.

2.0 Interpretation

- 2.1 In this Procedure:
 - *"maximum period"* means the period specified in Appendix 1;
 - *"primary contractor"* means the contractor most frequently employed by a landlord to carry out qualifying repairs;
 - *"qualifying repair"* means a repair specified as such in Appendix 1;
 - *"working day"* means a day which is not a Saturday or a Sunday, Christmas Eve, Christmas Day, Good Friday, a bank holiday or a day appointed for public thanksgiving or mourning or any day on which the Office of the landlord is closed by virtue of a local holiday.



INVESTOR IN PEOPLE

NORTH VIEW HOUSING ASSOCIATION

29A Stravanan Road, Castlemilk, GLASGOW G45 9LY

Tel:- 0141 634 0555 Fax:- 0141 631 3231

e-mail:- enquiries@nvha.org.uk



NORTH VIEW Housing Association

North View is a registered Scottish charity – charity registration number SC032963

POLICY

RIGHT TO REPAIR

3.0 Entitlement

- 3.1 A tenant will be entitled to have a qualifying repair carried out to that tenant's house, subject to and in accordance with the content of this document.

4.0 Value of Qualifying Repair

- 4.1 The scheme covers qualifying repairs up to the value of £350.

5.0 Procedure for notification of and carrying out qualifying repairs

- 5.1 Where a tenant applies to North View for a qualifying repair (see Appendix 1) to be carried out:
- (a) if the Association considers it necessary to inspect the house to ascertain whether the repair is a qualifying repair, then we will inspect the house;
 - (b) in any case, we will let the tenant know whether the subject of the tenant's application is a qualifying repair and where it is, make arrangements for access with the tenant and provide details of:
 - (i) the maximum period within which the qualifying repair is to be completed;
 - (ii) the last day of that period;
 - (iii) the effect of these Regulations;
 - (iv) the name, address and telephone number of the primary contractor and at least one other secondary contractor;
 - (c) if the subject of the tenant's application is a qualifying repair, the Association will issue a works order to the primary contractor and provide details of:
 - (i) the qualifying repair;
 - (ii) the period within which the qualifying repair is to be completed;
 - (iii) the last day of the maximum period;
 - (iv) the arrangements made for access.

6.0 Exclusions

- 6.1 Where the following circumstances arise, the procedure under item 5.0 will be cancelled and the provisions of items 7.0 to 9.0 will cease to apply:
- Repairs, which might involve an element of recharging to tenants;
 - Repairs, which are not the Association's responsibility;
 - Where reasonable access was not afforded by the tenant;
 - Where the repair was made safe whilst awaiting materials or specialist components;
 - Where the Association has affected a temporary repair within the agreed



INVESTOR IN PEOPLE

NORTH VIEW HOUSING ASSOCIATION

29A Stravanan Road, Castlemilk, GLASGOW G45 9LY

Tel:- 0141 634 0555 Fax:- 0141 631 3231

e-mail:- enquiries@nvha.org.uk



NORTH VIEW Housing Association

North View is a registered Scottish charity – charity registration number SC032963

POLICY

RIGHT TO REPAIR

response time to prevent the immediate threat to the tenant's health, safety or security;

- Exceptional weather conditions, which affect the health & safety of persons carrying out repairs;
- The value of the repair exceeds £350.00;
- Where the tenant provides access arrangement out with timescale of the qualifying repair.

7.0 Maximum period

7.1 The maximum period within which a qualifying repair is to be completed is the number of working days specified in appendix 1

7.2 The maximum period will start on the first working day after:

- (a) the date of receipt of notification of the qualifying repair by the Association; or
- (b) where the Association inspects the house under item 5.1(a), the date of inspection.

8.0 Instructing another listed contractor

8.1 Where the primary contractor notified under item 5.1(c) has not started the qualifying repair by the last day of the maximum period, the tenant may instruct the other listed contractor to carry out the qualifying repair. *(The Association will state to the tenant a time – on the last day – after which the tenant may instruct the other listed contractor).*

8.2 As soon as the other listed contractor receives the instruction from the tenant, that contractor will inform the Association that it has been so instructed and will be entitled on request to obtain a copy of the works order from the Association.

8.3 The Association will let the listed contractor know the number of working days in the maximum period.

8.4 Item 8.1 does not apply if compliance with that paragraph would infringe the term of a guarantee for work done or materials supplied of which the Association has the benefit.

8.5 Where the works order is passed to a listed contractor, the Association will timeously advise the primary contractor accordingly.



INVESTOR IN PEOPLE

NORTH VIEW HOUSING ASSOCIATION

29A Stravanan Road, Castlemilk, GLASGOW G45 9LY

Tel:- 0141 634 0555 Fax:- 0141 631 3231

e-mail:- enquiries@nvha.org.uk



NORTH VIEW Housing Association

4

North View is a registered Scottish charity – charity registration number SC032963

POLICY

RIGHT TO REPAIR

9.0 Compensation and Recharging

9.1 Where the primary contractor has failed to carry out the qualifying repair by the last day of the maximum period the Association will pay to the tenant a sum of compensation calculated in accordance with item 9.2.

9.2 The amount of compensation will be the sum of:-

(a) £15; and

(b) £3 for every working day, if any, in the period:-

(i) commencing on the day after the last day of what would have been the maximum period if the maximum period had applied to the other listed contractor and had started on the day after the day of receipt of instruction; and

(ii) ending with the day on which the qualifying repair is completed, subject to a maximum amount of compensation of £100.

9.3 The Association will seek to re-coup any compensation payments it has had to make from contractor responsible for the delay.

9.4 Where a blockage or other problem is found (on inspection or on repair) to be the fault of the tenant, the costs can be recharged to the tenant.

10.0 Providing information about these Procedures

10.1 The Association will make information regarding this Policy available to its tenants (including via its website).

End

Reviews and amendments

25/9/02	-	policy established.
4/4/07	-	policy reviewed.
22/3/16	-	policy reviewed
24/1/24	-	policy reviewed



INVESTOR IN PEOPLE

NORTH VIEW HOUSING ASSOCIATION
29A Stravanan Road, Castlemilk, GLASGOW G45 9LY
Tel:- 0141 634 0555 Fax:- 0141 631 3231
e-mail:- enquiries@nvha.org.uk



NORTH VIEW Housing Association

5

North View is a registered Scottish charity – charity registration number SC032963

POLICY

RIGHT TO REPAIR

APPENDIX 1

QUALIFYING REPAIRS AND MAXIMUM TIME FOR COMPLETION

Qualifying Repair	Maximum Period (Working Days)
Blocked flue to open fire or boiler.	1
Blocked or leaking foul drains, soil stacks or toilet pans where there is no other toilet in the house.	1
Blocked sink, bath or drain	1
Loss of electric power	1
Partial loss of electric power	3
Insecure external window, door or lock	1
Unsafe access path or step	1
Significant leaks or flooding from water or heating pipes, tanks, cisterns	1
Loss or partial loss of gas supply	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 power or lighting socket, or electrical fitting	1
Loss of water supply;	1
Partial loss of water supply	3
Loose or detached banister or handrail	3
Unsafe timber flooring or stair treads	3



INVESTOR IN PEOPLE

NORTH VIEW HOUSING ASSOCIATION

29A Stravanan Road, Castlemilk, GLASGOW G45 9LY

Tel:- 0141 634 0555 Fax:- 0141 631 3231

e-mail:- enquiries@nvha.org.uk



NORTH VIEW Housing Association

North View is a registered Scottish charity – charity registration number SC032963

POLICY

RIGHT TO REPAIR

Mechanical extractor fan in internal kitchen or bathroom not working where there is no means of other ventilation (e.g opening windows)

7



INVESTOR IN PEOPLE

NORTH VIEW HOUSING ASSOCIATION

29A Stravanan Road, Castlemilk, GLASGOW G45 9LY

Tel:- 0141 634 0555 Fax:- 0141 631 3231

e-mail:- enquiries@nvha.org.uk

