



What is the right to repair?

Under the Housing (Scotland) Act 2001, Scottish secure tenants and short Scottish secure tenants have the right to have small urgent repairs carried out by their landlord within a given timescale. This is called the Right to Repair scheme.

The Right to Repair scheme applies to all tenants of local authorities, housing associations (including tenants who are members of fully mutual co-operative housing associations), and water and sewerage authorities.

What repairs come under the Right to Repair Scheme?

The scheme covers certain repairs up to the value of £350. These repairs are known as 'qualifying' repairs. They include:


- unsafe power or lighting sockets or electrical fittings;
- loss or part loss of electric power;
- loss or part loss of gas supply;
- a blocked flue to an open fire or boiler;
- external windows, doors or locks which are not secure;
- loss or part loss of space or water heating if no alternative heating is available;
- toilets which do not flush (if there is no other toilet in the house);
- blocked or leaking foul drains, soil stacks or toilet pans (if there is no other toilet in the house);
- a blocked sink, bath or basin;
- loss or part loss of water supply;
- significant leaking or flooding from a water or heating pipe, tank or cistern;
- unsafe rotten timber flooring or stair treads;
- unsafe access to a path or step;


- loose or detached bannisters or handrails; and
- broken mechanical extractor fan in a kitchen or bathroom which has no external window or door.


All of the above repairs are prioritised by Hanover as emergency and urgent. In addition, they are also 'right to repairs'. When we log a repair that is included in the list above it is important to flag it as a Right to Repair on the work order – which will allow us to record and report on those repairs if required.


To flag it as a Right to Repair you should proceed to raising your work order as normal, when you get to the other tab click the tick box for Right to Repair (see below)


Log Job


OK
Actions


Exit
Menu


Diary
Menu


Images
Menu


Options
▼
Options
Options

Location:

Occupant: Number: Job Type:

Hold Rsn: Current Stage: Job Status:

SOR Desc Other User

Priority: Trade: Client Ref: Ticket: Multi Trade

Target Date: Ack:

Sub Loc: Original Logged Value: VAT Code:

Officer: Year:

Recharge Ins Job Right To Repair Budget Holder:

Cost Code:

Source: Reported:

Access:

Appt Date: Appt Time: Operative: SMV:

Following the above process will now ensure that all Right to Repairs show on the report recently created to assist with the monitoring of those jobs.