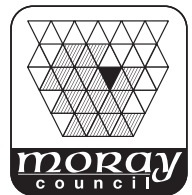


# Your Right to Repair

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## Alternative formats

If you need information from Moray Council in a different language or format, such as Braille, audio tape or **large print**, please contact:

إذا كنتم في حاجة إلى معلومات من قبل مجلس موراي وتكون بلغة مختلفة أو على شكل مختلف مثل البراي، أسطوانة أوديو أو أن تكون مطبوعة باستعمال حروف غليظة فالرجاء الإتصال ب

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Jeśli potrzebują Państwo informacji od Rady Okręgu Moray w innym formacie, takim jak alfabet Braille'a, kasety audio lub druk duża czcionką, prosimy o kontakt:

Se necessitar de receber informações por parte do Concelho de Moray num formato diferente, como Braille, cassete áudio ou letras grandes, contacte:

Ja Jums vajadzīga informācija no Marejas domes (Moray Council) citā valodā vai formātā, piemēram, Braila rakstā, audio lentā vai lielā drukā, sazinieties ar:

اگر آپ کو مورے کونسل سے کسی دیگر زبان یا صورت میں معلومات درکار ہوں مثلاً "بریلے، آڈیو ٹیپ یا بڑے حروف، تو مہربانی فرما کر رابطہ فرمائیں:

Housing & Property  
Moray Council  
High Street, Elgin, IV30 1BX

0300 123 4566

[housing@moray.gov.uk](mailto:housing@moray.gov.uk)

# Contents

|  |     |
|--|-----|
| What is the 'Right to Repair' scheme?  | 3   |
| What types of repair qualify under the Right to Repair scheme?                         | 3   |
| What happens when you report a qualifying repair?                                      | 3   |
| How long do we have to carry out the repair?   | 4   |
| Qualifying repairs table   | 4-5 |
| What happens if we do not carry out the repair in time?                                | 5   |
| How long does the other contractor have to finish the repair?                          | 5   |
| What happens if there is no other contractor available?                                | 6   |
| What happens if I am out when the contractor calls to inspect or carry out the repair? | 6   |
| Who pays for the repair?   | 6   |
| What if I am not satisfied with your decision about the Right to Repair?               | 6   |
| Contact details  | 7   |
| Local Access Points  | 7   |

During your tenancy, we must make sure that the property is fit for you to live in.

## **What is the 'Right to Repair' scheme?**

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

We will give you up-to-date information about the scheme, including a list of contractors which can be found on our website or by contacting us (see page 7).

## **What types of repair qualify under the Right to Repair scheme?**

Certain repairs up to the value of £350, called 'qualifying repairs', are included under the Right to Repair scheme. We have listed all the qualifying repairs in the table on pages 4 and 5.

## **What happens when you report a qualifying repair?**

If you report a qualifying repair, we will tell you:

- that the repair is a qualifying repair under the Right to Repair scheme;
- the maximum amount of time we have to carry out the repair;
- the date on which the repair must be finished;
- your rights under the Right to Repair scheme;
- the name, address and phone number of our usual contractor and at least one other contractor from a list of contractors we have agreed; and
- the arrangements for us to get into your home.

If we do not carry out the repair within the time we have given you, you may be entitled to compensation.

## How long do we have to carry out the repair?

Repair times depend on the type of repair. We have shown the timescales for different repairs in the table below. These timescales are set by law, not by us. Sometimes, there may be circumstances which the contractor or we have no control over, which make it impossible to do the repair within the maximum time (for example severe weather).

In these circumstances we may need to make temporary arrangements and extend the maximum time limit. If we are going to do this, we must tell you.

| Problem  | Maximum period (in working days) from the date immediately following the date you reported the qualifying repair or we inspected it |
|--|---|
| Blocked flue to an open fire or boiler                                       | One   |
| Blocked sink, bath or drain  | One   |
| Loss of all electric power   | One   |
| Partial loss of your electricity   | Three   |
| An outside window, door or lock which is not secure                          | One   |
| Unsafe access path or step   | One   |
| Significant leaks or flooding from water or heating pipes, tanks or cisterns | One   |
| Loss or partial loss of gas supply   | One   |
| Toilet not flushing if there is no other toilet in the house                 | One   |

|   |       |
|---|-------|
| Unsafe power or lighting socket or electrical fitting                               | One   |
| Loss of water supply  | One   |
| Partial loss of water supply  | Three |
| Loss or partial loss of heating or hot water and you have no other form of heating. | One   |
| Loose or broken banister or hand rail.  | Three |
| Timber flooring or stair treads which are not safe.                                 | Three |
| Broken mechanical extractor fan inside the kitchen or bathroom.                     | Seven |

## **What happens if we do not carry out the repair in time?**

If we, or our contractor, do not start your repair within the time limit set, you can ask a second contractor from our contractors list to carry out the repair. You cannot use a contractor who is not on our approved list. Our approved list can be found on our website or contacting us (see page 7). The second contractor will then tell us that you have asked them to carry out the repair. We will pay you £15 compensation for the inconvenience.

## **How long does the other contractor have to finish the repair?**

The second contractor has the same length of time to carry out the repair as our main contractor. If they do not carry out the repair within the time limit set, we will pay you £3 compensation every day until the repair is finished. The most compensation we will pay you is £100 for any one repair.

## **What happens if there is no other contractor available?**

If there is no other contractor available to carry out the repair within the time limit, our main contractor will carry out the repair and we will pay you £15 compensation.

## **What happens if I am out when the contractor calls to inspect or carry out the repair?**

If the contractor cannot get into your home at the time you have agreed, we will cancel your Right to Repair. You will then have to start the process again.

## **Who pays for the repair?**

We pay for the repair. If you have told an approved contractor to carry out the repair, the contractor should send the bill to us.

We will pay you any compensation we owe you, unless you owe us money for your rent. If you are in arrears we will take this into account before we pay you compensation.

## **What if I am not satisfied with your decision about the Right to Repair?**

If you do not agree with our decision about your Right to Repair, you should contact the Capital Programmes Team. If you are not satisfied with what they say, you have the right to complain to the Asset Manager and then to go through our complaints procedure.



## For all housing enquiries:

Housing and Property

The Moray Council

PO Box 6760

Elgin

IV30 9BX

Phone: 0300 123 4566 email: [housing@moray.gov.uk](mailto:housing@moray.gov.uk)

Emergency out of hours: 03457 565656 (5pm-8.45am and weekends)

## Or visit any of our access points:

Buckie Access Point  
13 Cluny Square  
Buckie  
AB56 1AJ

Forres Access Point  
Auchernack  
High Street  
Forres  
IV36 1DX

Elgin Access Point  
Council Office  
High Street  
Elgin  
IV30 1BY

Keith Access Point  
The Resource Centre  
26 Mid Street  
Keith  
AB55 5AH

We try to review our leaflets regularly to make sure you have the most up-to-date information, however the contents of this leaflet is only correct at the time the leaflet is published.

For more information or advice contact us on 0300 123 4566 or visit our website at [www.moray.gov.uk](http://www.moray.gov.uk).



D-02426 Produced by Moray Council  
Updated September 2017

