

Provision of Reactive Repairs Service Policy

Next Review: 2025/26



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Reactive Repairs Service

1. Introduction

1.1 The purpose of this Policy is to set out how we will provide a reactive repairs service to our tenants and what measures we will use to ensure the quality of such a service.

1.2 Therefore the main objectives of this Policy are to:

- Establish reactive repairs completion timescales
- Highlight the responsibilities in relations to repairs of tenants
- Demonstrate how we will meet the Scottish Social Housing Charter Standards and Outcomes and our legislative duties
- Provide details on how the service is delivered and monitored

2. Legal and Regulatory Framework

2.1 Whilst this Policy sets out to explain Rosehill's approach to reactive repairs it must do so in the context of legal and regulatory requirements. Therefore the following relevant legislation has been taken into account in the development of this Policy:

- Housing (Scotland) Act 2001
- Housing (Scotland) Act 2010
- General Data Protection Regulation 2018
- Construction (Design and Management) Regulations 2015
- The Gas Safety (Installations and Use) Regulations 1998
- The Electrical (Safety) Regulations 1994
- The Public Contracts (Scotland) Regulations 2015 and the Procurement Reform (Scotland) Act 2014

2.2 The Scottish Social Housing Charter

2.2.1 The Social Housing Charter came into effect in April 2012 and this sets the standards and outcomes that all social landlords should aim to achieve when performing their housing activities. The Charter replaces the Performance Standards and the outcomes relevant to this Policy are:

1. Equalities

Social Landlords perform all aspects of their housing services so that every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services.

2. Communication

Social landlords manage their businesses so that tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.

3. Participation

Social landlords manage their businesses so that tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with.

4. Quality of Housing

Social landlords manage their businesses so that tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) by April 2015 and continue to meet it thereafter, and when they are allocated, are always clean, tidy and in a good state of repair.

5. Repairs, maintenance and improvements

Social landlords manage their businesses so that tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.

13. Value for Money

Social landlords manage all aspects of their businesses so that tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.

2.2.2 Social landlords are responsible for meeting the standards and outcomes set out in the Charter. The Scottish Housing Regulator is responsible for monitoring, assessing and reporting on how well social landlords, individually and collectively, achieve the outcomes.

2.2.3 In line with the regulatory principles, the Regulator's approach to monitoring landlords' achievement of the outcomes and standards in the Charter will be based on each landlord's performance information and their own assessment of their performance. Therefore, for each year ending on 30th September, we will be expected to:

- Measure and assess our performance in progressing towards or achieving the Charter outcomes and standards
- Provide the Regulator with some key performance information on our achievement of the outcomes and standards
- Report our performance to tenants and other service users who use our services.

2.3 Organisational Values

Our Vision:

"We will provide excellent quality affordable and efficient homes in neighbourhoods that are well managed and maintained; we will contribute to sustaining communities where people feel safe and want to live by providing housing and other services and working with our voluntary and statutory partners."

Our Values:

Our Core Values are:

We Will

- Invest and Support

We will be

- Engaged and Responsive
- Accountable and Compliant
- Fair and Approachable
- Efficient and Responsible
- Excellent and Committed

3. Procurement of Service

- 3.1 Currently we operate a List of Approved Contractors for the provision of the reactive repairs service. This list is reviewed on an annual basis.
- 3.2 When putting the list together we take account of a number of factors including: the contractors' charges; the quality and standard of their work based on their past performance with Rosehill or other RSLs; whether the contractors' are adequately staffed and that such staff have the appropriate qualifications and training to provide a high quality repairs service.
- 3.3 We will consider applications from multi-trade and single contractors.
- 3.4 We are committed to contributing to the improvement of the local economy and as such will particularly welcome applications from local contractors.
- 3.5 Currently we do not have a maximum number of contractors we will allow on the list for each trade. However as part of the annual process the numbers per trade will be revised to ensure there is not an excessive number of contractors on the list.
- 3.6 Contractors entered on the list will be governed by the terms and conditions of the List of Approved Contractors for Day-to-Day Repairs: Contract.
- 3.7 Contractors entered on the list will also be required to state if they have any connection with Rosehill. Any Contractor who has a Director/Partner or Senior Manager related to a Committee or Staff Member of Rosehill, or to anyone who has been a Committee Member or Staff Member in the past twelve months, cannot be permitted to work for Rosehill.
- 3.8 Although in general selection from the list will be based on costs, we will also take account of the contractors' ability to carry out a good quality repair. For example a particular contractor may be best suited to carry out certain repairs regardless of whether or not they offer the lowest charges.
- 3.9 Invoices from contractors are processed and authorised for payment on a monthly basis.

4. Funding of Service

- 4.1 An annual budget is set to cover the expenditure of the reactive repairs service. The Technical Services Team analyse the historic reactive repairs information along with reviewing the cyclical and planned programme items. This review of the previous year's expenditure, including any trends identified, is used to inform the budget setting process for the following year. The final budget setting exercise is carried out by the Finance Manager in conjunction with the Management Team based on the information provided by the Technical Services Team.
- 4.2 The draft budget, as part of the overall budget, is submitted to the Management Committee for approval.
- 4.3 The budget information is split into different headings to analyse expenditure by development and trade e.g. electrician, plumber, etc.
- 4.4 Quarterly updates on budget expenditure are provided to the Management Committee.
- 4.5 To ensure repairs are dealt with promptly and efficiently the following financial limits, as per the Finance Regulations, are in place:

Financial Limit (based on actual/estimated cost)	Commitment of expenditure	Authorisation of Payment / Invoice	Authorisation of Payment / Invoice Counter-signed by
<£1,000	Reception Staff/ Repairs Team	Technical Services Manager	Not required
£1,000 to <£5,000	Technical Services Manager	Technical Services Manager	Not required
£5,000 to <£10,000	Technical Services Manager	Technical Services Manager	Director
£10,000 and over	Management Committee	Technical Services Manager	Director

5. Provision of Information

- 5.1 Key to an effective and efficient repairs system is that tenants and staff alike have access to clear information about how the service operates.

5.2 Tenants

5.2.1 It is important that tenants clearly understand what are their and Rosehill's repairing responsibilities and how the service works. To this end tenants' awareness is raised in the following ways:

- At the sign up stage, staff take tenants through the tenancy agreement and explain the repairing obligations of both the tenant and Rosehill.
- Website.
- Through the provision of information leaflets such as "Repairs and Maintenance: Your Responsibilities, Our Responsibilities" and "How to Report a Repair" which are displayed in our reception area.
- Through periodic articles in the newsletters.

5.3 Staff

5.3.1 The effectiveness of the repair service will largely be determined by the quality of information, relating to how the service operates, which is accessible to staff. Therefore it is important that clear procedures are in place which detail the repairs process.

5.3.2 All relevant staff are trained on the repairs system and will be kept updated on any changes to the repairs service.

5.3.3 In addition to any relevant in-house training, staff will have access to any external training which will assist their ability to provide a high quality repairs service to our tenants.

6. Repairs Service

6.1 The reactive repairs service deals with all repairs which fall outwith the scope of planned and cyclical maintenance.

6.2 The reactive repairs service has in place arrangements to ensure that requests for emergency repairs can be received and responded to 24 hours a day, 7 days a week.

6.2.1 Tenants can contact our out of hours call centre to report emergency repairs outwith office hours or during office/public holidays.

6.2.2 The reactive repairs service for dealing with routine repairs will be suspended for the two weeks preceding Christmas. During this time only emergency, urgent priority and urgent repairs will be dealt with.

6.3 There are four main categories for prioritising repairs received, each of which have clearly identified completion times for contractors to meet.

- Emergency (within and outwith working hours) – complete within 6 hours
- Urgent Priority – complete within 1 working day
- Urgent – complete within 3 working days
- Routine – complete within 7 working days

We also have to carry out repairs in accordance with statutory requirements and these are:

- Qualifying Repairs – Statutory response times – 1, 3, 7 days

6.4 A copy of the guidance on what constitutes an emergency, urgent, etc repair and lists areas of repairs which fall under the various categories is attached to this Policy (see Appendix 1).

6.4.1 The categories may be amended by Rosehill for individual repairs due to unforeseen or specific circumstances e.g. a requirement to order parts, specialist works and additional works being identified when repairs are being carried out.

6.5 A copy of the repair responsibilities of Rosehill and that of Tenants is attached to this Policy (see Appendix 2).

6.6 The issue of rechargeable repairs is the subject of a separate policy.

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7. Performance Management

7.1 We set targets for the reactive repairs service as follows:

- Average length of time to complete emergency repairs
- Average length of time to complete non emergency repairs
- Percentage of repairs completed right first time
- Percentage of repair appointments kept
- Percentage of tenants who have had repairs carried out satisfied with the repairs service

7.2 The measures we use for these targets are in line with the requirements of the Annual Return we have to submit to the Regulator.

7.3 Our Management Committee monitors performance in relation to this along with other key performance information on a quarterly basis. In addition we compare our performance from year to year and against other RSLs.

7.4 We also undertake the following quality control measures to ensure tenants receive a high standard of repairs service:

- Pre-inspections
- Post Inspections
- Quality Satisfaction Surveys

7.4.1 The attached procedures set out how the above measures are to be implemented (see Appendix 3). The procedures do not form part of this policy.

8. Tenant Participation

8.1 We are a tenant focussed organisation and as such we are committed to involving tenants in all aspects of our work and ensuring that tenants are included, informed and consulted about decisions that have an impact on the way their homes are managed.

8.2 As part of this commitment we will involve our tenants in the development of our policies and seek feedback where appropriate. We will ensure that any significant changes to this Policy and other Policies which will affect our tenants will be the subject of consultation.

9. Risk Management

- 9.1 In all the key areas of our business we need to consider any risks which may arise. To this end we have in place a robust Risk Management Policy and from this flows our Risk Register. We have identified our material risks which are regularly monitored by our Management Team and Audit Sub-Committee.
- 9.2 Key to the mitigation of the risks associated with reactive repairs is having a comprehensive policy in place to manage the reactive repairs service. This policy sets out Rosehill's approach to the provision of reactive repairs service.
- 9.3 To ensure we continue to manage the associated risks we will periodically review this Policy to ensure compliance with all legislative requirements and regulatory and best practice guidance.

10. Complaints Procedure

- 10.1 We aim to get things right first time and provide a good quality service to our tenants and other customers. However, we acknowledge that things can go wrong and that some tenants or other customers may be unhappy with the service provided.
- 10.2 We promote our Complaints procedure through our website and periodic articles in our newsletters. In addition, we initially issued all of our tenants with a copy of the new Procedure introduced in October 2012. This information leaflet is also issued to all new tenants as part of the signing up pack.
- 10.3 We are required to report specifically to both our Management Committee and the Scottish Housing Regulator on any complaints concerning equalities issues.

11. Data Protection

- 11.1 On the 25th May 2018 the legislation governing data protection changed with the introduction of the General Data Protection Regulation (GDPR). Following the UK's exit from the EU, and the end of the transition period which followed, the GDPR formed part of the retained EU law and became the UK GDPR which together with the Data Protection Act 2018 constitute the UK's data protection legislation.

12. Equality and Diversity

- 12.1 We are committed to ensuring equal opportunities and fair treatment for all people in our work. In implementing this Policy, we will provide a fair and equal service to all people, regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.
- 12.2 Rosehill is committed to removing any barriers to communication. Therefore, if required this Policy can be produced in another format e.g. braille, large print, etc. In addition, where English is not the tenant's first language, Rosehill will provide on request written information in the required language.

13. Policy Review

- 13.1 This Policy will be reviewed at least every three years or sooner to ensure it continues to reflect current thinking and practice and to comply with legislative requirements and regulatory guidance.

Categories of Repairs and Timescales

Repairs can be divided into the following four categories:

- **Emergency Repairs** (within and outwith working hours) - respond within 6 hours
- **Urgent Priority** - complete within 1 working day
- **Urgent Repairs** - complete within 3 working days
- **Routine Repairs** - complete within 7 working days

1. Categories of Repairs

Repairs can be divided into the following 4 categories:

- **Emergency Repairs:** These repairs are genuine emergency situations where action is required to prevent danger to the health and safety of the occupants or the likelihood of further damage to the fabric of the building. It may not be possible to rectify the problem on the first visit but it should alleviate any dangerous situations. Contractors should attend within 6 hours of the tenant reporting the repair and complete the repair or make safe the situation. Temporary measures may have to be the only option such as boarding up a door or window.
- **Urgent Priority Repairs:** These are repairs that are an inconvenience to the tenants but not life threatening. For example heating and hot water repairs. In some instances temporary measures may have to be the only option such as leaving an electric fan heater if no other source of heat is available, if the central heating cannot be repaired on the first visit.
- **Urgent Repairs:** These are repairs that need a quick response. For example, a cistern not flushing correctly or a minor leak.
- **Routine Repairs:** These are normal day-to-day repairs such as plasterwork, tiling, ironmongery, fencing, gutters etc.

In addition there are certain repairs which fall under the Statutory Right to Repair Scheme and as such are classified as Qualifying Repairs.

- **Qualifying Repairs (Right to Repair Scheme refer Appendix 3):** These are repairs listed in the legislation with maximum timescales for completion, which fall into all our categories.

2. Reactive Repairs Timescales

Repair Area	Repair Timescale (working days)	Category of Repair	Comment
Outside Your Home			
Roof			
Roof structure and covering (tiles)	7 days	Routine	
Chimneys	7 days	Routine	
Gutters & rainwater pipes	7 days	Routine	
Fascias, soffits, barge board	7 days	Routine	
Walls and Canopies			
External walls and render	7 days	Routine	
Timber cladding	7 days	Routine	
Foundations	7 days	Routine	
Door & window canopies	7 days	Routine	
Doors			
Where tenants' doors are forced by police or due to lockout tenants will be recharged.			
Nameplate	Tenant	Tenant	
Bell (where fitted by Rosehill)	7 days	Routine	
Lost / broken key or fob	Tenant	Tenant	
Locks (front & rear doors excluding Yales)	6 hours	Emergency	
Yale locks	3 days	Urgent	
Spy hole viewer	7 days	Routine	
Letterbox	7 days	Routine	
Doors (external) including ironmongery	7 days	Routine	
Door entry system and handset (where fitted by Rosehill)	7 days	Routine	
Damage caused by burglary	7 days	Routine	Crime number required from police. 6 hour response to make safe.
Windows			
Glazing (smashed or cracked) due to accidental / malicious damage	7 days	Tenant	Recharge to tenant. 6 hour response to make safe.
Glazing (smashed or cracked) due to vandalism or burglary	7 days	Routine	Crime number required from police. 6 hour response to make safe.
Glazing (failed double glazing unit)	7 days	Routine	
Frames & catches	7 days	Routine	

Repair Area	Repair Timescale (working days)	Category of Repair	Comment
Outside Spaces			
Tenants are responsible for fences and other garden features erected by themselves.			
Individual garden maintenance	Tenant	Tenant	
Gardens to tenements	Contract		
Communal garden maintenance	Contract		
Dividing walls or fence (if owned by Rosehill)	7 days	Routine	Initial repair but may also form part of larger contract to replace / repair
Gates (if owned by Rosehill)	7 days	Routine	
Bin stores	7 days	Routine	
Paths & steps forming access to the property	7 days	Routine	
Rotary drier & Clothes poles	7 days	Routine	
Garden sheds	Tenant	Tenant	
Inside Your Home			
Windows			
Window handles & catches	7 days	Routine	
Cills	7 days	Routine	
Window vents	7 days	Routine	
Internal doors			
Doors including ironmongery	7 days	Routine	
Door jamming / handle loose	3 days	Urgent	
Easing & adjusting door	7 days	Routine	
Adjusting door due to floor coverings	Tenant	Tenant	
Internal Walls			
Tenants are responsible for minor plaster filler repairs and damage caused to taping or plaster due to excessive force during wallpaper stripping.			
Internal walls	7 days	Routine	
Major plaster repairs	7 days	Routine	
Minor plaster repairs	Tenant	Tenant	
Hairline cracks in plaster	Tenant	Tenant	
Wall tiles (if fitted by Rosehill)	7 days	Routine	
Skirting boards	7 days	Routine	
Decoration including gloss/ stain work	Tenant	Tenant	
Floors and Stairs			
Concrete floors	7 days	Routine	
Floorboards and joists	7 days	Routine	
Carpets, laminate, vinyl	Tenant	Tenant	
Threshold strip	Tenant	Tenant	
Stairs	7 days	Routine	
Handrails & banisters	7 days	Routine	
Ceilings			
Repairs and renewals	7 days	Routine	
Patch repairs	7 days	Routine	
Hairline cracks	Tenant	Tenant	
Decoration	Tenant	Tenant	

Repair Area	Repair Timescale (working days)	Category of Repair	Comment
Electrical			
Tenants are responsible for all fittings installed by themselves and where their appliances trip circuit breakers.			
Complete loss of power	6 hours	Emergency	Recharge if no supply
Wiring circuit, sockets & switches, fuse box, MCB	3/7 days	Urgent / Routine	Dependant on location
Light fitting (internal and external)	3/7 days	Urgent / Routine	Dependant on location
Light bulbs and starters	Tenant	Tenant	
Plugs and fuses	Tenant	Tenant	
Smoke and Carbon Monoxide alarm	1 day	Urgent Priority	
Extract Fan	7 days	Routine	
Extract Fan (internal bathrooms)	3 days	Urgent	
Communal TV aerial	7 days	Routine	
Individual TV aerial (loft)	Tenant	Tenant	
Individual TV aerial (pole/ roof mounted)	7 days	Routine	
Communal satellite dish	7 days	Routine	
Private satellite dish	Tenant		
Internal TV point	7 days	Routine	
Plumbing			
Tenants will be requested to unblock WCs, sinks or WHBs where they have caused the blockage, otherwise they will be recharged.			
Blocked sinks, baths/ showers & toilet	1 day	Urgent Priority	Recharge if tenant caused blockage
Cistern not flushing	3 days	Urgent	
Pipe bursts & leaks (significant)	6 hours	Emergency	Contractor may isolate supply or carry out minor repair during first visit.
Leaks (minor)	3 days	Urgent	
Cold water supply (kitchen tap)	6 hours	Emergency	
Cold water supply to whb, bath etc	1 day	Urgent Priority	
Taps & tap washers	7 days	Routine	
Connection of washing machine	Tenant	Tenant	
Washing machine supply valves	7 days	Routine	
Replacement sink plugs & chains	Tenant	Tenant	
Downpipes & gutter	7 days	Routine	
Choked drains (excluding sewers)	1 day	Urgent Priority	Recharge if tenant caused blockage

Repair Area	Repair Timescale (working days)	Category of Repair	Comment
Heating			
Tenants are responsible for the programming of their heating system			
No heating During winter months we aim to respond within 6 hours.	1 day	Urgent Priority	If heating not fixed on first visit then contractor will offer to leave electric fan heaters.
No hot water	1 day	Urgent Priority	
No hot water (vulnerable tenant)	6 hours	Emergency	
Gas leak to Rosehill pipework	6 hours	Emergency	
Repairs to gas boiler	3/7 days	Urgent / Routine	
Radiators, pipes & valves	3/7 days	Urgent / Routine	
Gas fires (if owned by Rosehill)	7 days	Routine	
Kitchen			
Electric cookers including initial connection	Tenant	Tenant	Fused spur provided by Rosehill
Gas cooker including initial connection	Tenant	Tenant	Capped gas pipe provided by Rosehill
Cooker socket (fused spur)	1 day	Urgent Priority	
White goods e.g. washing machine, fridge	Tenant	Tenant	
Kitchen units and worktop	7 days	Routine	
Sink and drainer (drain & taps excluded)	7 days	Routine	
Bathroom			
Tenants are responsible for all fittings installed by themselves and where fittings are chipped or cracked tenants will be recharged.			
Bath	3 days	Urgent	
Wash hand basin	7 days	Routine	
WC (seat, bowl & cistern)	7 days	Routine	Otherwise 1 day if not useable
Shower (installed by Rosehill)	3 days	Urgent	
Shower curtain / screens (installed by Rosehill)	3 days	Urgent	

Repair Area	Repair Timescale (working days)	Category of Repair	Comment
Other			
Vermin	Tenant	Tenant	
Bees & wasps (where preventing tenant's access to property)	7 days	Routine	
Ants & beetles	Tenant	Tenant	
Personal belongings (furniture, floor coverings etc)	Tenant	Tenant	
Anything caused by neglect or malicious damage	Tenant	Tenant	
Anything owned by the tenant and installed by them	Tenant	Tenant	
Anything that was left in the property by a previous tenant that you agreed should be left	Tenant	Tenant	

IMPORTANT POINTS TO NOTE:

All types of repairs will be carried out within 6 hours should we decide they cause a danger to the health and safety of the occupants or the likelihood of further damage to the building.

In certain circumstances due to factors such as age, disability and illness we may carry out some repairs quicker.

Our ability to respond to repairs within our timescales may be affected by severe weather.

Repairs to dividing walls, gates and fences (owned by Rosehill) may be carried out as part of a larger scale project.

Repair Responsibilities

Repair Area	Rosehill	Tenant	Comment
Outside Your Home			
Roof			
Roof structure and covering (tiles)	✓		
Chimneys	✓		
Gutters & rainwater pipes	✓		
Fascias, soffits, barge board	✓		
Walls and Canopies			
External walls and render	✓		
Timber cladding	✓		
Foundations	✓		
Door & window canopies	✓		
Doors			
Where tenant's doors are forced by police or due to lockout tenants will be recharged.			
Nameplate		✓	
Bell (where fitted by Rosehill)	✓		
Lost / broken key or fob		✓	Available to purchase from Rosehill
Spy hole viewer	✓		
Letterbox	✓		
Doors (external) including ironmongery	✓		
Door entry system and handset (where fitted by Rosehill)	✓		
Damage caused by burglary	✓		Crime number required from police
Windows			
Glazing (smashed or cracked) due to accidental / malicious damage		✓	Recharge to tenant
Glazing (smashed or cracked) due to vandalism or burglary	✓		Crime number required from police
Glazing (failed double glazing unit)	✓		
Frames & catches	✓		
Outside Spaces			
Tenants are responsible for fences and other garden features erected by themselves.			
Individual garden maintenance		✓	
Gardens to tenements	✓		
Open space maintenance	✓		
Dividing walls or fence (if owned by Rosehill)	✓		
Gates (if owned by Rosehill)	✓		
Bin stores	✓		
Paths & steps forming access	✓		
Rotary drier & Clothes poles	✓		
Garden sheds		✓	

Repair Area	Rosehill	Tenant	Comment
Inside Your Home			
Windows			
Window handles & catches	✓		
Cills	✓		
Window vents	✓		
Internal doors			
Doors including ironmongery	✓		
Easing & adjusting door	✓		
Adjusting door due to floor coverings		✓	
Internal Walls			
Tenants are responsible for minor plaster filler repairs and damage caused to taping or plaster due to excessive force during wallpaper stripping.			
Internal walls	✓		
Major plaster repairs	✓		
Minor plaster repairs		✓	
Hairline cracks in plaster		✓	
Wall tiles (if fitted by Rosehill)	✓		
Skirting boards	✓		
Decoration including gloss/ stain work		✓	
Floors and Stairs			
Concrete floors	✓		
Floorboards and joists	✓		
Carpets, laminate, vinyl		✓	
Threshold strip		✓	
Stairs	✓		
Handrails & banisters	✓		
Ceilings			
Repairs and renewals	✓		
Patch repairs	✓		
Hairline cracks		✓	
Decoration		✓	
Electrical			
Tenants are responsible for all fittings installed by themselves and where their appliances trip circuit breakers.			
Wiring circuit, sockets & switches, fuse box, MCB	✓		
Light fitting (internal and external)	✓		
Light bulbs and starters		✓	
Plugs and fuses		✓	
Smoke and Carbon Monoxide alarm	✓		
Extract Fan	✓		
Communal TV aerial	✓		
Individual TV aerial (loft)		✓	
Individual TV aerial (pole/ roof mounted)	✓		
Communal satellite dish	✓		
Private satellite dish		✓	
Internal TV point (installed by Rosehill)	✓		
Telephone points (installed by Rosehill)	✓		

Repair Area	Rosehill	Tenant	Comment
Plumbing			
Tenants will be requested to unblock WCs, sinks or WHBs where they have caused the blockage, otherwise they will be recharged.			
Blocked sinks, baths or toilet	✓		Recharge if tenant caused blockage
Pipe bursts & leaks (significant & minor)	✓		
Hot & cold water supply	✓		
Taps & tap washers	✓		
Connection of washing machine		✓	
Washing machine supply valves	✓		
Replacement sink plugs & chains		✓	
Downpipes & gutter	✓		
Choked drains (excluding sewers)	✓		Recharge if tenant caused blockage
Heating			
Tenants are responsible for the programming of their heating system			
No heating	✓		
No hot water	✓		
Gas leak to Rosehill pipework	✓		
Repairs to gas boiler	✓		
Radiators, pipes & valves	✓		
Gas fires (if owned by Rosehill)	✓		
Kitchen			
Electric cookers including initial connection		✓	Fused spur provided by Rosehill
Gas cooker including initial connection		✓	Capped gas pipe provided by Rosehill
Cooker socket (fused spur)	✓		
White goods e.g. washing machine, fridge		✓	
Kitchen units and worktop	✓		
Sink and drainer	✓		
Bathroom			
Tenants are responsible for all fittings installed by themselves and where fittings are chipped or cracked tenants will be recharged.			
Bath	✓		
Wash hand basin	✓		
WC (seat, bowl & cistern)	✓		
Shower (installed by Rosehill)	✓		
Shower curtain / screens (installed by Rosehill)	✓		
Other			
Vermin		✓	
Bees & wasps (where accessing the property)	✓		
Ants & beetles		✓	
Personal belongings (furniture, floor coverings etc)		✓	
Anything caused by neglect or malicious damage		✓	
Anything owned by the tenant and installed by them		✓	
Anything that was left in the property by a previous tenant that you agreed should be left		✓	



Right to Repair Housing (Scotland) Act 2001

Information Leaflet

250 Peat Rd, Glasgow, G53 6SA
Tel No. 0141 881 0595

Email: admin@rosehillhousing.co.uk

1. Introduction

You have been given this leaflet as the repair you have reported has been deemed to be a qualifying repair under the Right to Repair Scheme. This leaflet provides you with information about how the Scheme operates and includes a detailed list of qualifying repairs. In addition it gives you information about the amount of compensation, if any, you may be entitled to under the Scheme.

In addition to this leaflet you will be given the contact details of the Primary and Listed Contractor and a copy of the repair order.

You will be required to agree access times for the contractor to call. Please see the section entitled “Access Arrangements” for further details.

2. Housing (Scotland) Act 2001

By virtue of the Housing (Scotland) Act 2001 you, as a Scottish Secure Tenant, have the right to have certain small urgent repairs carried out by us, your Landlord, within a specified timescale. This is known as the Right to Repair Scheme.

3. What repairs fall under the Right to Repair Scheme?

At the back of this leaflet is a detailed list of all the repairs which fall under the scheme. These repairs are known as “qualifying repairs”.

In summary, qualifying repairs are:

- Urgent
- Repairs which cost less than £351 to remedy
- Only repairs which are our responsibility to remedy

Qualifying repairs **do not** include:

- Repairing damage caused wilfully, negligently or accidentally by you, anyone living with you or a visitor to your home
- Any repairs that are the responsibility of another Agency e.g. the Water Board, a gas company, an electricity company, etc.

4. How does the Right to Repair Scheme work?

4.1 Statutory Timescales

If you report a repair, which is deemed to be a qualifying repair, we must arrange for the repair to be carried out within the statutory timescale for that particular repair. It is important to note that in most cases it will be necessary to carry out an inspection in order to determine whether the repair is a qualifying repair or not.

The list at the back of this leaflet details the relevant timescales. Most of the repairs require to be carried out within one working day, some are three working days and others are seven working days. The timescale for carrying out the repair begins on the first working day after you report the repair **or** the first working day after an inspection has been carried out.

4.2 Internal Timescales

As explained above the legislation sets out the statutory timescales for completing qualifying repairs. The Co-operative views these timescales as a minimum standard. All of the listed qualifying repairs would normally be treated by the Co-operative as either emergency or urgent repairs. Our timescales for emergency and urgent (6 hours and 3 days) are better than the statutory timescales. Therefore we will continue to use our response times for any repair classed as a qualifying repair.

However in terms of your right to compensation (please read on for full details) this will only apply where the contractor fails to meet the relevant statutory timescale for qualifying repairs.

4.3 Suspension of Timescales

Please note that the timescale may be suspended whilst there are exceptional circumstances which are beyond the control of the contractor or us e.g. severe weather, which make it impossible for the

qualifying repair to be carried out within the specified timescale.

We will let you know if we need to do this.

4.4 Primary/Listed Contractor

The contractor we select to carry out the repair is known as the “Primary Contractor”. This Contractor will be notified of the statutory timescale and the final date for carrying out the qualifying repair.

In the event that the Primary Contractor fails to begin the qualifying repair within the statutory timescale, you will be able to instruct another contractor known as a Listed Contractor, whose contact details we will provide, to carry out the qualifying repair. You can not use a contractor who is not on our list.

Once you have instructed the Listed Contractor, this contractor must contact us to confirm the instruction and obtain a copy of the repair order. The Listed Contractor then has the same statutory timescale as that given to the Primary Contractor for carrying out the qualifying repair.

4.5 Compensation

If it is necessary for you to contact a Listed Contractor, then we will award you £15 compensation for the inconvenience caused to you. You will also be entitled to £15 compensation where

the Primary Contractor has begun but has not completed the qualifying repair within the statutory timescale.

In the event that the Listed Contractor fails to carry out the qualifying repair within the statutory timescale you will be entitled to a further £3 compensation for each working day until the repair has been completed, up to a maximum of £100 for any one repair.

Please note that if you have any rent arrears, we have the right to offset any compensation due to you against your rent arrears.

4.6 Access Arrangements

In order to meet the requirements of the Right to Repair Scheme it is important that clear access arrangements are made. If you fail to provide access to your home to either have the qualifying repair inspected or carried out and you have been given reasonable opportunity to do so, the qualifying repair will be cancelled. This means that you will then have to re-apply and start the whole process again. For example if the contractor can not get into your home at the time you have agreed either with us or with the contractor.

If you choose to make access arrangements that fall outwith the specified timescale for carrying out the qualifying repair then the repair will no longer be treated as a qualifying repair. You will be advised

that you have opted out of the Right to Repair Scheme.

5. General

If you have any questions or wish further advice on the Right to Repair Scheme, please contact our office and our staff will be happy to help you.

DEFECTS, REPAIRS OF WHICH ARE QUALIFYING REPAIRS AND
MAXIMUM TIME FOR COMPLETION

<i>Column 1</i>	<i>Column 2</i>
<i>(Defect)</i>	<i>(Maximum period in working days from date immediately following the date of notification of qualifying repair or inspection)</i>
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
Electric power-	
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
Water supply-	
loss of water supply;	1
partial loss of water supply.	3
Loose or detached banister or hand rail.	3
Unsafe timber flooring or stair treads.	3
Mechanical extractor fan in internal kitchen or bathroom not working.	7