

Awarded for excellence
Tenant Participation
Housing Service
Housing Repairs
Council Information Services



HOUSING & CUSTOMER SERVICES

Your Questions Answered

Tenants

Right to Repair



West Lothian Council Housing & Customer Services

Right to Repair

What is the Right to Repair?

The Right to Repair Scheme enables you to have certain small essential repairs, called '*qualifying repairs*', done within a maximum time-scale set by the Scottish Executive.

How does the scheme work?

If it is a *qualifying* repair and our contractor, West Lothian Contracts, fails to start the repair on time (unless they were unable to gain access), you may instruct one of the contractors from the list below to carry out the repair instead. You will also be entitled to a compensation payment from West Lothian Council. We will tell you when you report a repair if it is a *qualifying repair* under the Right to Repair scheme, but please check with your local office before instructing an alternative contractor.

There may occasionally be circumstances under which it is not possible to do the repair within the maximum period, such as severe weather conditions. In such cases, temporary arrangements may be necessary to extend the maximum time.

How will I know what the maximum time scale is for my repair?

We will tell you when you report a repair, but a repairs receipt (and satisfaction questionnaire) will also be sent out to your home address confirming the details of the repair. This will also tell you the target date by which the repair should be completed, and confirm any appointment. **Remember, not all repairs are *qualifying repairs* under the Right to Repair Scheme, so check with your local office before instructing another contractor.**

List of contractors

Our contractor is:

- West Lothian Contracts,
1-3 Whitestone House,
Whitehill Industrial Estate,
Bathgate EH48 2HA
Telephone (01506) 776561

The other contractors who are prepared to carry out qualifying repairs are:

- Response Building Maintenance Services
(Scotland) Ltd,
6 Heron Square,
Deans Industrial Estate,
Livingston EH54 8QY
Telephone (01506) 411555
- Skillbase Services Ltd,
Unit 2 Oakbank Park Way,
Oakbank Business Park,
Livingston EH53 0TH
Telephone (01506) 449350

This list may change from time to time, so check with your local office first.

Am I entitled to any compensation?

If there has been a delay and you have had to instruct another contractor we will pay £15 compensation to you for the inconvenience caused, and a further £3 for each working day until the repair has been completed, upto a maximum of £100 (provided there were no exceptional circumstances).

If West Lothian Contracts have started, but not completed, the repair within the maximum time, you will also be entitled to £15 compensation.

If you are in arrears of rent, we may offset the compensation against arrears.



How do I claim compensation?

If you have had to instruct another contractor they will contact Housing Services and a cheque for the relevant amount will automatically be sent to you, or credited directly to your rent account if you are in arrears. If our contractor starts the repair but does not complete it by the target date you can either contact your local office to make a claim, or use the repair satisfaction questionnaire which was sent to you with the repair receipt.

Important

It you have not provided access to enable the qualifying repair to be inspected or carried out you do NOT have the right to instruct another contractor or any compensation.



... you as a Council tenant have a simple way of getting certain repairs carried out ...

Qualifying repairs

The following repairs, up to the value of £350, are qualifying repairs

Qualifying Repair	Maximum period in working days from date immediately following the date you reported the qualifying repair
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 hand rail	3
Unsafe timber flooring or stair treads	3
Mechanical extractor fan in internal kitchen or bathroom not working	7

HOUSING & CUSTOMER SERVICES (01506) 776301

Armadale CIS Office
1/3 East Main Street
Armadale EH48 2QA
Email:Armadaleaho@westlothian.gov.uk

Bathgate CIS Office
Lindsay House
Bathgate EH48 1TS
Email:Bathgateaho@westlothian.gov.uk

Blackburn CIS Office
The Mill Centre
Blackburn EH47 7LG
Email:Blackburnaho@westlothian.gov.uk

Broxburn CIS Office
Strathbrock Partnership Centre
189a West Main Street
Broxburn EH52 5LH
Email:Broxburnaho@westlothian.gov.uk

Fauldhouse CIS Office
10 Main Street
Fauldhouse EH47 9HX
Email:Fauldhouseaho@westlothian.gov.uk

Linlithgow CIS Office
County Buildings
Linlithgow EH49 7EZ
Email:Linlithgowaho@westlothian.gov.uk

Livingston CIS Office
The Ability Centre
Carmondean
Livingston EH54 8PT
Email:Livingstonaho@westlothian.gov.uk

West Calder CIS Office
24-26 Main Street
West Calder EH55 8DR
Email:Westcalderaho@westlothian.gov.uk

Whitburn CIS Office
5 East Main Street
Whitburn EH47 0RA
Email:Whitburnaho@westlothian.gov.uk

West Lothian Connected
CIS Office
Almondvale Centre
Livingston EH54 6NB

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Customers with Special Requirements:



West Lothian
Council

Text phones offer the opportunity for people with a hearing impairment to access the council.
The Text Phone number is 18001 01506 651115

A loop system is also available in all offices.

Information is available in Braille, tape, large print and community languages. Please contact the Interpretation and Translation Service on 0131 242 8181.

هذه المعلومات متوفرة بلغة بريل وعلى شريط وبخط كبير وبلغات الجالية.
الرجاء الإتصال بخدمة الترجمة على الهاتف 0131 242 8181

এই তথ্য আপনি ব্রেল, টেপ, বড় অক্ষরে এবং কমিউনিটির বিভিন্ন ভাষায় লিখিত পাবেন। অগ্রহণ করে ইন্টারপ্রিটেশন অ্যান্ড ট্রান্সলেশন সার্ভিসের সঙ্গে যোগাযোগ করুন। টেলি: 0131 242 8181

這份資料是可以凸字、錄音帶、大字印刷及社區語言的式本提供。請聯絡傳譯及翻譯服務部，電話：0131 242 8181

ਇਹ ਜਾਣਕਾਰੀ (ਬ੍ਰੇਲ) ਟੈਪਿੰਗ ਦੇ ਪੜ੍ਹਨ ਵਾਲੀ ਸਿਮੀ, ਟੇਪ, ਵੱਡੇ ਫਿੰਟ ਅਤੇ ਸਮਾਜ ਦੀਆਂ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ। ਪਿਛਾ ਅਤੇ ਟ੍ਰਾਂਸਲੇਸ਼ਨ ਸੇਵਾ ਦੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ। ਟੈਲੀ: 0131 242 8181

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براہ کرم براہ کرم 0131 242 8181 پر رابطہ کریں۔

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If you have used the Council's complaints procedure and you are still unhappy, you can pass your complaint, within a year, to the Scottish Public Services Ombudsman, 23 Walker Street, Edinburgh, EH3 7HX Tel: 0870 011 5378 Email: enquiries@scottishombudsman.org.uk

www.westlothian.gov.uk/housing