

Right to Repair

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 government.

How does the scheme work?

If it is a qualifying repair and we, the Council, fail 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 compensation from the 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 it 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. Remember, not all repairs are qualifying repairs under the Right to Repair Scheme, so check with your local office or your Tenant Handbook before instructing another contractor.

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, up to a maximum of £100 (provided there were no exceptional circumstances). If the Council has 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.

List of contractors

Contractors who are prepared to carry out qualifying repairs are:

Falkirk Council
Tel: 01324 590590

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

Important

If 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.



Tel: 01506 280000

Email: customer.service@westlothian.gov.uk

Right to Repair

Qualifying repairs

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

Qualifying Repair	Maximum period in working days from the 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

Tel: 01506 280000

Email: customer.service@westlothian.gov.uk