

NEW GORBALS HOUSING ASSOCIATION

# Your Repairs

## YOUR RIGHT TO REPAIR

During your tenancy we will carry out any necessary repairs to keep your home windproof, watertight and fit to live in.

Normally we will arrange to have repairs carried out by our in-house Reactive Repairs Team or one of our contractors as either a routine or urgent repair.

There are some repairs which are covered under the Scottish Government's Right to Repair. These are known as qualifying repairs. You can find a full list of qualifying repairs over the page.



## QUALIFYING REPAIRS

This table shows what repairs are qualifying repairs under the Right to Repair scheme, and the maximum time we have to complete them.

Type of Repair	Maximum No. Working Days to Complete 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 or partial loss of electric power or gas supply.	1
Insecure external windows, doors, or locks.	1
Unsafe access to a path or step.	1
Significant leaking or flooding from a water or heating pipe, tank or cistern.	1
Loss or partial loss of space or water heating (where there is no alternative).	1
Toilet not flushing where there is no other toilet in the house.	1
Unsafe power of lighting socket, or electrical fitting.	1
Loss or partial loss of water supply.	1 (full loss) 3 (partial loss).
Loose or detached bannister or hand rail.	3
Unsafe timber flooring or stair tread.	3
Mechanical extractor fan in a room with no external windows or doors.	7

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## HOW IT WORKS

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When you report a repair we will let you know if it is a qualifying repair. These repairs give you the right to seek compensation if the work has not been completed within a certain timescale.

Our Reactive Repairs Team will be tasked with carrying out these repairs.

If our team fail to complete repairs within the correct timescale, you have the right to instruct our secondary contractor to carry out the works instead. Our secondary contractor is currently DCL, who can be contacted on:



**01324 473872**

If this happens we will compensate you for the inconvenience by giving you £15 plus £3 for every day that the repair is delayed.

Compensation is also awarded if we go over the given time limit when completing the repair. This will also be £15 plus £3 for every day of the delay.

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## WHAT IF MY REPAIR IS NOT COVERED BY RIGHT TO REPAIR?

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If your repair is not a qualifying repair, we will deal with it as one of the following:

- Emergency repair - we will make safe within 4 hours
- Urgent repair - we will aim to complete within 3 working days
- Routine repair - we will aim to complete within 10 working days

To find out more about the Association's, and your own, repair responsibilities, visit our website, [www.newgorbalsha.org.uk](http://www.newgorbalsha.org.uk), call us on **0141 429 3900**, or pop into the office for a chat.

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## CONTACTS

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**New Gorbals Housing Association**

0141 429 3900

**Emergency Repairs**

0800 783 7937 (Out of Hours)

**DCL Contractors**

01324 473872

**Power Cut**

105

**National Grid (Gas Emergencies)**

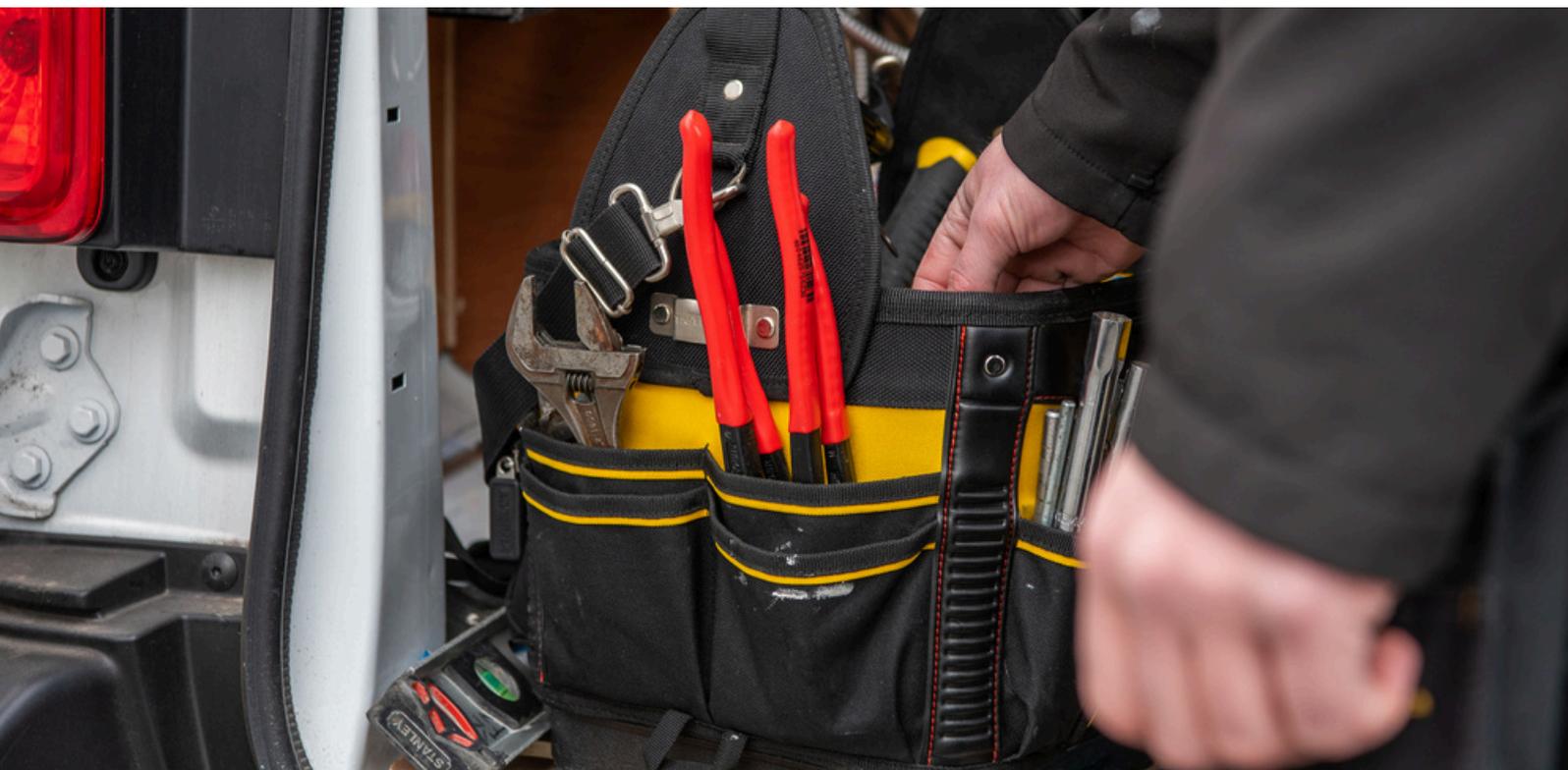
0800 111 999

**Scottish Gas Network**

0800 912 1700

**Scottish Water**

0800 0778 778



New Gorbals Housing Association is registered with the Scottish Housing Regulator (No. HAL 211), as a charity in Scotland (SC041164) and is a registered society under the Co-operative and Community Benefit Societies Act 2014 (No 2309 RS). In the Property Factors Register under section 6 of the Property Factors (Scotland) Act 2011, registration number PF000338.