

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

If there is no other contractor available to carry out the work our main contractor will carry out the repair and we will write to you offering you the £15 compensation.

## Contact Numbers

The Highland Council Service Centre  
01349 886602

## Who are the Council's approved contractors?

A list of approved contractors can be accessed on our website at [www.highland.gov.uk](http://www.highland.gov.uk) by calling our Service Centre, or by contacting your local Service Point or local housing office.

## What if you are not satisfied with our decision about the Right to Repair scheme?

If you do not agree with our decision about your right to repair, you should speak to your local Housing & Property office. If you are still not satisfied, you have the right to complain via The Highland Council's formal complaints procedure.



PR11-119-F Photographs by Ewen Weatherspoon.



# Right to Repair Scheme for Council Tenants

## Sgeama Còir Càraidh do Luchd-màil na Comhairle

To request this information in an alternative format, e.g. large print, Braille, computer disc, audio tape, or suitable language, please contact:  
The Highland Council  
Housing and Property Services  
Telephone: 01463 703800; or  
Email: [housingandproperty@highland.gov.uk](mailto:housingandproperty@highland.gov.uk)

## Housing & Property Services



## 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 small urgent repairs carried out by their landlord within a given timescale.

We will give you up-to-date information about this scheme each year, including how to find a list of contractors who are prepared to carry out the repair if we fail to do it.

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

These are certain repairs up to the value of £350. These are called 'qualifying repairs'. These include those identified below (the maximum time in working days we have to complete these is given in brackets):

- Unsafe power or lighting sockets or electrical fittings (1).
- Loss or partial loss of electric power (3).
- Loss or part loss of gas supply (1).
- A blocked flue to an open fire or boiler (1).
- External windows, doors or locks which are not secure (1).

- Loss or part loss of space or water heating if no alternative heating is available (1).
- Toilets which do not flush (if there is no other toilet in the house) (1).
- Blocked or leaking foul drains, soil stacks or toilet pans (if there is no other toilet in the house) (1).
- A blocked sink, bath or basin (1).
- Loss or part loss of water supply (3).
- Significant leaking or flooding from a water or heating pipe, tank or cistern (1).
- Unsafe rotten timber flooring or stair treads (3).
- Unsafe access to a path or step (1).
- Loose or detached banisters or handrails (3).
- A broken mechanical extractor fan in kitchen or bathroom which has no external window or door (7).

## What happens when you report a qualifying repair?

We will tell you:

- that it is a qualifying repair under the scheme;
- the maximum amount of time we have to carry out the repair (usually either within 24 hours or within 3 working days);

- your rights under the Right to Repair scheme;
- the name of our main contractor;
- information on how to find an alternative contractor if requested; and
- the access arrangement for the repair.

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

These times are set by law, not by us. We will advise you of this when you report the repair. We will tell you if there is a reason why the repair may not be completed on time (for example, severe weather conditions), which will extend the maximum time limit.

## What if the repair is not carried out in time?

If the repair is not started within the time limit set, you can ask an alternative contractor from our list of approved contractors to carry out the work. This second contractor will then tell us that you have asked them to carry out the repair and will invoice us the costs. We will write to you to advise you that you can claim £15 compensation for the inconvenience.

The second contractor will have the