

RIGHT TO REPAIR POLICY

1. AIMS

Langstane Housing Association is committed to ensuring that repairs are completed within response target times, and in line with the statutory obligations in terms of the Housing (Scotland) Act 2001.

The Association recognises the tenants' statutory right to instruct certain urgent repairs when the landlord has failed to carry out these repairs within a specified timescale.

2. OBJECTIVES

- To ensure, as far as possible, all repairs are carried out within the target timescale.
- To ensure tenants are aware of their right to instruct alternative contractors for qualifying repairs.
- To ensure tenants and staff recognise what is a qualifying repair.
- To ensure tenants are advised on an annual basis of the Right to Repair.

3. PROCEDURES

The Association will ensure that procedures are in place to ensure that tenants are advised of the landlord's repair obligations and of their Right to Repair in terms of the Scottish Secure Tenants (Right to Repair) Regulations 2002. The procedures will also ensure that staff understand the landlord's responsibilities and can give the best possible information to tenants with regard to qualifying repairs.

Tenants will also be advised of the Right to Repair by reference to the Tenant's Handbook and annually all tenants will be reminded of the statutory right in the Autumn Edition of the Tenants' Newsletter.

Procedures to be followed by staff are held both on paper and computer format. Leaflets are available on request.

4. STAFF RESOURCES AND TRAINING

The policy is implemented by specialist Maintenance staff and Customer Service Assistants.

Training includes:

- In-house training in the legal framework affecting Right to Repair.
- Repairs advice skills.
- Repairs reporting skills.
- Dealing with difficult situations.

5. MONITORING AND REVIEW

The Right to Repair process is monitored regularly by the Property Services Manager, and includes the following:

- Number of qualifying repairs as a percentage of total repairs
- Reason for failure to meet timescale targets
- Failure to meet timescale targets by Direct Labour Organisation
- Failure to meet timescale targets by Contractor
- Costs of qualifying repairs
- Costs of compensation

A report is submitted to each cycle of the Tenants' Services Sub - Committee and the Committee of Management.

Right to Complain

In the event you are not satisfied with the service you have received, please contact the Association for a copy of our Complaints Policy, which can also be viewed on our website.

Approved by Tenants' Services Sub Committee: 31 October 2008

Review Date: Every three years