

The Housing (Scotland) Act 2001 gives you the right to have small, urgent repairs, up to a value of £350, carried out by your landlord, Bield, within a given timescale. This is called the **Right to Repair** scheme.

The timescales shown are the maximum period in working days from the day after you report a qualifying repair or inspection (excluding weekends and public holidays). If we do not carry out the repair within the time limit set you may be entitled to compensation.

Repair times depend on the type of repair and are set by law, not by Bield.

Repairs included in the scheme	Timescales (days)
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 basin	1
Loss of electric power (except where fault lies with the utility provider)	1
Partial loss of electric power (except where fault lies with the utility provider)	3
Insecure external window, door or lock	1
Unsafe access to a path or step	1
Leaks or flooding from water or heating pipes, tanks, cisterns	1
Loss or partial loss of gas supply (except where fault lies with the utility provider)	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 (except where fault lies with the utility provider)	1
Partial loss of water supply (except where fault lies with the utility provider)	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

What happens if the work is not done in time?

If we do not start the repair within the time limit set you have the right to instruct another contractor, from Bield's approved list, to carry out the work. Bield will arrange for the repair to be placed with an approved alternative contractor on your behalf. If you choose to make an appointment for works to be completed out with the set timescale then this will not be treated as a Right to Repair instance. Sometimes there may be circumstances which Bield or the contractor has no control over which make it impossible to do the repair within the maximum time (for example, severe weather). In these circumstances Bield may need to make temporary arrangements and to extend the maximum time. If we are going to do this, we will let you know.

How to claim compensation

If the repair is not completed in the time allowed, we will pay you £15 compensation for the inconvenience. In addition to this, you will also be entitled to a further £3 for each working day up to the day the repair is completed – up to a maximum payment of £100. Compensation can be claimed either by making a request via your scheme manager or by contacting Property Services direct on 0141 270 7200.

Other Repairs

All other repairs should be reported as normal, and will be dealt with using our current agreed timescales.

Emergency works – 6 hours Urgent works – 3 working days Routine works – 20 working days