



<b>REPAIRS AND MAINTENANCE POLICY</b>	
<b>Policy Number</b>	AM 4.3
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# OSPREY GROUP REPAIRS & MAINTENANCE POLICY STATEMENT

***Both Osprey Housing and Osprey Housing Moray believe that an effective and efficient Repairs and Maintenance Policy is vital to the success of maintaining good quality services for all our Tenants and providing value for money.***

We embrace quality property management and this is encompassed in our Core Values;

✓ **AMBITION**

*empowering through innovation and challenge*

✓ **(E)QUALITY**

*doing the best for individuals and communities in a fair and equal way*

✓ **RESPECT & PROFESSIONALISM**

*towards each other, the people we work with; the people we serve and our environment*

✓ **ACHIEVEMENT**

*delivering outcomes that matter and make a real difference – now and in the future*

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## 1. INTRODUCTION

- 1.1. Osprey Housing (OH) and Osprey Housing Moray (OHM) will be referred to as Osprey.
- 1.2. This policy outlines our aims and service standards and the funding arrangements that are in place to achieve these standards.
- 1.3. We have a legal obligation to keep the structure of our homes in good repair and to maintain them in a wind and water tight condition.
- 1.4. This Policy will be delivered in accordance with The Osprey Groups' Core Values

## 2. POLICY AIMS.

- 2.1. The principle policy aims to;
  - Ensure everyone has open and fair access to the service they are entitled to in line with their tenancy agreement and legislation.
  - Ensure customers get the right information at the right time in an easily form.
  - Ensure our properties remain at or above the Scottish Social Housing Standards (SHQS) and achieve Energy Efficiency Standards (EESH)
  - Provide homes which provide a safe, healthy, comfortable and are cost effective for our Tenants
  - Ensure the asset value of the housing stock is maintained or increased
  - Involve Tenants in the development of the maintenance service
  - Ensure we and our appointed Contractors provide a cost effective service in a manner that is appropriate to our customers needs and meets defined targets
  - Achieve high standards of customer service taking into account Tenant feedback
  - Have in place a cost plan for the lifetime maintenance and improvement work for our housing stock
  - Ensure adequate financial provision for response, cyclical, and planned maintenance and improvement work
  - Carry out Medical Adaptations in order to meet the particular needs of customers
  - Enable the Governing Body to control and monitor the performance of the service

### **3. POLICY PRINCIPLES**

#### **3.1. Response Repairs**

##### **3.1.1. Reporting Faults**

Tenants may inform Osprey that a repair to a fault is required by any form of communication, including in person, by telephone, email, SMS, the Osprey app and by social media. An emergency repairs service is provided to deal with emergencies that arise outside office hours.

Dependant on the information received either a Work Order will be issued to an appropriate Contractor, or a Pre-Inspection will be requested from an Asset Officer.

Following the issue of a Work Order Tenants will receive written notification advising them;

- 1.4.1. Which contractor has been instructed to carry out the repair
- 1.4.2. The work to be carried out
- 1.4.3. The priority of the works
- 1.4.4. The target timescale for completion
- 1.4.5. Details of any contact/access arrangements agreed

This notification will also facilitate the return of a satisfaction questionnaire by the Tenant to Osprey.

Appointments will be made directly between the Contractor and the Tenant, in accordance with the repairs category and required response times. Appointments will be arranged on a half-day or better time basis.

##### **3.1.2. Pre-Inspection**

A percentage of faults will be pre-inspected where:

- The repair is anticipate to cost more than £250
- The information given by the Tenant is insufficient to allow an effective instruction to be issued to the Contractor
- The fault is recurring
- The repair costs may be recharged to the Tenant

The target percentage of pre-inspections is 10%

##### **3.1.3. Post Inspections**

Upon completion of the works, 10% of repairs will be post inspected for quality prior to payment of the works.

The following criteria will be used for selecting such Post Inspections:

- Where the cost of the repair exceeds £250
- Where the Tenant has not been satisfied with the quality of the works
- Where the fault has been recurring
- By random selection.

#### 3.1.4. Response Times

Osprey will endeavour to make every effort to respond to requests for repairs within the following timescales:

These timescales include the Pre-Inspection of the fault, if that is required.

Repair Category	Response Time	Example
Emergency	4 Hrs (to Make the Repair Safe)	Fire, flood, break in
Non Emergency – Very Urgent	24 Hrs	No Hot Water / No Heating (where this is the only source of heat)
Non Emergency – Urgent	3 Working Days	Internal joinery, building work roof repairs
Non Emergency – Routine	15 Working Days	External works, cosmetic repairs
Non Emergency – Void Works	5 Working Days	

Timescales are indicative and are dependant on the factors such as, the circumstances of the Tenant, the scope of the works, the weather conditions, etc.

#### *Emergency Repairs*

Emergency repairs are repairs that are necessary to prevent; serious damage to the building, a danger to health, a risk serious of loss or damage to the occupier's property, or a loss of a major resource.

A Contractor will be required to attend and make safe the fault within 4 hours of the fault being reported. If it is not possible to complete a permanent repair at the first attendance the Contractor will contact Osprey to explain the position. An additional Work Order will be raised for the subsequent works.

#### *Non Emergency Repairs*

Non Emergency repairs are reactive repair work which falls outside the category of an Emergency Repair. This includes; Very Urgent, Urgent, Routine and Void repairs.

[Appendix 2](#) sets out which typical faults which fall into each category.

#### 3.1.5. Right to Repair

Certain qualifying repairs (see [Appendix 3](#)) fall under the terms of 'Right to Repair' Regulations. Where these arise Tenants will be told of their right to have the repair undertaken within the given timescales, or if this timescale is not achieved, to

instruct another Contractor (name & contact details provided by Osprey) to undertake the work up to the value of £350.

If the repair is not completed within the required timescales Tenants will be entitled to compensation of £15 plus £3 for every working day over the maximum period until the repair is completed – up to a maximum of £100.

#### **3.1.6. No access**

If a Contractor attends a property at a pre-arranged date and time to carry out a repair and cannot gain access, they will leave a postcard giving their contact details and asking the Tenant to get in touch with them to rearrange access. If access is not possible on the second pre-arranged time the Contractor will advise Osprey, who will cancel the order and advise the Tenant that if they still wish the repair to be carried out they will need to contact Osprey again. The costs incurred by Osprey for a second abortive attendance will be charged to the Tenant.

Where access is required for a priority item, such as Gas Servicing, Housing and Asset Officers will attend the property to try to arrange access.

#### **3.1.7. Division of Responsibilities**

Osprey recognises that it is important to be clear about which repairs it is responsible for and those that are the responsibility of the Tenant. [Appendix 1](#) provides examples. This table is not exhaustive and is intended only as a guide.

#### **3.1.8. Void Repairs**

Osprey aims to have void properties checked, repaired as necessary and made available for relet as quickly as possible. Osprey will ensure that all properties are Safe, Secure and meet the group Re-let Standard before they are relet. Details are contained in our Void Management Policy.

Pre-termination inspections will be carried out by Osprey staff to advise Tenants of the condition that their property must be left. This inspection will indicate issues in the property which the Tenant is responsible for and inform them that remedial works may be required, which will then be charged to them.

#### **3.1.9. New Build Defects**

Osprey will ensure that remedial works for new build defects are attended to within the previously defined timescales.

Other minor works required to remedy shrinkage and movement issues will be attend to at the end of the 'Defects Period'.

## 3.2.Planned Works

### 3.2.1. Safety Servicing and Inspections

Osprey will ensure that safety servicing and inspections are carried out to all properties as required. This will include:

Item	Timescale
Asbestos	As assessed
Electrical Systems	5 Yearly
Emergency Lighting	Twice annually
Fire and CO Detectors	Annually
Fire detection systems	Annually
Fire fighting equipment	Annually
Gas Appliances	Annually
Oil Boilers	Annually
Open Fires	Annually
Playgrounds	Monthly
Smoke extract systems	Twice annually
Warden call systems	Annually
White goods owned by the Osprey Group	3 Yearly

### 3.2.2. Gas Servicing

Gas services will be scheduled using the 'anniversary date' system. Services will be treated as if they were carried out on the last day of previous 12 months validity, preserving the existing expiry date of the safety check record.

### 3.2.3. Landscaping and Play grounds

The Group will ensure that landscaped areas, playgrounds, and public open spaces areas under its ownership are adequately maintained throughout the year.

### 3.2.4. Cyclical Painterwork

The Group will maintain the external painterwork at its properties, recognising that the recurrence of the maintenance cycle will be dependant on influences such as: location, nature and condition of underlying material, previous maintenance, usage, etc.

Items included are the external of windows, doors, and timber cladding, fascia, cast iron rainwater goods, hand railings. Fencing is excluded.

### 3.2.5. Major Components

The Group will maintain the major components of its stock to ensure that the value of this stock is maintained or increased and to ensure that it meets its regulatory requirements such as: [The Scottish Housing Quality Standard \(SHQS\)](#), [Energy Efficiency Standard for Social Housing \(ESSH\)](#)

To facilitate this we will carry out ongoing inspections all properties to assess the actual condition of these major components and various elements. From this information we will update the Life Cycle Costing (LCC) database which indicates the programs of works and associated costs necessary to achieve the standards.

The programs and costs will be based on standard life cycle assumptions and costs obtained from historical works and other local sources, and will be reviewed annually to ensure their accuracy.

#### **3.2.6. Medical Adaptations**

Osprey recognises that over time the housing requirements of our Tenants may change due to their changing abilities. Osprey is committed to assisting with the provision of adaptations to properties wherever such needs have been identified.

To ensure all such adaptations are suitable and effective, and can where necessary receive support funding, they must be supported by a written recommendation from an appropriate qualified Medical Practitioners (Occupational therapist, Doctor, etc.)

In exceptional circumstances we may refuse to carry out, or delay the installation of an adaptation. This may be because:

- The adaptation is not feasible or would jeopardise the long-term value of or lettability of the property.
- In the longer term the property is not suitable for the Tenant.
- Funding is not available.

The Group will carry adaptations costing less than £200 without a written recommendation or funding.

#### **3.2.7. Asbestos**

The Group will maintain a record of all properties which contain asbestos. The record will contain details of the location, type and condition of the Asbestos. Any Contractor instructed to carry out work to near to the Asbestos in such a property will be provided with this information before work proceeds.

Work which impacts on any Asbestos product will not be allowed without a full risk assessment being carried out by a registered contractor.

### **3.3. Record Keeping and Performance monitoring and reporting.**

The Group will maintain accurate records of all repairs, works, inspections, services, etc. to ensure that it provides an effective service to its complete stock without duplication of work.

The Group will monitor its own performance and that of its Contractors, to ensure that defined target are met, and will report on such matters to Senior Management and to appropriate Committees.

### **3.4. Procurement of services**

Instruction of works will only proceed where there is sufficient allocated budget.

Members of staff will only instruct work up to the level of their authority, as contained in The Schedule of Delegated Authority.

The levels at which Tenders, Quotations are obtained are defined within the Procurement Policy

The Group will comply with [all current procurement legislation](#)

### **3.5. Tenant Satisfaction**

Osprey will provide its Tenants with a formal way to provide feedback on all of the property services it provides. This will be in the form of:

- Individual reply forms for each Work Order issued
- Telephone, on line and App based surveys
- Survey questionnaires following each program of planned works
- Full customer satisfaction surveys

Where a Tenant expresses dissatisfaction with a service provided this will be investigated.

The outcome of all such surveys will be reported to Management and to the appropriate Governing Bodies.

### **3.6. Tenant involvement**

Tenants will be given advance notice of cyclical and planned maintenance work. Wherever possible they will be consulted on the works and given appropriate choices e.g. in the colour of a new kitchen. On completion of works Tenants views will be sought via a Tenant satisfaction survey.

Tenants' views will be sought on the contents of this policy and associated policies, standards, etc.

### **3.7. Tenant alterations or improvements**

Tenants have the right under the Housing (Scotland) Act 2001 to carry out approved alterations and improvements to their home. Tenants must seek written approval from Osprey Housing before carrying out such work. Details are contained in the Alterations and Improvements Policy.

### **3.8. Right to compensation for improvements**

At the end of their tenancy Tenants have the right to receive compensation for certain approved improvements that they have carried out to their homes. This is a legal requirement of the [Housing \(Scotland\) Act 2001](#). Details are contained within the Alterations and Improvements Policy.

### **3.9. Sustainability**

Osprey has a Sustainability Strategy that has as one of its main objectives to *'reduce the Group's carbon emissions through efficient and responsible use of energy and water and by promoting resource efficiency associated with day-to-day activities'*. The repair and maintenance of our properties is an area where we can have a significant impact on carbon emissions. This can be achieved by for example; improving the energy efficiency of our housing, reducing component wastage by good specification and maintenance, using IT to reduce staff mileage, and numerous other areas. We will consider sustainability in all aspects this policy and promote it with our partner organisations.

### **3.10. Funding**

Through production of its LCC database, its resultant cost predictions and the collection of other costs, Osprey will ensure sufficient funds are available to maintain its properties to the required standards.

Actual spend against individual budgets will be monitored on a monthly basis and will be reported on to Senior Management and to the appropriate Committees.

## **4. EQUALITY & DIVERSITY**

The Group is committed to ensuring and promoting diversity and equality of opportunity in housing, employment and provision of services for all people within its range of work. The Group will treat all people equally and in accordance with the Equality & Diversity Policy.

## **5. MONITORING & REPORTING**

The following areas will be subject to monitoring on a continuing basis:

- i. Outcomes expected from the Scottish Social Housing Charter
  - a. Charter outcome 4: Housing quality and maintenance
  - b. Charter outcome 5: Repairs, maintenance and improvement
- ii. Risk management – Strategic risk matrix and Key Performance Indicators
- iii. Training and information for staff

## **6. REVIEW**

This policy will be reviewed every 3 years unless the following criteria dictate that it would be best practise to review sooner:

- i. applicable legislation, rules, regulations and guidance, both those which affect the Group directly and those which affect the resources available to significant numbers of our customers to enable them to sustain tenancies
- ii. changes in the organisation
- iii. continued best practice

## **7. OTHER RELATED DOCUMENTS**

- Alteration and Improvements Policy
- Asset Management Strategy
- Complaints Policy
- Equality & Diversity Policy
- Procurement Policy
- Rechargeable Repairs Policy
- Schedule of Delegated Authority
- Sustainability Strategy
- Tenant Participation Policy
- Void Management Policy

**Appendix 1 – Responsibilities**



REPAIR	LANDLORD	TENANT	
Alteration or improvement that you wish to carry out		x	Permission required before installation
Bath	x		
Bathroom and Kitchen tiles/panel	x		
Ceilings and walls (cracks etc.)	x		
Central heating pipes, programmer, thermostats and pumps	x		
Chimney sweeping	x		
Chimney, flue, pots and cowl	x		
Clothes lines, cords and props		x	
Clothes poles and rotary driers (provided by us)	x		
Communal area fittings (lighting, alarms etc.)	x		
Damage caused by others because of the actions or inactions of the Tenant.		x	Tenant will be recharged for remedial work.
Damage caused deliberately, by neglect or through misuse to any item.		x	Tenant will be recharged for remedial work.
Decoration – external	x		
Decoration – internal		x	
Door alteration to accommodate floor covering		x	
Door bells (provided by us)	x		
Door closers	x		
Door draught excluders (external doors only)	x		
Door locks and handles	x		
Door numbers	x	x	Tenants can only fit adhesive items
Door stoppers	x		
Doors security chains		x	
Drains – Main – serving more than 1 property	x		Scottish Water
Drains – within the property		x	Tenant will be recharged for blockages caused by them
Electric Light – Bathroom LED unit	x		
Electric Light – bulbs		x	
Electric Light – external – bulb	x		
Electric Light – external – fitting	x		
Electric Light – fittings (fitted by you)		x	Tenant will be recharged
Electric Light – fittings (provided by us)	x		
Electric Light – switches (fitted by you)		x	Tenant will be recharged
Electric Light – switches (provided by us)	x		
Electric Socket – fitting (fitted by you)		x	Tenant will be recharged
Electric Socket – fitting (provided by us)	x		
Electrical – system	x		
Electrical – system tripped by appliance		x	Tenant will be recharged
Entrance steps	x		
Extractor Fans	x		To be cleaned regularly by Tenant

REPAIR	LANDLORD	TENANT	
Fencing (provided by us)	x		
Fire and CO detectors	x		Checked by Tenant
Fire fronts, grates and ash pans	x		
Floor covering in wet rooms	x		
Floor coverings (carpets, vinyl, laminate)		x	Laminate requires permission.
Floor structure	x		
Garages (provided by us)	x		
Gas oven capping	x		Will be recharged to Tenant
Heating – annual servicing	x		Tenant will be recharged if access is not provided
Heating – boiler, radiator or system faults	x		
Heating – failure, fault or damage caused by no fuel		x	Tenant will be recharged
Heating – setting thermostats		x	
Heating – setting timeclock		x	
Hot water supply and storage tank	x		
Immersion heater	x		
Insurance – buildings	x		
Insurance – contents		x	
Kitchen unit doors (damaged by misuse)		x	Tenant will be recharged
Kitchen units, doors, sink and drainer	x		
Kitchen worktops (damaged by you)		x	Tenant will be recharged
Kitchen worktops (faulty)	x		
Lost keys		x	
Meter box doors (damaged by neglect)		x	Tenant will be recharged
Mould – caused by excess condensation, or inadequate use of ventilation or heating		x	Tenant may be recharged
Mould – caused by water penetration, or poor ventilation or heating system	x		
Outside walls	x		
Paths (provided by us)	x		
Pest control		x	
Pest control – bees or wasps within the structure	x		
Plugs and chains		x	
Rainwater pipes and gutters	x		
Roof structure and covering	x		
Sheds, garages and fences (provided by you)		x	
Shower curtain		x	
Shower hoses and heads		x	
Shower unit or screen (fitted by you)		x	
Shower unit or screen (provided by us)	x		
Staircases	x		
Telephone socket (provided by us)	x		

REPAIR	LANDLORD	TENANT	
Telephone socket extensions (fitted by you)		x	
Tile Grouting – Cosmetic		x	
Toilet cistern	x		
Toilet seat		x	
TV aerial		x	
TV aerial additional outlets fitted by you		x	
TV aerial outlets (provided by us)	x		
TV Satellite dishes (fitted by you)		x	Permission is required before installation
TV Satellite system (provided by us)	x		
Utility Meters – Gas and Electricity		x	Meters are owned by the Utility Companies and are their responsibility.
Vandalism if Crime Reference No. is provided	x		
Wash hand basin	x		
Washing machine flexible fill and waste pipes		x	
Water damage caused by misuse of shower or appliance		x	
Water supply and storage tank	x		
White goods (provided by us)	x		
Window frames	x		
Window glazing units (broken by you or others)		x	
Window glazing units (faulty)	x		
Window ironmongery	x		
Window sills	x		
Windows lubrication of moving parts		x	

## **Appendix 2 – Examples of typical repair categories.**

### **Emergency – within 4 hours response**

An Emergency repair is our most serious category of repair. We define an emergency as a situation where there is a risk of personal injury, severe damage to property, or total loss of a resource. We will attend to emergencies within 4 hours of receiving your call, assuming repair work can be carried out safely. Additional follow-on works may be required, which will be categorised as Non Emergency.

Examples of an Emergency are; a large water leak, a blocked WC (where there is only 1 WC in the property), complete electrical power failure, bare live electrical wiring, overflowing drains, being locked out of a property.

We will try to attend total heating failures within the same day, depending on a Tenants' particular needs.

### **Non Emergency – Very Urgent – within 24 hours response**

Very Urgent repairs are required for faults that have the potential to cause further damage to a property or cause major inconvenience to Tenant or others.

Examples of Very Urgent faults are; a complete loss of hot water, a blocked main drain, a partial loss of electrical power.

### **Non Emergency – Urgent – repair within 3 working days**

Urgent repairs are required when there is no risk to the health and safety of a resident, but the fault is likely to cause a serious nuisance.

Examples of urgent faults are; a faulty door lock, blocked waste pipes, unsafe and damaged handrails or stair treads, leaking pipes, rotted floorboards

### **Non Emergency – Routine – repair within 15 working day**

Routine repairs are the most common type of repair work that we will carry out. Most general, day to day faults will fall into this category.

Examples of routine faults are; cracks in a wall, gutter cleaning, dripping tap, faulty internal door lock, faulty kitchen units.

## Appendix 3 – Right to Repair

### Housing (Scotland) Act 2001

From 30 September 2002, under the Housing (Scotland) Act 2001, Scottish secure Tenants and short Scottish secure Tenants have the right to have small urgent repairs carried out by their landlord within a given timescale. This is called the Right to Repair scheme.

The scheme covers certain repairs up to the value of £350. These repairs are known as 'qualifying' repairs. They include:

- unsafe power or lighting sockets or electrical fittings;
- loss or part loss of electric power;
- loss or part loss of gas supply;
- a blocked flue to an open fire or boiler;
- external windows, doors or locks which are not secure;
- loss or part loss of space or water heating if no alternative heating is available;
- toilets which do not flush (if there is no other toilet in the house);
- blocked or leaking foul drains, soil stacks or toilet pans (if there is no other toilet in the house);
- a blocked sink, bath or basin;
- loss or part loss of water supply;
- significant leaking or flooding from a water or heating pipe, tank or cistern;
- unsafe rotten timber flooring or stair treads;
- unsafe access to a path or step;
- loose or detached bannisters or handrails; and
- a broken mechanical extractor fan in a kitchen or bathroom which has no external window or door

Your landlord will be able to tell you if a repair you need is included in the scheme.

They will also let you know:

- the maximum time the repair must be done in; and
- how they deal with repairs that are not covered by the scheme

### *What happens when I report a repair?*

When you report a repair, your landlord will let you know whether it is their responsibility and whether it is a qualifying repair under the Right to Repair scheme. Your landlord may need to inspect your home to find out whether the repair is a qualifying repair or not.

***If the repair does qualify under the scheme, your landlord will:***

- tell you the maximum time allowed to carry out the repair;
- tell you the last day of that period;
- explain your rights under the Right to Repair scheme;
- give you the name, address and phone number of their usual contractor and at least one other contractor from a list; and
- make arrangements with you to get into your home to carry out the repair.

***How long does my landlord have to carry out the repair?***

Repair times depend on the type of repair.

If your toilet is not flushing, your landlord usually has one working day to come and repair it. But they have three working days to mend a loose bannister rail and seven working days to mend a broken extractor fan in your bathroom or kitchen. These times are set by law, not by your landlord.

Sometimes there may be circumstances which your landlord 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 your landlord may need to make temporary arrangements and to extend the maximum time. If they are going to do this, they must let you know.

***What happens if the work is not done in time?***

If your landlord's usual contractor does not start the qualifying repair within the time limit set, you can tell another contractor from the landlord's list to carry out the repair. You cannot use a contractor who is not on your landlord's list. The other contractor will then tell your landlord that you have asked them to carry out the repair. The landlord will then pay you £15 compensation for the inconvenience. If your landlord's main contractor has started but not completed the repair within the maximum time, you will also be entitled to £15 compensation.

***How long does the other contractor have to complete the repair?***

The other contractor has the same length of time to carry out the repair as the landlord's main contractor. If they do not carry out the repair within the time limit set, you will be entitled to another £3 compensation for each working day until the repair has been completed. This amount can add up to a maximum compensation payment of £100 for any one repair.

***What if there is no other contractor available?***

In this case, your landlord's main contractor will carry out the repair but you will still be entitled to the £15 compensation payment.

***What happens if I am out when the contractor calls to carry out the inspection or repair?***

If the contractor cannot get into your home at the time you have agreed with your landlord, your right to repair will be cancelled. You will then have to re-apply and start the process again.

***Who pays for the repair?***

The landlord pays for the repair. If you have told another contractor to carry out the repair, the contractor should send the bill direct to the landlord.

***How can I find out more?***

Contact your landlord or the Scottish Executive Development Department at:

Housing 2:3  
Area 1-G  
Victoria Quay  
Edinburgh  
EH6 6QQ

email: [housing.information@scotland.gsi.gov.uk](mailto:housing.information@scotland.gsi.gov.uk)

Phone: 0131 244 2105

Alternative formats and community language versions of this leaflet are available on request from the Scottish Executive, Housing 2:3, Area 1-G, Victoria Quay, Edinburgh EH6 6QQ

Tel: 0131 244 2105. The leaflet can also be viewed on the Scottish Executive website at <http://www.scotland.gov.uk>