PRIMARY CONTRACTORS

Water, Electric, Plumbing, Joiner, Builder/Externals

Our contractors can be contacted on 01244 987 642 or 0131 510 8540 and select option 1 for reporting repairs

Gas

Lothian Gas
Unit 5, Bilston Glen Ind Estate
Dryden Glen
LOANHEAD
EH20 9NA
Tel:- 0131 440 4666

ALTERNATIVE CONTRACTORS

Water, Electric, Plumbing, Joiner, Builder/Externals

Response Building Maintenance
Caputhall Road
Deans Industrial Estate
Livingston
EH54 8AS
Tel:- 01506 411 555

Gas

Response Building Maintenance
Caputhall Road
Deans Industrial Estate
Livingston
EH54 8AS
Tel:- 01506 411 555

For full terms and conditions please refer to the Associations Policy on Tenants Right to Repair A copy will be made available on your request.

Do you need information provided in a different language or format?

HAPPY TO TRANSLATE

We can arrange to have information translated into most languages - please contact the office for further information.

We can also provide information in alternative formats (for example, large font or on CD) - again, contact the office for further details.

MANOR ESTATES
Housing Association



Right To Repair

We may pay compensation if our Contractors fail to make safe or complete an urgent repair within a set time. This is £15 flat rate and in certain cases an additional £3 per day until the repair is complete, to a maximum of £100. Certain qualifying conditions apply.

ENTITLEMENT

You are entitled to compensation if a Qualifying Repair is not completed or made safe within published timescales.

You are entitled to appoint an Alternative Contractor from our list, if our Primary Contractor does not attend to a Qualifying Repair within published timescales.

QUALIFYING REPAIRS

The following items are classed as Qualifying Repairs :

- full / partial loss of water supply, gas supply or electric power
- full / partial loss of space or water heating (when you have no alternative means)
- unsafe power / lighting / electrical fitting
- blocked flue
- broken mechanical extract fan
- significant leaks or flooding from pipes / tanks / cisterns
- WC not flushing / blocked (when you have no alternative WC)
- blocked / leaking drains / sinks / baths
- insecure window / door / lock
- unsafe timber flooring / stair tread / access path / step
- loose banister / handrail

NON QUALIFYING REPAIRS

- Qualifying Repairs which exceed a value of £350
- Qualifying Repairs which are not the Associations responsibility
- Qualifying Repairs which are rechargeable to tenants
- Where tenant failed to provide access to undertake the Repair

COMPENSATION AMOUNTS

F**lat sum of £15**
To reflect failure in service delivery by the Primary or Alternative Contractor

Daily rate £3
For each day beyond the published timescale for the Alternative Contractor to complete the Repair.

PAYING OUT COMPENSATON

The Association will calculate your entitlement to compensation. We will aim to issue any compensation due in the month after completion of the Qualifying Repair.

You should telephone the Technical Services Team if you have any questions on the operation of the Tenants Right to Repair Scheme, or if you require clarification on any of the points listed.

You may wish to discuss the likelihood or level of compensation award.

REMEMBER

The scheme is designed to award you compensation if we fail to meet our service expectations.

NO CLAIM IS NECESSARY - WE WILL CALCULATE AND PAY ANY COMPENSATION DUE