

PRIMARY CONTRACTORS

**Water, Electric, Plumbing,
Joiner, Builder/Externals**

Novus Property Solutions

3A Inchmuir Road
Whitehill Industrial Estate
Bathgate
EH48 2EP
Tel:- 01506 242 120

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



right to repair

**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.**

Manor Estates Housing Association

11 Washington Lane
Edinburgh
EH11 2HA
Telephone: 0800 093 8823 or
0131 337 3222



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

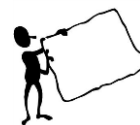
Flat sum of £15

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 COMPENSATION



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