**STATUTORY RIGHT TO REPAIR**

These repairs and the maximum timescales within which they should be completed are as follows:

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| **Qualifying Repairs under RTR scheme** | **Statutory timescale to complete repair (working days)** |
| Blocked flue to open fire or boiler | 1 |
| Blocked or leaking foul drains, soil stack or toilet pan where there is no other toilet in the house | 1 |
| Blocked sink, bath or drain | 1 |
| Loss of electric power | 1 |
| Partial loss of electrical power | 3 |
| Insecure external window, door or lock | 1 |
| Unsafe access path/step | 1 |
| Leaks or flooding from water or heating pipes, tanks, cisterns | 1 |
| Loss or partial loss of gas supply | 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 | 1 |
| Partial loss of water supply | 3 |
| Loose or detached banister or hand rail | 3 |
| Unsafe timber flooring or stair treads | 3 |
| Mechanical extractor fan in internal kitchen or internal bathroom not working | 7 |

When you report a repair, we will inform you if it is a qualifying repair. If a repair qualifies under the scheme the association will:

* Tell you how long we have to carry out the repair
* Explain the rights under the scheme
* Make arrangements for access

If our usual contractor has not started the repair within the set time you have the right to either:

* Instruct another contractor from the association’s approved list to carry out the work up to a maximum value of £350 and/or;
* Receive compensation from the association up to a maximum of £100

**PLEASE NOTE:** The Right to Repair does not apply if access has not been made available or there are exceptional circumstances out with the control of the association making it impossible to complete the repair within the maximum timescale.