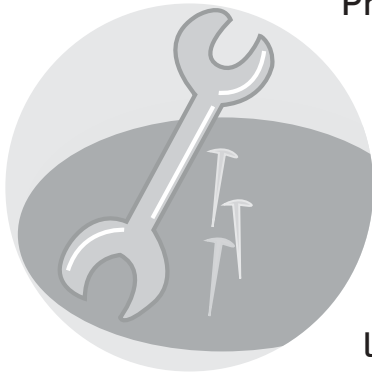


Right to repair



Prospect Community Housing recognises that keeping your home in good repair will be a priority for you. We also recognise that some repairs are more important than others and in addition we need to keep rent as low as possible by keeping costs down. Your tenancy agreement outlines in detail your rights and responsibilities regarding repairs but this leaflet seeks to summarise some basics.

Reporting Repairs

To report repairs during office hours you should phone our repair line on 272 5011.

Alternatively you can drop a note to our office. When doing this you should give details of your address, the repair required, your contact phone number and details of when you can be at home for access.

When a repair report is received you will either receive an inspection visit, to get details of the problem, or a copy of a works order detailing the work which has been requested from a contractor. These should be received within a few days. If not please contact our office to check that the original request has been received.

When you report a qualifying repair we will tell you the following:

- whether we need to inspect your house
- whether the repair is a qualifying repair
- the max. time that the repair should take
- the last day of the period for repair
- the implications of qualifying repairs
- the name, address and phone number of the primary contractor and at least one other listed contractor.

If the primary contractor fails to start the qualifying repair within the maximum repair time, and there are no exceptional circumstances, you can act as follows:

- instruct the alternative contractor to do the work
- notify Prospect you have done this
- obtain compensation from Prospect.

Response Times

Repairs are classified into 3 main groups:

Emergencies- where there is immediate safety risk, these will be attended within 24 hours

Urgent- where there is a risk of serious property damage, these will be attended within 3 working days.

Routine- where there is an inconvenience only, those will be attended within 20 working days.

Where there are exceptional factors outwith the control of the landlord and the contractor, which prevent the work being done within the maximum period, that period can be extended. In these circumstances you will be notified about the extension.

Approved Contractor

Our aim is to use contractors who will provide a cost effective service whilst maintaining high standards in terms of response, politeness to householders, cleanliness etc. In terms of our "Qualifying Repairs" (see below) the following are our current contractors:

| | | |
|-------------------|--------------|-------------------|
| Plumber | A Hunter | JSB Plumbing |
| Electrical | P Georgeson | J Halliday |
| Joinery | Frank Gordon | Skillbase |
| Heating | CEGELEC | JSB Plumbing |
| Gas supply | JSB Plumbing | (to be confirmed) |

Where necessary contact details for these can be obtained from our office.

Qualifying Repairs

Although Prospect will seek to ensure all repairs are dealt with promptly the law gives tenants extra rights with regard to the following repairs:

Maximum repair time is 1 working day

- Blocked flue, drain, soil stack or toilet (if you have no other toilet)
- Blocked sink or bath
- Total loss of electric power
- Unsafe access path or step
- Significant leaks or flooding from pipes, tanks or cisterns
- Loss of gas supply (total or partial)
- Loss of space / water heating where no alternative is available
- Total loss of water supply

Maximum repair time is 3 working days

- Partial loss of electric power
- Insecure outside window or door
- Toilet not flushing (if you have no other toilet)
- Unsafe electrical fitting
- Partial loss of water supply
- Loose or broken banister or handrail
- Unsafe wooden flooring or stairs



Maximum repair time is 7 working days

- Kitchen or bathroom extract fan

You should note that the maximum repair time starts from the working day following your report or inspection if required.

Failure to achieve qualifying repairs

When you report a qualifying repair we will tell you the following:

- whether we need to inspect your house
- whether the repair is a qualifying repair
- the max. time that the repair should take
- the last day of the period for repair
- the implications of qualifying repairs
- the name, address and phone number of the primary contractor and at least one other listed contractor.

If the primary contractor fails to start the qualifying repair within the maximum repair time, and there are no exceptional circumstances, you can act as follows:

- instruct the alternative contractor to do the work
- notify Prospect you have done this
- obtain compensation from Prospect.

Other issues to bear in mind regarding qualifying repairs are as follows:

- the scheme covers only repairs costing less than £350 so in many cases work covered by the scheme may only 'make safe' a problem.
- work covered by existing contractual arrangements, such as defect periods are not included.
- compensation for late completion will be £15 plus £3 for each extra day past the maximum repair time, subject to a total maximum of £100.

Where there are exceptional factors outwith the control of the landlord and the contractor, which prevent the work being done within the maximum period, that period can be extended. In these circumstances you will be notified about the extension.