

STATUTORY RIGHT TO REPAIR (SRTR)

All tenants have a SRTR.

This means that we must complete certain **qualifying repairs** within the **maximum timescale**, or you are entitled to compensation. You are also entitled to contact another contractor nominated by GWhA in the event the first contractor does not complete the repair within the maximum timescale. When you contact us, you will be advised if your repair is a qualifying repair, and we will provide you with information on the appointed **primary and secondary contractors**. Please do not instruct contractor that has not been nominated by GWhA as you will be liable for the full cost of the repair.



There are specific conditions that apply to the SRTR as follows:

1. The scheme applies only to repairs that are not expected to cost more than £350.00. In the event a permanent repair is expected to exceed the cost parameter but a temporary repair can be carried out for less than the £350.00, then the temporary repair will become the "qualifying repair."
2. The "qualifying period" starts on the first day following (a) the date on which the repair is reported or (b) the date of the inspection (if an inspection is deemed necessary). All timescales are in "working days" and public holidays and weekends are not "working days".

If you have alerted us to a repair through our website, or if you have left a message on our answerphone when the office is closed, the repair will be recorded as received when the office reopens.

3. If the primary contractor has started the repair before the maximum period expires, you are not entitled to telephone a secondary contractor.
4. A maximum amount of £100 is payable under the regulations. Compensation is calculated as £15.00 plus £3.00 for every working day, if any, in the period commencing on the day after the last day of what would have been the maximum period for the primary contractor, and ending on the day on which the qualifying repair is completed.

5. Exclusions

The SRTR scheme is subject to the undernoted exclusions:

- repairs which may be rechargeable to you
- repairs which are not GWhA's responsibility
- instances where you do not provide access to the property
- where the repair is made safe within the maximum period and whilst awaiting specialist components
- in instances where there are genuine difficulties e.g. with delivery of materials, exceptional weather conditions, failure of resident to provide access

Please contact the Property Services Team on 0141-331 6652 for further information on the SRTR.

You may also wish to refer to the Scottish Government website: <http://www.gov.scot/Publications/2002/09/15485/11211>

Qualifying Repair	Max Period (days)	Qualifying Repair	Max Period (days)
Blocked Flue to open fire or boiler	1	Loss or partial loss of space or water heating where no alternative heating is available.	1
Blocked or leaking foul drains, soil stacks or toilet pans where there is no other toilet in the house	1	Toilet not flushing where there is no other toilet in the house	1
Blocked sink, bath or drain	1	Unsafe power or lighting socket or electrical fitting	1
Loss of electric power	1	Loss of water supply	1
Partial loss of electric power	3	Partial loss of water supply	3
Insecure external window, door or lock	1	Loose or detached banister or handrail	3
Unsafe access path or step	1	Unsafe timber flooring or stair treads	3
Significant leaks or flooding from water or heating pipes, tanks or cisterns	1	Mechanical extractor fan in internal kitchen or bathroom not working	7
Loss or partial loss of gas supply	1		