

How long does the other contractor have to complete the repair?

Stirling Council has the same length of time to carry out the repair as Clackmannanshire Council. If they do not carry out the repair within the time limit set, you will be entitled to another £3 compensation for each working day until the repair has been completed. This amount can add up to a maximum compensation payment of £100 for any one repair.

What happens if I am out when Clackmannanshire Council calls?

If we cannot get into your home at the time you have agreed, your right to repair will be cancelled. You will then have to re-apply and start the process again.

Contact us

Telephone:
0845 055 7070 (select option 1)

Email:
please provide your name & address; and details of repair to:
repairs@clacks.gov.uk

Post:
Housing Repairs Service,
Clackmannanshire Council,
Lime Tree House,
Castle Street, Alloa
FK10 1EX

This leaflet explains the Right to Repair scheme that applies to all tenants of Clackmannanshire Council. If you would like this information in large print, Braille, audio or in another language please contact us on 0845 055 7070 or call into our office.

Ta ulotka wyjaśnia zasady schematu Prawa do Napraw, które dotyczą wszystkich mieszkańców Rady Miejskiej Clackmannanshire. Jeśli chciałbyś uzyskać te informacje w większym druku, języku Braila, na narganiu lub w inny języku proszę skontaktować się z nami na: 08450557070 bądź przyjsć do naszego biura.

這單章是格萬能郡議局向所有住客解釋有關修理權益計劃。如果你要求大字版，盲人凸字版，錄音，或其他語言，請來電 0845 055 7070 或到訪本辦公室。

ਇਹ ਲੀਫਲੈਟ (ਪਰਚਾ) ਮੁਰੰਮਤ ਵਾਲੀ ਸਕੀਮ ਬਾਰੇ ਕਲੈਕਮੈਨਸ਼ਾਇਰ ਕੌਂਸਲ ਦੇ ਸਾਰੇ ਬਿਰਾਦੇਦਾਰਾਂ ਦੇ ਅਧਿਕਾਰ ਦਾ ਚੰਗੀ ਤਰ੍ਹਾਂ ਵਰਣਨ ਕਰਦਾ ਹੈ। ਜੇਕਰ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਵੱਡੀ ਛਪਾਈ, ਬਰੇਲ, ਅਡਿਓ ਜਾਂ ਕਿਸੇ ਹੋਰ ਸ਼ਬਾਨ ਵਿੱਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਬਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ 0845 055 7070 ਤੇ ਸੰਪਰਕ ਕਰੋ ਜਾਂ ਸਾਡੇ ਦਫਤਰ ਆਵੋ।

اس لفظ میں آرائے فورسیر، اسکیم کی
دنا جس کی گئی ہے جو کہ کلک منشا
کونسل کے کرائے داروں کے لئے ہے۔
اگر آپ کو یہ معلومات برائے ہیں،
بریل، آڈیو یا پھر کسی دوسری زبان
میں درکار ہیں تو براہ کرم
08450557070 پر رابطہ کریں یا
پھر ہمارے دفتر بھرتے ہیں۔



Clackmannanshire
Council

Right to Repair



Clackmannanshire
Council

www.clacksweb.org.uk

What is the right to repair?

The Right to Repair scheme applies to all tenants of Clackmannanshire Council. From 30 September 2002, under the Housing (Scotland) Act 2001, Scottish secure tenants and short Scottish secure tenants have the right to have small urgent repairs carried out by their landlord within a given timescale. This is called the Right to Repair scheme.

What repairs are covered by the scheme?

The scheme covers certain repairs up to the value of £350. The qualifying repairs are those that might affect your health, safety or security and need to be done quickly, such as heating repairs or water penetrating into your house.

What happens when you report a repair?

Clackmannanshire Council will:

- tell you the legal timescale for carrying out the qualifying repair - this is the maximum time allowed to carry out the repair
- tell you our repairs category for the repair (priority 0 or 1)
- make arrangements with you to get into your home to carry out the repair
- send you a text message to let you know you have reported a qualifying repair

Qualifying repairs include:

- unsafe power or lighting sockets or electrical fittings;
- loss or partial loss of electric power;
- loss or partial loss of gas supply;
- blocked flue to open fire or boiler
- insecure external window, door or lock;
- loss or partial loss of space or water heating where no alternative heating is available;
- toilets which do not flush (where there is no other toilet in the house);
- blocked or leaking foul drains, soil stacks or toilet pans (where there is no other toilet in the house);
- blocked sink, bath or basin;
- loss or partial loss of water supply;
- significant leak or flooding from a water or heating pipe, tank or cistern;
- unsafe rotten timber flooring or stair treads;
- loose or detached bannisters or handrails;
- broken mechanical extractor fan in internal kitchen or bathroom which has no external window or door
- unsafe access to a path or step



When will the qualifying repair be carried out?

We have categorised all of the qualifying repairs as emergency repairs. This means we will respond: -

- within 4 hours where there is a health and safety and/or security risk (priority 0); and
- by the end of the next working day where the repair is likely to cause deterioration to the building or to develop into a health and safety risk (priority 1).

What happens if the work is not done in time?

If Clackmannanshire Council does not start the repair within the legal maximum time set, you can tell our alternative contractor, which is Stirling Council 0845 277 7000, to carry out the repair. You cannot use any other contractor. Stirling Council will tell us that you have asked them to carry out the repair. Clackmannanshire Council will then pay you £15 compensation for the inconvenience.

More details available by contacting Housing Services.