



Shetland Islands Council
Housing Service
Development Services
6 North Ness Business Park
Lerwick
Shetland
ZE1 0LZ

Right to Repair

Under the Housing (Scotland) Act 2001, 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. It covers certain repairs which are known as 'qualifying repairs' and a list of these are included on the reverse of this leaflet.

We will inform you if a repair is included in the scheme and let you know the maximum time in which the repair must be completed. The time for the repair to be completed differs depending on the type of repair.

If the DLO does not start the qualifying repair within the time limit set, you can select another contractor from our list which is included on the reverse of this leaflet. You cannot use a contractor who is not on our list.

The new contractor will inform SIC and you will receive £15 compensation for your inconvenience. The other contractor has the same length of time to carry out the repair but 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 (up to a maximum of £100). If the DLO has started but not completed the repair within the maximum time, you will also be entitled to £15 compensation.

Telephone: 01595 744360 (enquiries)/01595 744399 (repairs)
Fax: 01595 744395

SIC Housing Right to Repair Leaflet 2012

Qualifying repair	Max period
Unsafe power or lighting sockets or electrical fittings,	1 day
Total loss of electrical power,	1 day
Partial loss of electrical power	3 days
A blocked flue to an open fire or boiler,	1 day
External windows, doors or locks which are not secure,	1 day
Toilet not flushing (if there is no other toilet in the house),	1 day
Loss or partial loss of space or water heating if no alternative heating is available,	1 day
Blocked or leaking foul drains, soil stacks or toilet pans (if there is no other toilet in the house),	1 day
A blocked sink, bath or drain	1 day
Total loss of water supply	1 day
Partial loss of water supply	3 days
Significant leak or flood from water or heating pipe, tank or cistern,	1 day
Unsafe rotten timber flooring or stair treads,	3 days
Unsafe access path or step,	1 day
Loose or detached banisters or handrails,	3 days
A broken mechanical extractor fan in a kitchen or bathroom which has no external window or door.	7 days

Contractors	Telephone
George Robertson (Shetland) Ltd	01595 692915
Ness Engineering Ltd	01950 460714
T Rowley Mechanical Services	01595 820247
Graham Keith Plumbing Services	01957 702003
Robertson and Peterson	01595 692557
T & N Joinery Ltd	01595 695800

For more information visit www.shetland.gov.uk/housing
SIC Housing Right to Repair Leaflet 2012