

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

Clackmannanshire Council has the same length of time to carry out the repair as Stirling 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 StirlingCouncil 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

Text - **07717-990001**  
e-mail [Info@stirling.gov.uk](mailto:Info@stirling.gov.uk)

#### Bannockburn Local Office

**01786 816515**  
6 New Road,  
Bannockburn  
Stirling FK7 8LW

#### Cornton Local Office

**01786 450030**  
50 Johnstone  
Avenue, Cornton  
Stirling FK9 5DD

#### Fallin Local Office

**01786 814018**  
6 – 8 The Square, Fallin  
Stirling FK7 7JE

#### Municipal Buildings–

**01786 432249**  
Corn Exchange Road,  
Stirling FK8 1RS

#### Raploch Local Office

**01786 462824**  
2 Woodside Road,  
Raploch  
Stirling FK8 1RS

**Heating Repairs**  
**08000 275 888**

If you need this information in large print, Braille, audio or in another language please contact **0845 277 7000** and quote reference number **8589**.

اگر آپ اس کا اردو میں ترجمہ چاہتے ہیں تو براہ کرم  
پرفون کریں۔ **0845 277 7000**

如欲要求把本刊物翻譯成中文 (繁體字)  
廣東話版本，請致電 **0845 277 7000**

ਜੇ ਤੁਹਾਨੂੰ ਇਸਦਾ ਅਨਵਾਦ ਪੰਜਾਬੀ ਵਿਚ ਚਾਹੀਦਾ ਹੈ  
ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ **0845 277 7000**

إذا أردت ترجمة هذه إلى اللغة العربية، يرجى الاتصال  
بالرقم **0845 277 7000**

Jeżeli chciałbyś otrzymać tłumaczenie na język  
polski, zadzwoń pod numer **0845 277 7000**.

## Right to Repairs



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email: [info@stirling.gov.uk](mailto:info@stirling.gov.uk) text: 0771 799 0001  
phone: 0845 277 7000 web: [stirling.gov.uk](http://stirling.gov.uk)

**DELIVERING QUALITY SERVICES**  
0845 277 7000 [stirling.gov.uk](http://stirling.gov.uk)



## What is the right to repair?

The Right to Repair scheme applies to all tenants of Stirling 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?

Stirling Council will:

- tell you the repairs category for the repair – this is the time allowed to carry out the repair;
- 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;
- leaking from a water or heating pipe, tank or cistern;
- unsafe rotten timber flooring or stair treads;
- loose or detached bannisters or handrails;
- and broken mechanical extractor fan in internal kitchen or bathroom



## When will the qualifying repair to be carried out?

All of the qualifying repairs are categorised as emergency repairs. This means we will respond: -

- within 4 hours where there is a health and safety and/or security risk; and
- 24 hours where the repair is likely to cause deterioration to the building or to develop into a health and safety risk.

If it is more convenient for you to make an appointment for our tradesperson to call, our team will be happy to arrange this with you.

## What happens if the work is not done in time?

If Stirling Council does not start the repair within the time limit set, you can tell our alternative contractor, which is Clackmannanshire Council **01259-450000**, to carry out the repair. You cannot use any other contractor. Clackmannanshire.

Council will tell us that you have asked them to carry out the repair. Stirling Council will then pay you £15 compensation for the inconvenience.

More details available by contacting Housing Services.