



## Haig Housing Right to Repair: Our Policy

The Trust aims to ensure that wherever possible, all emergency and qualifying urgent repairs are completed within their target date. If the Trust fails to complete repairs within target times, the tenant may invoke the “Right to Repair”. This gives the right to housing association tenants to claim compensation if certain repairs have not been carried out within a specified time limit.

This leaflet is a summary of your Right to Repair – a full copy of this policy, and the Maintenance Policy which outlines further information about repairs including planned and routine maintenance, are both available from Haig Housing – please see over for details.

There is also a leaflet available which outlines the Trust’s Gas Safety Policy

## REPAIRS THAT QUALIFY UNDER THE 'RIGHT TO REPAIR' SCHEME

NB: Repairs that arise from neglect, carelessness, or misuse by the tenant, their family or guests may be carried out by the Trust but the tenant will be required to pay for the cost of the work

- Total or partial loss of electrical power
- Total or partial loss of water supply
- Total or partial loss of gas supply
- Total or partial loss of space or water heating (between 31 October and 1 May)
- Blocked or leaking foul drain or soil stack, blocked toilet pan or toilet not flushing (while there is no other working toilet in the property)
- Blocked sink, basin or bath
- Tap which cannot be turned
- Insecure outside window, door or lock
- Loose or detached banister or hand rail
- Rotten timber flooring or stair tread
- Door entry-phone not working
- Mechanical extractor fan in the kitchen or bathroom not working
- An unsafe power or lighting socket, or electrical fitting
- A blocked flue to an open fire or a boiler
- A leaking roof
- Water leaking from a heating pipe, tank or cistern

## TIMESCALES FOR REPAIR TO BE DONE

**Emergency** (within 24 hours) - where delay is likely to result in danger or injury to people and/or serious damage to property

**Urgent** (within 5 working days) - where delay would jeopardise the tenant's health, safety or security or continued deterioration of the building

*Routine, low priority repairs and planned maintenance timescales are outlined in the Repairs and Maintenance Policy Guide*

## COMPENSATION

**You are entitled to compensation if you report a repair or maintenance problem which affects your health, safety or security and we fail twice to make the repair within set timescales.**

You will be entitled to compensation of a one-off payment of £10.00 plus £2.00 per day up to a maximum of £50.00. You must allow access for the work to be carried out to be entitled to compensation.

## CLAIMING COMPENSATION

Apply to Head Office (see contact details at bottom of page) for a Right to Repair Claim Form. All claims will be dealt within four weeks of receipt of the form

***NB: Any compensation award will be set against any outstanding rent arrears***

## CIRCUMSTANCES WHERE RIGHT TO REPAIR MAY NOT APPLY

You will be informed if Right to Repair does not apply. Usually it would be for one or more of the following reasons:

- If the work is more extensive than anticipated and it becomes a major repair
- The nature of the repair has been misrepresented
- There are circumstances beyond the control of the trust or contractor (i.e., difficulty in obtaining a spare part)