

# Right to Repair Guidance Notes



Shoreline Housing Partnership aims to ensure that all emergency and qualifying urgent repairs are completed within stated response times. If we fail to do this, the tenant may invoke the "Right to Repair" which could lead to an award of compensation.

## Repairs that qualify under the 'Right to Repair' scheme

NB: Repairs that arise from neglect or misuse by the tenant or household member may be recharged to the tenant.

### Examples of emergency repair are:

- dangerous structural faults
- temporary repairs after fire, flood lightning or storm damage
- work to re-house tenants after major fire or flood etc
- blocked main foul water drains or only toilet within the property
- gain entry where no other access is available
- making property secure
- total loss of electric power
- water leaks that need isolating at the main stop tap

### Examples of urgent repair (complete within 5 calendar days) are:

- major leaks inside a building which can be isolated at the appliance
- external doors or windows (where security is affected)
- blocked drains
- glazing (where security is affected)
- blocked gully
- partial loss of electric power
- damage to stair treads/handrails or banisters
- defective cooker supply (if your cooker supply is gas this repair will be dealt with by Mears)

### How long do we have to carry these repairs?

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 calendar days) – where delay would jeopardise the tenant's health, safety or security or continued deterioration of the building

### 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.

### How to claim compensation under the 'Right to Repair' Scheme

Complete and submit a Right to Repair Claim Form to the Property Investment team at the address given on the form.

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

- 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 Shoreline or contractor

You will be informed if this is the case.