

factsheet

Housing and Health

TENANTS' RIGHT TO REPAIRS

HOW THE SCHEME WORKS

What Happens First?

When you ask for work to be carried out we will check to see if it is a repair that is covered by the scheme. This is known as a “Qualifying Repair”.

If it is a Qualifying Repair we will tell you and let you know how many days we have to complete the work. You will also be sent a “Housing Repairs Notice to Tenant” which will say that the repair is a Qualifying Repair and give full details of the work, the name of the Contractor who will be doing the work, and when it has to be completed by.

What Happens if the Work is not Completed on Time?

If you were at home to let the Contractor in to do the work but no-one came, then you should contact us. We may arrange for another Contractor to come and do the work and set a new deadline. Again you will get a copy of the “Housing Repairs Notice to Tenants”, giving you all the details. However, in most cases we will have a guarantee from the first Contractor which means that we will not appoint a second Contractor, but will make sure the first one comes back to do the work.

If we still fail to get the work completed on time, then you should contact the office in order to claim compensation. You will get £10.00 plus £2.00 for every days delay before the work is completed up to a maximum of £50.00.



TENANT RIGHT TO REPAIRS

- The Right to Repair Scheme compensates tenants where there are delays by the Council carrying out repairs to your homes. Charnwood aim to ensure that repairs are always done on time.
- Not all repairs that we are asked to do are covered by the Scheme but those that are have been set out in the table opposite
- The Scheme is only open to secure tenants. This means that people living in temporary accommodation cannot apply for compensation.
- The scheme only covers repairs up to a value of £250.00.

REPAIRS COVERED BY THE SCHEME

TYPE OF REPAIR	Prescribed Period (in working days)
Total loss of electric power	1
Partial loss of electric power	3
Unsafe power or lighting socket, electrical fitting	1
Total loss of water supply	1
Partial loss of water supply	3
Total or partial loss of gas supply	1
Blocked flue to open fire or boiler	1
Total or partial loss of space or water heating between 31st October and 1st May	1
Total or partial loss of space or water heating between 30th April and 1st November	3
Blocked or leaking foul drain, soil stack or (while there is no other working toilet in the dwelling house) toilet pan	1
Toilet not flushing (where there is no other working toilet in the dwelling house)	1
Blocked sink, bath or basin	3

TENANT RIGHT TO REPAIRS

Tap which cannot be turned	3
Leaking from water or heating pipe, tank or cistern	1
Leaking roof	1
Insecure external window, door or lock	1
Loose or detached banister or hand rail	3
Rotten timber flooring or stair tread	3
Door entryphone not working	7
Mechanical extractor fan in internal kitchen or bathroom not working	7

If you require more information please contact:

Charnwood Borough Council, Director of Housing and Health, Southfields,
Loughborough

Leics LE11 2TT

Telephone: CONTACT CENTRE: (01509) 634567

E-Mail: housing@charnwood.gov.uk

This information is available in different formats. To access these please phone (01509) 634560.

এ তথ্যাদি অন্যান্য মাধ্যমে পাওয়া যায়। এসব পেতে হলে দয়া করে (01509) 634560 এ নাম্বারে টেলিফোন করুন।

這資料具不同的格式，請致電 (01509) 634560 索取。

आ माहिती जुद्धी जुद्धी पद्धतिओमां उपलब्ध छे। ते भेणववा माटे कृपा करी आ नंबर पर सैन करो (01509) 634560.

यह जानकारी अलग-अलग प्रारूपों में मिल सकती है। इनको पाने के लिये कृपया यह नंबर डायल कीजिये (01509) 634560.

ਇਹ ਜਾਣਕਾਰੀ ਵਖ-ਵਖ ਸਕਲਾਂ ਵਿਚ ਮਿਲ ਸਕਦੀ ਏ। ਇਹ ਹਾਮਿਲ ਕਰਨ ਲਈ ਮਿਹਰਬਾਨੀ ਕਰਕੇ ਇਸ ਨੰਬਰ 'ਤੇ ਫੋਨ ਕਰੋ (01509) 634560

