



A Guide To The Right To Repair

Our Vision: "To be the housing provider of choice, delivering excellence in all we do."

RIGHT TO REPAIR REGULATION 1994

The right to repair applies to the following tenants:

- Secure tenants of local housing authorities in England and Wales under the Housing Act 1985, as amended by the Leasehold Reform, Housing and Urban Development Act 1993.
- Secure tenants of local housing authorities, Scottish Homes and Scottish new towns under the Housing (Scotland) Act 1987, as amended by the Leasehold Reform, Housing and Urban Development Act 1993.
- Introductory tenants of local housing authorities in England and Wales under the Housing Act 1985 (as amended by the Housing Act 1996).

Whilst the statutory scheme does not apply to assured tenants of Registered Social Landlords:

- The Housing Corporation requires RSL's in England to implement the Corporation's policy on Right to Repair, but no equivalent obligation exists in Wales.
- Scottish Homes has a voluntary right to compensation scheme for failure of the repairs service which Scottish housing associations are encouraged to adopt.

Main provisions of the statutory right to repair scheme

- The repairs covered are set out in the accompanying schedule and broadly include those that are likely to jeopardise the health, safety and security of the tenant. The scheme gives tenants the right to claim compensation if certain small urgent repairs (costing less than £250) are not carried out within prescribed time limits.

- If a qualifying repair is not completed within the prescribed time limit (the first period) the tenant can require the local authority to appoint a second contractor to complete the repair at no cost to the tenant. If the repair is not completed by the end of the second prescribed period, the tenant will be entitled to compensation equal to £10 plus an additional £2 for each days delay in completing the repair, subject to a maximum of £50 total compensation, payable by the landlord.

Repair notices

- If a repair requested by a tenant comes under the Right to Repair scheme the landlord must send the tenant a copy of the contractor's repair notice. If a second contractor is appointed the tenant must again be sent a copy of the repairs notice.

The tenant's duties

- Tenants are obliged to make suitable arrangements to enable the contractor to carry out the work. The Right to Repair does not apply where the tenant has told the landlord that the repair is no longer wanted or where the tenant has failed to make suitable access arrangements.

Qualifying repairs and response time for completion Schedule

Defect	Response time (working days)
Total loss of electric power	1
Partial loss of electric power	1
Unsafe power or lighting socket, or electrical fitting	1
Total loss of water supply	1
Partial loss of water supply	1
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 31 October and 1 May	1
Total or partial loss of space or water between 30 April and 1 November	5
Blocked or leaking foul drain, soil stack, or (where there is no other toilet in the dwelling house) toilet pan	1
Toilet not flushing (where this is no other working toilet in the dwelling house)	1
Blocked sink, bath or basin	5
Tap which cannot be turned	1
Leaking from water or heating pipe, tank or cistern	1
Leaking roof	5
Insecure external window, door or lock	5
Loose or detached banister or hand rail	5
Rotten timber flooring or stair tread	5
Door entry phone not working	5
Mechanical extractor fan in internal kitchen or bathroom not working	20

Should you require further information or assistance please contact customer services on 0800 027 2057.

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