



# Guide to Right to Repair



"Better homes and better services for better lives"



As landlords we are responsible for making sure certain minor repairs relating to health, safety and security are undertaken within a set timescale.

The Tenant Services Authority requires us as a Registered Social Landlord to operate a Right to Repair scheme. The repairs covered are listed here. The scheme gives you the right to claim compensation if certain

small urgent repairs (costing less than £250) are not carried out within the time limits.

If a repair listed on the following page is not completed within the time limit you can ask us to appoint a second contractor to complete the repair at no cost to you.

You will be entitled to compensation if the repair is not completed by the second contractor within the set time limit. This is £10 plus an additional £2 for each extra day to complete the repair. The maximum you can claim is £50.

## **Repair notices**

If a repair requested by you comes under the Right to Repair scheme, Acis must send you a copy of the contractor's repair notice. If a second contractor is appointed you will be sent a copy of the repairs notice.

## **The customer's duties**

We ask that you make suitable arrangements to allow the contractor to carry out the work. If you have told Acis that the repair is no longer needed or where you have failed to make suitable access arrangements, the Right to Repair scheme will not apply.

## Qualifying repairs and response time for completion

<b>Fault</b>	<b>Response time (in calendar days)</b>
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
Total or partial loss of gas supply	1
Blocked flue to open fire or boiler	1
Total loss of heating or hot water (between 31 October and 1 May)	1
Total or partial loss of heating or hot water (between 30 April and 1 November)	7
Blocked or leaking foul drain, soil stack or (where there is no other toilet in the house) toilet pan	1
Toilet not flushing (where there is only one toilet in the house)	1
Blocked sink, bath or basin	7
Tap which cannot be turned	1
Leaking from water or heating pipe, tank or cistern	1
Leaking roof	7
Insecure external window, door or lock	7
Loose or detached banister or handrail	7
Rotten timber flooring or stair tread	7
Door entry phone not working	7
Mechanical extractor fan in internal kitchen or bathroom not working	28

**If you need further information please contact Customer Services on freephone 0800 027 2057.**

This leaflet can be made available in a number of formats including **Braille, audio tape, large print, or other languages.** Please contact our **Customer Services team** using the details below for more information.

ਅਨੁਵਾਦਕ ਸੇਵਾਵਾਂ ਉਪਲਬਧ ਹਨ।	ਅਨੁਵਾਦ ਕਰਨ ਦੀ ਸੇਵਾ ਉਪਲਬਧ ਹੈ-
Překladačské služby jsou k dispozici	Prekladateľské služby k dispozícii
Service de traduction disponible	Waxaad Helayaa Adeeg Turjumaad
پیرہ دا خزمہ تگوزاری تہ رجومہ ہہ بہ کورڈی - نینگلیسی	خدمات لترجمة منوفرة خصمت لترجمہ مہیا سیات
Xizmeti weigerandine amadeyo	Oferece-mos Serviço de Tradução
提供翻译服务。	አገልግሎት ምትርጎም ጸሎቱ ላሎኖ
Ofujemy usługi tłumaczeniowe	Çeviri servisimiz mevcuttur
Übersetzungsservice erhältlich	ترجمہ کرنے کی سروس دستیاب ہے
提供翻譯服務。	

**Compliments and Complaints ... Please help us to help you!**

Acis Group want customers to share their views on how we are performing. This can be done by registering a complaint or acknowledging when you are pleased with the service you have received. You can contact us in a number of ways:

**Acis Group Limited**

**Acis House  
Bridge Street  
Gainsborough  
Lincolnshire  
DN21 1GG**

**email: info@acisgroup.co.uk  
web: www.acisgroup.co.uk  
FREEPHONE: 0800 027 2057  
text: 07800 002270**

