

Charnwood Neighbourhood Housing Ltd

Your Right To Repair



unlocking a brighter future

Your Right To Repair

If you are a Council tenant and we fail to carry out urgent repairs to your home in time, you may have the right to compensation.

The Right to Repair scheme was introduced in April 1994. It was brought in to make sure that small urgent repairs that might affect your health, safety and security are done quickly and easily.

There are some repairs known as 'qualifying repairs' that legally have special priority. If they are not completed in the agreed timescales, and in accordance with legal requirements, you may be entitled to compensation. A list of these repairs and the response times are shown below.



These Are The Repairs That Qualify And The Time That We Have To Do Them.

The Qualifying Repairs are as follows:

Response within 1 working day

- total loss of electricity unsafe electricity, lighting socket or electrical fitting
- total loss of water supply
- total or partial loss of gas supply
- blocked flue to an open fire or boiler
- total or partial loss of heating or water heating between 31st October and 1st May
- blocked or leaking foul drain, soil stack or toilet pan (where there is no other working toilet in dwelling)
- toilet is not flushing (where no other working toilet is in the dwelling)
- leaks from water pipes, heating pipe, tank or cistern where the stop tap cannot be turned off (not dripping overflows, waste pipes, dripping taps etc which can be contained)
- leaking roof (Major leak causing damage)
- insecure external window, door or lock on the ground floor

Response within 3 working days

- partial loss of electricity (not light bulbs or individual plug sockets, etc)
- partial loss of water supply
- total or partial loss of space or water heating between 30th April and 1st November
- blocked sink, bath or basin
- tap which cannot be turned on
- loose or detached banister or handrail rotten timber flooring or stair tread.

Response within 7 working days

- leaking roof
- door entry system not working
- mechanical extractor fan in kitchen or bathroom not working.

How It Works

If we do not do your repair in a set time, you can ask us to send a different contractor to do the work instead. If the second contractor fails to do the work you can ask us for compensation.

To receive compensation, the repair must be a qualifying repair, as included in the list above, and you must have given us a chance to get the work done. We will not pay compensation if you do not keep an appointment, or you do not allow the contractor or us into your home to carry out the repair.



How To Claim

1. Tell us what work needs to be done. We will give you an appointment immediately.
2. If the second contractor does not do the repair on time, you can claim £10 in compensation. For every extra day you wait, you can claim a further £2. The most compensation we will pay is £50. If you owe us any money, for example rent arrears, we will take the amount you owe from your compensation.
3. If we cannot do it because there was no-one there to let us in we won't have to pay you anything



How You Can Help

Report emergency and urgent repairs to us as soon as you discover them. Give as much detail as possible when you report the repair.

Contact Details

If you think a repair might be eligible under the right to repair please contact us on 01509 634666.

Further Information

The website of the Government's Department for Communities and Local Government (www.communities.gov.uk) contains more information about your rights as a council tenant, and details of the Right to Repair scheme.



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English	<p>THIS NOTICE is about Your Right to Repair.</p> <p>If you would like a copy of this document in another language, in large print, Braille or on audio tape, please phone us on 01509 634666.</p>
Arabic	<p>يحتوي هذا الكتيب معلومات عن حقوقك في إجراء التسهيلات اللازمة في بيتك.</p> <p>إذا كنت تريد نسخة من هذه الوثيقة مكتوبة بلغة أخرى أو مطبوعة بأحرف كبيرة الحجم أو على شكل تليفون أو على شكل شريط صوتي، فارجو عليك الاتصال على هاتف رقم 01509 634666</p>
Bengali	<p>এ বিজ্ঞপ্তির বিষয় : আবাসিক বাড়িরত্ব সংক্রান্ত অধিকার</p> <p>আপনি যদি অন্য ভাষায় বা বড় আকার, ব্রাইল বা অডিও টেপে, বা অন্য মাধ্যমেতে জানতে চান এ বিষয়ে 01509 634666</p>
Chinese	<p>這份傳單關乎有關：你具有的修理權益</p> <p>如欲索取這份文件的另一種語言、大字體印刷、盲人點字或錄音帶版本，請致電 01509 634666 與我們聯絡。</p>
Gujarati	<p>આ અધિકાર વિશે જાણવાના હવાકાર અધિકાર વિશે છે</p> <p>જો તમને આ અધિકાર વિશે અન્ય ભાષા, મોટા અક્ષરો, બ્રેઇલ, અથવા અડિયો ટેપ અથવા અન્ય માધ્યમમાં જાણવાની જરૂર હોય તો કૃપા કરીને અમને 01509 634666 પર ફોન કરો.</p>
Hindi	<p>इस सूचना का विषय है : आवासन करने का अधिकार सम्बन्धित</p> <p>अगर आपकी इस सूचना की कॉपी किसी दूसरी भाषा, बड़े अक्षरों वाली छपाई, ब्रेल या ऑडियो टेप की रूप में चाहिए, तो कृपया इसे हमें फोन पर कॉल करके जानकारें 01509 634666</p>
Polski	<p>Ulotka na temat: Prawo do wykonywania napraw</p> <p>Jżeli chciałby Państwo otrzymać ten dokument w innym języku, w wersji dużym czcionkami, w alfabecie Braille'a lub na taśmie audio, prosimy o kontakt pod numerem 01509 634666.</p>
Urdu	<p>ہیں سٹیٹمنٹ کا تعلق ہے : مکانوں کے سبب سے متعلقہ حقوق</p> <p>اے سٹیٹمنٹ میں آسائش دینے کے لیے اس کا استعمال کیا جا سکتا ہے، اگر آپ کو اس کے بارے میں اور بھی سٹیٹمنٹ کی کاپی چاہیے، تو براہ کرم اس کے لیے ہمارے ساتھ رابطہ کریں 01509 634666</p>

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