

KING STREET HOUSING SOCIETY

Tenants' Right to Repair scheme

The objective of this scheme is to enable tenants to get urgent minor repairs, which affect health, safety or security, carried out quickly and at no cost to the tenant.

How it works

The scheme covers urgent repairs listed below up to the value of £250 which will affect the health, safety or security of the tenant if not carried out within a short period of time.

If a tenant requires an urgent repair to be carried out a repairs order will be sent to the Society's contractor. The repair may need inspection by an officer employed by the Society before the order is placed.

When the order is sent, the tenant will receive a copy which will show the following:-

1. his/her name and address
2. the name, address and telephone number of the contractor who will carry out the repair
3. the arrangements made for the contractor to carry out the repair including any specific access arrangements
4. the description of the repair
5. the date when the repair should be completed

What happens if the contractor fails to complete the work on time?

All of the work orders issued by the Society should be completed on time. If the work is not carried out by the date on the copy of the order, the tenant should inform the Society. We will then attempt to arrange for the Contractor to do the work quickly, preferably by the next working day, and certainly within three working days. If this is not possible the Society will issue the work to a second contractor. Again, the tenant will receive a copy of the order.

Compensation will be payable at the rate of £10 plus £2 per day, if the second contractor defaults.

If the tenant owes money to the Society, the amount owed will be deducted from the compensation payable.

Severe weather conditions or other exceptional circumstances

Compensation will not be paid during times of severe weather conditions or other exceptional circumstances beyond the Society's control or that of its contractor.

Appointments

To receive compensation under this scheme you must keep the appointment made for the contractor to carry out the repair. You will not be paid compensation if you refuse access to the Society's contractor, or otherwise break the agreed arrangements for access.

Qualifying repairs

- Total loss of electric power
- Partial loss of electric power
- Unsafe electrical sockets and fittings
- Total loss of water
- Partial loss of water supply
- Blocked flue to open fire or boiler
- Total or partial loss of space heating
- Blocked or leaking foul drain, soil stack, or (where there is no other working toilet in the dwelling house) toilet pan

- Toilet not flushing (where there is no other working toilet in the dwelling house)
- Tap which cannot be turned
- Leaking from a water or heating pipe, tank or cistern
- Insecure external window, door or lock
- Loose or broken bannister or handrails
- Rotten timber flooring or stair tread
- Door entry phone not working
- Mechanical extractor fan in internal kitchen or bathroom not working