

Right to repair

The Right to Repair legislation (The Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994) gives the right to tenants to have small emergency or urgent repairs carried out quickly and to receive payment if we fail to meet our obligations on the second occasion.

'Qualifying Repairs' as identified in the right to repair regulations. This means the repair must:

- Have an estimated value of less than £250
- Be classified as an emergency repair

Examples of Right to Repair - qualifying repairs

Repair (Defect)	Timeframe (working days)
1. Total loss of electric power	1
2. Unsafe power or lighting socket or electrical fitting	1
3. Total loss of water supply	1
4. Total or partial loss of gas supply	1
5. Blocked flue to open fire or boiler	1
6. Total or partial loss of space or water heating between 1 November and 30 April	1
7. Blocked or leaking foul drain, soil stack or (where there is no other working toilet in the dwelling-house) toilet pan	1
8. Toilet not flushing (where there is no other working toilet in the dwelling-house)	1
9. Leak from water or heating pipe, tank or cistern	1
10. Insecure external window, door or lock	1
11. Partial loss of electric power	3
12. Partial loss of water supply	3
13. Tap which cannot be turned	3
14. Total or partial loss of space or water heating between 1 May and 31 October	3
15. Blocked sink, bath or basin	3
16. Loose or detached banister or hand rail	3
17. Rotten timber flooring or stair tread	3
18. Leaking roof	7
19. Door entry phone not working	7
20. Mechanical extractor fan in internal kitchen or bathroom not working	7

Right to Repair do not apply where a tenant fails to provide access to SCH or a contractor on behalf of SCH to their home or where SCH need to order specialist parts to complete the repair or in Leaseholder properties.