

Compensation under the ‘Right to Repair’

This helpsheet applies only to people who rent their home from Hanover.

Hanover needs to ensure that repairs which you report are carried out on time. To make sure this happens a ‘Right to Repair’ rule has been established for all tenants of Housing Associations. This right allow you, as a tenant to claim compensation from Hanover if, **on the second time** of asking, we fail to carry out a qualifying repair within an agreed timescale.

When you report a repair we will tell you the priority that your repair has been given – usually repairs fall into one of three categories – Emergency (within 24hrs); Urgent (within 7 days) or Routine (within 28 days).

What is a Qualifying Repair?

To claim compensation it must be shown that:

- We have put your health, safety or security at risk by failing to carry out the repair AND
- The repair has or is likely to cost less than £250.

Examples of the types of repair on which a compensation claim could be based are given below. This list does not include all repairs which may qualify for compensation.

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- Total or partial loss of electrical power
 - Unsafe power supply, light point, socket or electrical fitting
 - Total or partial loss of water supply
 - Total or partial loss of gas supply
 - Suspected gas leak or fumes from a blocked flue
 - Total or partial loss of heating or hot water
 - Blocked or leaking waste pipe or main drain, toilet pan or cistern
 - Toilet not flushing
 - Blocked sink, bath or basin
 - Taps which cannot be turned
 - Leaks from a water or heating pipe, tank or cistern
 - Leaking roof
 - Insecure external window, door or lock
 - Loose or detached banister or handrail
 - Rotten timber flooring or stair tread
 - Door entry phone not working
 - Mechanical extractor fan in internal kitchen or bathroom not working

This list shows that qualifying repairs will normally be linked to those which we class as an emergency (to be completed within 24 hours) or as urgent (to be done within 7 days).

Compensation will not be paid on a qualifying repair if you failed to allow us access to your property to carry out an inspection or to complete a repair.

Compensation Payments

If you feel you are entitled to a compensation payment under the Right to Repair, you must contact your housing manager and you may do so through the estate manager. They will investigate the matter and will write to you with the result of your claim within 10 working days. If compensation is refused we will tell you the reason why. If your claim is agreed, we will tell you how much you will be paid and when you will receive the payment.

Compensation payable is £10, plus £2 for every day the repair remained outstanding after the end of the second repair period. The maximum amount payable is £50.

Hanover's Commitment

Carrying out repairs on time is a fundamental obligation and one which Hanover takes very seriously. We aim for sufficiently high levels of performance in carrying out repairs that our residents do not need to make a compensation claim under the Right to Repair. If a claim is agreed, we will take steps to learn from the incident and prevent the situation arising again.

For details of how to report a repair, please ask for a copy of helpsheet 17 - Repairs