

What are the qualifying Repairs and how quickly should they be done in days?

Details of the Repair	Days
Total loss of electric power	1
Partial loss of electric power	3
Unsafe power/lighting socket or electrical fitting	1
Total loss of water supply	1
Partial loss of water supply	3
Total/partial loss of gas supply	1
Blocked flue to open fire or boiler	1
Total loss of space or water heating	1
Loss/partial loss of space or water heating where no alternative heating is avail	1
Blocked or leaking drains, soil stack or toilet pan (when no other working toilet in the house)	1
Toilet not flushing (when no other working WC in the house)	1
Blocked sink, bath or basin	3
Tap which cannot be turned	3
Leaking from water or heating pipe, tank or cistern	7
Insecure external window/door/ lock	7
Loose or detached banister or hand rail	7
Rotten timber flooring or stair tread	3
Leaking roof	7
Door entry phone not working	7
Extractor fan in internal kitchen or bathroom not working	7

Contact Us

**Nook Street, Workington,
Cumbria CA14 4EH
Tel: 01900 842100**

**47 Nelson Street, Carlisle,
Cumbria CA2 5NE
Tel: 01228 633600**

**The Oval Centre, Salterbeck
Drive, Salterbeck, Workington,
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Tel: 01946 833100**

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Impact Operates as a Charity

**For Type talk users please prefix
18001 in front of the number you are
calling**

Right to Repair



**We can provide information in Large
Print, Braille, other Languages or
audio. Please—Just Ask**

Right to Repair

All Housing Association tenants have the Right to Repair

The Right to Repair gives Impact tenants the right to claim compensation if we fail to carry out certain repairs that could be a risk to security or your health and safety if they were not carried out promptly. They are also repairs that we estimate will cost no more than £250.00. These are called 'qualifying' repairs. A list of the repairs that qualify and how quickly they should be carried out is included in this leaflet.

As with any repair, you should tell Impact what needs to be done. If the repair sounds complicated we may need to send someone to your home to check the problem first, but we usually send a contractor straight away.

As with all jobs, if the repair comes under the Right to Repair scheme, we will tell a contractor to do it within a set time. We will also send you a copy of the repair notice it sends to the contractor.

The notice will show you:

- The name, address and telephone number of the contractor who will do the repair
- the arrangements made for the contractor to do the repair
- What the repair is
- When the repair should be done by

When you report the repair, then we will arrange a convenient time for the contractor to call. If you are not in when they call, then you will not qualify under the Right to Repair and no compensation will be paid.

If failure to carry out the repair on the second attempt is the fault of the Impact or the Contractor then you will be entitled to have the work completed by another Contractor from Impact's list, plus compensation.

How much Compensation will be paid?

We will investigate the circumstances and if Impact was at fault, then we will pay you £10.00 plus £2.00 for every day that the repair was late from the original completion date (i.e. the date that it should have first been completed). So, if a job was carried out 5 days later than its original target date, you would get the £10.00 plus 5 days at £2.00 – a total of £20.00

The maximum compensation we will pay is £50.00 for one repair. Any sum that you owe us for rent, rechargeable repairs or other things will be deducted from any payment due. We will sort out a cheque and send this to you with a letter explaining all the details.

For more details of the Right to Repair Scheme, please contact your local office.