



your home

Your right to compensation

For late repairs

Available in large print, Braille and on CD

At Northwards Housing we work hard to make sure that repairs are done properly, on time, and at your convenience.

Our appointment system lets you choose the time your repair is done, and our website www.northwardshousing.co.uk lets you book your repair appointment straight into our staff's diary and check on progress.

But delays can happen. You have the legal right to cash compensation if a repair delay could threaten your health, safety or security. This leaflet tells you how.

How the scheme works

The Right to Repair scheme covers smaller, urgent jobs that would cost us less than £250 to put right and would normally be done within a few days.

We must do repairs within a certain time – the more urgent the job, the shorter the deadline. When you order a repair, we tell you the deadline for doing it. If it qualifies for the Right to Repair, and we've not done it by the agreed time, you can ask us to order the work from a different company.

This second company is given the same length of time as we were to do the repair. If they also fail to meet the deadline, you can get compensation.

The longer you have to wait for the repair to be done, the more cash you will get back. But we do use the money to pay off anything you owe us – rent, council tax and so on.

To qualify for compensation you must have:

- Told us when it's convenient for us to call.
- Let the workers into your home at the arranged time.

- Told us when the job deadline passed.
- Asked us to order the work from another company.
- Told them that the second deadline has also passed.

If the work isn't done when the second deadline passes you can claim £10 compensation. You will get another £2 for every day that goes by without the job being done up to a maximum of £50.

You can apply for compensation by contacting us on 03000 123 123.

These jobs can qualify for Right to Repair compensation:

Electrics

- loss of some or all power
- dangerous sockets or fittings

Water & gas

- loss of some or all water supply
- loss of some or all hot water
- loss of some or all gas supply

Heating

- loss of some or all heating
- blocked flue on an open fire or boiler

Floors & stairs

- rotting timber
- faulty banister or handrail

Plumbing

- blocked or leaking foul drain or soil stack
- blocked or leaking toilet pan or (only) toilet not flushing
- blocked sink, bath or basin taps that won't turn
- leaking pipe, tank or cistern

Roofs, windows & doors

- leaking roof
- insecure window or outside door
- broken door entry phone

Extractor fans

- broken kitchen or bathroom fan

Extra services for customers with reduced hearing or vision

To get this leaflet in Braille, large print or on CD:

Call: 03000 123 123 **E-mail:** info@northwardshousing.co.uk

Fax: 03000 124 123 **Text phone:** 0161 274 0899

Nëse këtë dokument e domi të përkthyer, ju lutemi telefononi numrin më poshtë, ky dokument gjendet edhe në gjuhën braille, në format me germa të mëdha ose në CD.

Albanian

إن كنت تريد ترجمة هذه الوثيقة، يرجى الاتصال بالرقم المذكور أعلاه. تتوفر هذه الوثيقة أيضاً بصيغة برايل للمكفوفين وبالحروف الطباعية الكبيرة أو على قرص مدمج – سي دي.

Arabic

如果您想要一份中文译本，请拨打下列电话。
这文件也有盲文版、大字体版和 CD 光盘备索。

Chinese

Přejete-li si překlad tohoto dokumentu zavolejte prosím na níže uvedené číslo. Tento dokument je také k dispozici ve slepeckém písmu, ve velkém formátu nebo na CD.

Czech

Si vous désirez une traduction de ce document, appelez le numéro ci-dessous. Ce document est également disponible en braille, en gros caractères ou sur CD.

French

نه گه ر بڻت خوڻشه نه رجومه ي. نه م به لڱه نامه به وه رگريت، نڪانه به يوه ندي بکه به نه و ژمنه ي
خواره وه. نه م به لڱه به هه ر وه ها به شينوازي نوسراوي ڳوڻران، نه چيني ڳه زړه و بيان ته سه ر سي دي
هه به.

Kurdish

Se deseja obter este documento traduzido, por favor contacte o número abaixo, este documento também está disponível em Braille, impressão grande ou CD.

Portuguese

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Somali

اگر آپ امن دستاویز کا ترجمہ چاہتے ہیں تو براؤ کرم نیچے دئے گئے نمبر پر کال کریں، یہ دستاویز بریل، بڑی چھپائی یا سی ڈی کی شکل میں بھی دستیاب ہے۔

Urdu

03000 123 123