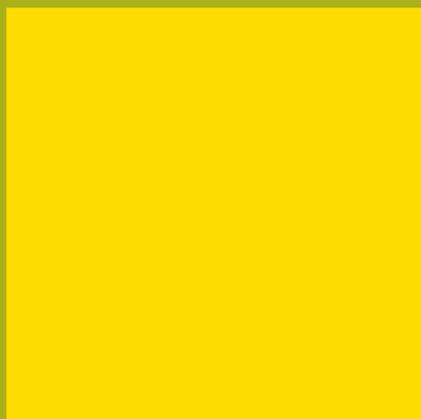


Right To Repair Scheme



Making A Positive Difference
By Empowering People
And Communities

WHAT IS THE RIGHT TO REPAIR SCHEME

The Right to Repair Scheme enables Ark Housing tenants to have urgent, minor repairs which affect health or safety completed quickly at no cost to them. The scheme also provides tenants to be compensated where such repairs have not been completed within a prescribed period.

When Am I Entitled To Compensation Through The Right To Repair Scheme?

A qualifying repair will be considered a repair when:

- Small, urgent repairs costing up to £250 are not carried out within a reasonably short, prescribed period of time and are likely to jeopardise your health or safety.
- Contractors fail to complete qualifying repairs within the prescribed period.

To Avail Of The Right To Repair Scheme Tenants Must Contact Ark Housing Advising That:

- The reported repair has not been carried out within the agreed and published time frame.
- The repair has been reported and acknowledged by Ark Housing as being qualifying.



What Kind Of Repairs Can I Get Compensation For?

The following list of repairs are classed as qualifying under the Right to Repair Scheme:

- Total or partial loss of electricity power.
- Unsafe power, lighting socket or electrical fitting.
- Total or partial loss of water supply.
- Total or partial loss of gas or oil supply.
- Blocked flue to open fire or boiler.
- Total or partial loss of space or water heating.
- Blocked or leaking foul drain, soil stack or where there is no other working toilet in the property.
- Toilet not flushing where there is no other toilet in the house.
- Blocked sink, bath or basin.
- Tap which cannot be turned.
- Leaking from 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 is for guidance only and is not exhaustive, for any queries please contact the maintenance team.

Exemptions From The Right To Repair Scheme

The Right to Repair Scheme does not apply where:

- The tenant has informed Ark Housing that they no longer want the qualifying repair to be carried out.
- Failure to provide reasonable access details for the contractor.
- Failure to provide access for an inspection or for the repair to be carried out.
- Repairs which are not the responsibility of Ark Housing, such as NIE power failure.
- Repairs which are a result of tenant incompliance to regulations set out in tenancy handbook e.g. by causing a drain or pipe to be blocked.
- The repair is classified as a routine.
- The repair exceeds £250.

How Do I Get Compensation?

You must make a claim in writing to Ark Housing with the following information:

- Your name and address.
- What repairs have been made or are outstanding.
- The date the repair(s) was started/completed.

Ark Housing may also want to inspect the repairs made to the property. Compensation ranges from £10 to £50.



How Do Ark Housing Work Out Compensation Payable?

The amount of compensation payable reflects the delay in completing eligible repairs and not the cost of the repair.

Tenants are paid £10 for the first day or part thereof and further £2 for each day that the repairs was late up to a limit of £50.

Tenants must advise us as soon as possible after the repair was due to be completed to allow us to contact the relevant contractor.

Ark Housing is not liable for any costs incurred by tenants who employ contractor directly.

What If I Don't Agree With A Decision On My Claim?

You can ask Ark Housing to reconsider our decision within 28 days of giving it to you. A review of our decision will be carried out by a manager who was not involved in making the original decision.

If you still remain dissatisfied you can make a formal appeal to Ark Housing in writing.



How Can I Find Out More?

**For further information please contact
Ark Housing Association**



028 9075 2310



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