

**Discretionary allowance (delay in effecting repairs)**

The Discretionary Allowance Scheme covers unreasonable delay to emergency and essential repairs as set out in your tenancy handbook. Unreasonable delay is classed as any delay beyond one week for emergency repairs, or two months for essential repairs, from the time you reported the repair to the time your repair was completed.

NOTE: THIS IS NOT A CLAIM FORM FOR DAMAGES OR PERSONAL INJURY. IF YOU WISH TO MAKE A CLAIM UNDER THE PUBLIC LIABILITY CALIMS SCHEME THEN PLEASE CONTACT THE STRATEGIC SUPPORT INSURANCE CLAIMS SECTION, CIVIC CENTRE ON TELEPHONE NUMBER: 0191 211 6526/7/8 FOR A PUBLIC LIABILITY CLAIM FORM.

PLEASE COMPLETE THE FOLLOWING

NAME (IN FULL): Mr/Mrs/Miss/Ms.....

TEL. NO.....

ADDRESS (INCLUDING POST CODE).....

.....

DATE TENANCY COMMENCED.....

WAS THIS A DIRECT EXCHANGE? .....

DETAILS OF REPAIR.....

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.....

.....

DATE REPAIR REPORTED.....

OFFICE REPORTED.....

JOB TICKET NO.....

DATE IF REPAIR COMPLETED?.....

DETAILS OF ANY INCONVIENIENCE CAUSED OWING TO THE  
DELAY IN EFFECTING REPAIRS (FOR EXAMPLE, LENGTH OF  
TIME WITHOUT HOT WATER, HEATING ETC).  
PLEASE CONTINUE ON A SEPARATE SHEET OF PAPER IF  
NECESSARY

.....  
.....  
.....  
.....

SIGNATURE OF TENANT.....

DATE .....

NOTE: WHEN COMPLETED PLEASE SEND THE FORM TO:

YOUR HOMES NEWCASTLE  
INSURANCE CLAIMS SECTION  
YHN HOUSE  
BENTON PARK ROAD  
BENTON  
NEWCASTLE UPON TYNE  
NE7 7LX

PLEASE CONTACT THE CLAIMS SECTION ON 0191 278 8680  
FOR FURTHER INFORMATION.

The details are also on our website at  
[www.yhn.org.uk](http://www.yhn.org.uk)