

DISCRETIONARY ALLOWANCE CLAIMS

A Discretionary Allowance may be made as a payment by the City Council.

It may be awarded to Council tenants in circumstances where the Council considers that there has been an “unreasonable delay” in carrying out an essential repair for which the Council is responsible under the Tenancy Agreement. The Allowance will be in the form of a credit on the tenant’s rent account. In circumstances where tenants are in receipt of Housing Benefits, and no arrears have accrued, payment will be made by cheque, and a period of four weeks should be allowed for processing.

Qualifying repairs would include the following.

EMERGENCY REPAIRS

(Any delay beyond 1 week of initial report)

- Burst pipes and water tanks
- Electrical/gas faults (making safe) excluding fuses, lamps, plugs.
- Severe flooding resulting from structural defects.
- Collapsed floors and ceilings (making safe).
- Blocked drains
- Any defects likely to cause serious injury to a person.
- Failure of vital communal services, for example lifts, pumps, lights on communal stairs.
- Failure of total heating/hot water systems.
- Broken (not cracked) glass doors/windows at entrance level.
- Defects in W.C cisterns and pans.

ESSENTIAL REPAIRS

(Any delay beyond 2 months of initial report)

- Locks and catches on external doors.
- Broken sash cords
- Loose handrails.
- Leaking radiators
- Leaking waste pipes
- Guttering defects causing water penetration.
- Water penetration
- Broken manhole covers.
- Broken external doors.

An allowance will only be given if no good reason can be shown for the delay. Repairs may be delayed due to reasons beyond the control of the Council, for example repairs contracted to Gas or Electricity providers, difficulties acquiring spare parts, prolonged severe weather conditions, industrial action. Tenants who do not allow reasonable access for repairs to be carried out will not be considered for the allowance.

DISCRETIONARY ALLOWANCE RATES (£120 Maximum)

Damp per room	£5 per week
Intermittent heating defect	£10 per week
Leak causing damp carpet	£20 per month
Leaking pipe under sink	£10 per month
Unable to use kitchen	£15 per week
Windows	£10 per week
Without central heating	£10 per week
Without fire (where no central heating)	£10 per week
Without hot water	£10 per week
Without central heating and hot water	£20 per week
Without lights	£5 per week
Without WC	£10 per week
Missing roof tiles/leaking roof	£10 per week
Missing toilet flush handle	£5 per week
Without cold water	£15 per week
Leaking gutter	£5 per week
Leaking window frame	£5 per week