

Right to Repair claim form

The Right to Repair Scheme ensures that certain urgent repairs which may affect your health, safety, or security are quickly completed. If the repair is not carried out within the specified time then you can request that another contractor to be given the work. If the second contractor fails to carry out your repair in time, then we may be required to pay you compensation.

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

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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