

The Right to Repair scheme

The right to repair scheme was introduced for Council tenants in April 1994 under the Citizens' Charter Scheme. It was introduced to make sure that certain urgent repairs which may affect the health, safety or security of tenants are done quickly.

By law, we must carry out certain small, urgent repairs that might affect your health, safety or security within a set number of days. Repairs that are covered by the right to repair are called 'qualifying repairs'. If we fail to complete any of these qualifying repairs on time, and you have allowed us reasonable access, you can ask us to get a different contractor to carry out the work instead. In the unlikely event that the second contractor also fails to do the work on time, you may be entitled to compensation.

Below are some examples of qualifying repairs and the timescales we have to complete them.

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| • Unsafe power, lighting or electrical fitting | 1 working day |
| • Blocked flue on an open fire or boiler | 1 working day |
| • Toilets which do not flush | 1 working day |
| • Loose or broken banisters or handrails | 3 working days |
| • Leaking roof | 7 working days |

You can get more details about this scheme from:

Insurance claims section
YHN House
Benton Park Road
Newcastle upon Tyne
NE7 7LX

Phone: 0191 278 8680

The details are also on our website at
www.yhn.org.uk