

Schedule 9

Tenant Compensation - Repairs

Please note that in the following text all references to 'The responsible organisation' denote the organisation with contractual responsibility for undertaking the qualifying repairs in accordance with the terms of the management contract

Compensation is available to tenants where the responsible organisation fails to complete certain qualifying repairs within the standard response times for emergency or urgent repairs (please see response times listed below).

Eligibility for compensation will be limited to urgent qualifying repairs that threaten the health, safety or security of the tenant.

The Compensation policy applies to the following qualifying repairs:

- Total or partial loss of electrical power
- Unsafe power, lighting socket or electrical fitting
- Total or partial loss of water supply
- Total or partial loss of gas supply
- Blocked flue to open fire or boiler
- Total or partial loss of space / water heating from 1 November to 30 April
- Total or partial loss of hot water from 1 May to 31 October
- Blocked or leaking foul drain, soil stack, toilet pan (where there is no other working toilet available to the tenant)
- Toilet not flushing (where there is no other working toilet available to the tenant)
- Leaking water tank, pipe or cistern
- Leaking roof
- Loose or detached banister or handrail
- Rotten timber flooring of stair tread
- Door entry phone not working

Compensation is not available for other repairs.

Tenants need to apply in writing to the responsible organisation if they believe they are entitled to compensation. The Agent can do this on behalf of the tenant where the tenant is writing to the Trust.

Compensation is to be paid to the tenant for the inconvenience suffered due to delays in carrying out the works.

Compensation is not payable where the tenant has failed to provide access to staff or contractors working for the responsible party.

Where the repair qualifies and either the responsible organisation or contractor are responsible for the delay, compensation will be payable. The compensation paid comprises:

- £10 fixed amount
- Plus £2 for every day delay after the standard response time
- The maximum compensation payable is £50