



Right to Repair Policy - Quick Guide (V1.2).

What this policy is about

A quick guide to what the Right to Repair is, which repairs qualify, how quickly they should be completed, and when compensation may be paid.

Who it applies to

This policy applies to **secure tenants** living in Portsmouth Homes properties.
It only applies to **qualifying repairs** that are urgent and relatively low-cost.

What is the Right to Repair? (See policy: Purpose & Right to Repair criteria p2-3)

The Right to Repair is a **legal scheme** that applies to certain urgent repairs affecting essential services such as heating, water or electricity.

It applies where:

- The repair is listed under national regulations
- The estimated cost is **£250 or less**

Qualifying repairs and timescales (See policy: Right to Repair criteria p3)

Qualifying repairs include issues such as:

- Loss of heating, water, gas or electricity
- Unsafe electrical fittings
- Blocked drains or toilets (where no alternative is available)
- Insecure external doors or windows

Each repair has a **set timescale**, typically between **1 and 7 working days**, depending on the issue.

Our repairs service (See policy: Our repairs service p.3-4)

Repairs are arranged through our normal repairs service at a time agreed with the tenant.

In some cases, repairs may be completed earlier or later than the standard timescales if agreed or required for health and safety reasons.

Compensation for missed repairs (See policy: Claims for compensation. P4)

If a qualifying repair is not completed within the required timescale, tenants may be able to claim compensation.

Claims can be made through the repairs team or local housing office and are assessed in line with national regulations.

Residents' responsibilities (See policy: Your responsibility. P4)

Tenants must:

- Report repairs promptly
- Allow access for the repair to be completed

Failure to provide access may affect eligibility for compensation.

Further information

This is a summary only. For full details on qualifying repairs, exact timescales and compensation, please refer to the Right to Repair Policy or contact Portsmouth Homes.

Information is available in alternative formats on request.

[Link- Right to Repair Policy](#)

