

Right to repair Policy

Summary

This policy outlines how we manage our obligations under the 'right to repair' legislation.

Effective date

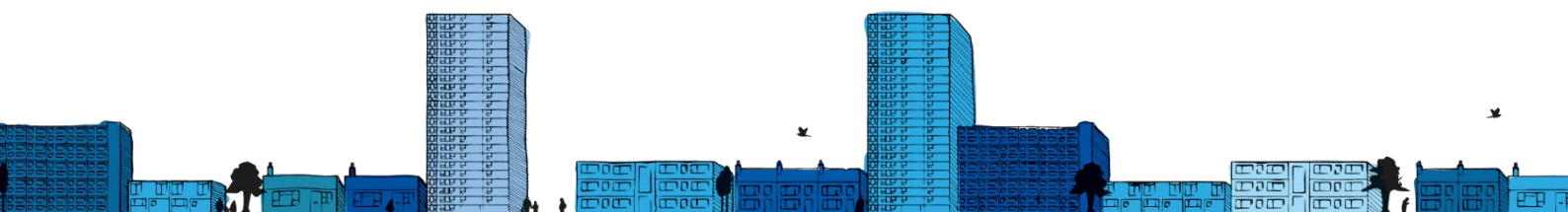
1 October 2024

Review

We will review this Policy every 3 years or when there has been an update to legislative, regulatory, best practice or operational changes.

Version

Version 1.2



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Scope

This policy covers:

- All council Housing Revenue account (HRA) dwellings where there is a secure tenant and be a qualifying repair that is estimated to be less than £250 and an emergency.

Any reference in this policy to 'we', 'our' or 'us' refers to Portsmouth City Council, Portsmouth Homes.

Any reference in this policy to 'tenant', 'customer' or 'resident' refers to a Portsmouth City Council, Portsmouth Homes secure tenant.

Purpose

The purpose of the policy is to:

- Outline how we manage our obligations under the 'right to repair' legislation.
- Ensuring we meet our statutory and legislative obligations.



Right to repair criteria

The legislation covers repairs to key elements of a tenant's home, such as the provision of water services, power and heating.

The qualifying defects are detailed in the schedule to:

The Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994

Qualifying repairs must have an estimated value of less than £250 and be classified an emergency. The schedule also details the prescribed period for their resolution.

Defect	Prescribed period (in working days)
Total loss of electric power	1 working day
Partial loss of electric power	3 working days
Unsafe power or lighting socket, or electrical fitting	1 working day
Total loss of water supply	1 working day
Partial loss of water supply	3 working days
Total or partial loss of gas supply	1 working day
Blocked flue to open fire or boiler	1 working day
Total or partial loss of space or water heating between 31st Oct and 1st May	1 working day
Total or partial loss of space or water heating between 30th April and 1st Nov	3 working days
Blocked or leaking foul drain, soil stack, or (where there is no other working toilet in the dwelling-house) toilet pan	1 working day
Toilet not flushing (where there is no other working toilet in the dwelling-house)	1 working day
Blocked sink, bath or basin	3 working days
Tap which cannot be turned	3 working days
Leaking from water or heating pipe, tank or cistern	1 working day
Leaking roof	7 working days
Insecure external window, door or lock	1 working day
Loose or detached bannister or hand rail	3 working days
Rotten timber flooring or stair tread	3 working days
Door entry phone not working	7 working days
Mechanical extractor fan in internal kitchen or bathroom not working	7 working days

Our repairs service

We operate a demand led service which is designed to conduct repairs at convenient dates and times, requested by the tenant when they contact us to report a repair in accordance with our scope of service.

This may result in a repair classified in the schedule being completed earlier or later, but crucially, at the tenant's convenience.



An exception will be made when the council identifies a need to attend a repair to prevent damage or for health and safety reasons.

Claims for compensation

The tenant can make a claim under 'Right to Repair' through the repairs team or their local area housing office.

The relevant building repairs manager will assess the claim on its merits and if successful authorise compensation based on the formula in the regulations.

Your responsibility

To report a repair in a timely manner and provide us or our contractors access to undertake the repair.

Your voice

We provide tenants a wide range of meaningful opportunities to engage, influence and scrutinise the Landlord Strategies, policies and services, to include Resident Consortium together with repairs and maintenance focus groups.

If you would like to be included in future resident engagement focus groups and would like to know how to get involved, please contact us for more information:

You can contact our team by:

- Email: housing.engagement@portsmouthcc.gov.uk
- Phone: 02392 834835
- Website: visit the [Resident engagement and community resources page](#)

What have we done to make sure this Policy is fair?

We completed an Integrated Impact Assessment (IIA) to consider the positive and negative impacts this Policy may have on people with protected characteristics under the [Equality Act 2010](#). This Policy should have direct and positive equality and diversity impacts.

Regulation and legislation

We recognise the variety of legislation, and we will continue to monitor relevant legal guidance. The list below reflects some of the existing legal framework and relevant publications:



- [The Secure Tenants of Local Housing Authorities \(Right to Repair\) Regulations 1994](#)

Related documents

This policy should be read in conjunction with:

- Portsmouth Homes Landlord Policies, Strategies and Reports - [Housing policies, strategies and privacy notices](#)
- Tenancy Agreement / Leasehold Agreement
- Asset Management Strategy

How to feedback

If you have any questions around the policy or would like to know more about its application, please contact the relevant service in the first instance.

You can get this policy in large print, braille, audio or in another language by contacting your Housing Office.

More information is available [translation, interpreting and audio information](#).

Compliments

To help us provide the best service we can. We would like to hear customer views on the services that they use. If the customer is pleased with a member of staff or service, please let us know.

- Telephone: 02392 606383
- Email address: HNBLandlordComplaints@portsmouthcc.gov.uk

Complaints

If a customer is unhappy, they can refer to our Landlord Complaints Policy.

- Online complaint form at [Make a housing complaint](#)
- Telephone: 02392 606383
- Email address: HNBLandlordComplaints@portsmouthcc.gov.uk
- [Landlord complaints policy](#)

Housing Ombudsman Service

If a customer is unhappy, they can contact the Housing Ombudsman Service for advice and guidance at any time.

- Online complaint form on [the Housing Ombudsman Service website](#)



- Telephone: 0300 111 3000
- For more information, visit [Housing Ombudsman's Complaint Handling Code](#)

