

## RIGHT TO REPAIR SUMMARY

Qualifying repairs are those listed in the appendix to the statutory regulations and have a bearing on the health and safety of tenants. These are:

1 (Defect)	2 (Maximum time in working days from date immediately following the date of notification of qualifying repair or inspection)
Blocked flue to open fire or boiler	1
Blocked or leaking foul drains, soil stacks, or toilet pans where there is no other toilet in the house	1
Blocked sink, bath or basin	1
Electric power –	
loss of electric power;	1
partial loss of electric power	3
Insecure external window, door or lock	1
Unsafe access path or step	1
Significant leaks or flooding from water or heating pipes, tanks, cisterns	1
Loss or partial loss of gas supply	1
Loss or partial loss of space or water heating where no alternative heating is available	1
Toilet not flushing where there is no other toilet in the house	1
Unsafe power or lighting socket, or electrical fitting	1
Water supply –	
loss of water supply	1
partial loss of water supply	3
Loose or detached banister or hand rail	3
Unsafe timber flooring or stair treads	3
Mechanical extractor fan in internal kitchen or bathroom not working	7

If one of the above repairs has not been attended to within the timescale given then you have the right for the work to be carried out by an alternative contractor. Please see your repair receipt for details or contact Almond on 439291.

You may also be entitled to compensation if our contractor fails to attend the repair.

**Please note that if parts or material are required to complete the repair or you have failed to give reasonable access to your home, the above timescales are suspended.**