



*Delivery of a high quality, sustainable, repairs service with positive community benefits*

## Qualifying repairs under the Right to Repair scheme for local authority tenants

Only certain types of repairs are covered under the Right to Repair scheme. These are called **qualifying repairs**. A repair won't qualify for the scheme if:

- it exceeds an estimated cost of £250, or
- the local authority has fewer than 100 properties, or
- the local authority isn't responsible for the repair

The repair may be inspected before we decide whether it's a qualifying repair. If it isn't, we will write to you and tell you that the scheme doesn't apply.

Repair Type	Response time (working days)
Total loss of electric power	1
Partial loss of electric power	3
Unsafe power or lighting socket or electrical fitting	1
Total loss of water supply	1
Partial loss of water supply	3
Total or partial loss of gas supply	1
Blocked flue to open fire or boiler	1
Heating or hot water not working (between 31 October & 1 May)	1
Heating or hot water not working (between 1 May & 31 October)	3
Blocked/leaking foul drain, soil stack or toilet	1
Toilet not flushing (if there is only one toilet in the property)	1
Blocked sink, bath or basin	3
Tap cannot be turned	3
Leak from a water pipe, tank or cistern	1
Leaking roof	7
Insecure external window, door or lock	1
Loose or detached banister or hand rail	3
Rotten timber flooring or stair tread	3
Door entry phone not working	7
Mechanical extractor fan not working	7