



Supporting BME Communities and Multi-Cultural Neighbourhoods

Reporting A Repair



What to do when things need repairing or replacing

How do I report a repair?

The responsive repairs are the things that we fix when they break through normal wear and tear. The Responsive Repairs service is accessible on a 24 hour, 365 day a year basis.

You should tell us as soon as you need a repair, you can report repairs in a number of ways:

- ➔ Visit our offices
- ☎ Call our Customer Services team on **0113 200 7700**
- ✉ By post to **Unity Housing Association, 113-117 Chapeltown Road, Leeds, LS7 3HY**
- ✉ Email **repairs@unityha.co.uk**
- Online at **www.unityha.co.uk** (click the link 'My Unity')

What you need to tell us:

When you report a repair please tell us:

- Your name, address and telephone number
- What and where the problem is. Give as much detail as you can
- If you've reported the repair before and when
- The best time to visit to fix the problem

It is the tenant's responsibility to report any repairs, defects or damage to us as soon as possible but Unity will also accept notification of repairs from:

- A tenant's representative
- Another tenant/neighbour
- Member of the public
- Contractors/agents working for/with Unity
- Organisations such as the Police or Council

When will my repair get done?

Unity sets priority timescales for different categories of repair:

Emergency Defects which pose danger to health, safety and properties

Complete within: **24 hours**

We aim to complete **99%** of these repairs within our priority timescale

Urgent Defects which seriously affect your comfort and convenience

Complete within: **3 days**

We aim to complete **99%** of these repairs within our priority timescale

Routine Minor inconveniences

Complete within: **21 days**

We aim to complete **99%** of these repairs within our priority timescale

Non Routine Repairs: Discretionary and minor repairs

Complete within: **28 days**

We aim to complete **98%** of these repairs within our priority timescale

Appointments

Appointments are offered for all urgent and routine repairs. Appointments are available in the morning (between 8am-1pm) and afternoon (between 12pm-5pm). We offer a 'first call' appointment for tenants who have to take time off work or college (usually 8am-9am). Appointments are made based on priority:

- **Routine Repairs** are made no sooner than **7 days** after the repair is reported.
- **Urgent Repairs** are prioritised, with the most urgent given an appropriate appointment within **7 days**
- **Emergency Repairs** require same day access so it's important someone (over the age of 16) is available to provide access to the property within **24 hours**

Pre-inspection of repair requests

Most repairs will not need a pre-inspection, but some repairs will need an inspection to find out what the problem is and the best and fastest way of fixing it. Repairs most likely to be pre-inspected are:

- Those of a complex nature
- Those over £300 in value
- Where there may be an insurance claim
- Where the repair does not fall clearly into Unity's or the tenant's responsibility
- Where Unity suspects that the damage may have been caused by the tenant
- Where similar works have previously been undertaken in the recent past

'Right to Repair' scheme

The 'Right to Repair' scheme lets Housing Association tenants have their urgent, minor repairs which affect health or safety completed quickly at no cost to you. The scheme also provides you with an opportunity to claim compensation, when repairs have not been completed within our priority timescales (as described overleaf).

The scheme covers smaller urgent repair jobs that would cost us less than £250 to fix. If we fail to meet our target time, you can request that we use a different company. That company would then have the same amount of time we had to complete the job. If they also fail to meet the deadline you can ask to be compensated.

However, we will deduct any compensation from any outstanding debts you have with us, for instance rent arrears.

To qualify for compensation you must have:

- Told us when it's convenient to come and do the repair
- Let the workers in at the arranged time

Problems understanding?

If you need any of our information translating or if you need an interpreter, please contact us. We can also provide this information in large print or on CD if you need us to.

- Told us that the job wasn't done when the deadline passed
- Asked us to order it from another company
- Told them that the second deadline had also passed

How much compensation could I get?

When 'Right to Repair' cases qualify for compensation, Unity will check the date the repair should have been completed. Then for the length of time after this date the repair remains outstanding we may pay the tenant compensation of £10 for the first day and £2 for each day after that the repair remains outstanding.

The maximum amount of compensation that will be payable is £50.

If you think you have a 'Right To Repair' compensation claim, call our office on:

 **0113 200 7700**

or email us at:

 **uha@unityha.co.uk**

Unity Housing Association Ltd
113-117 Chapeltown Road, Leeds, LS7 3HY

 **0113 200 7700**

 **uha@unityha.co.uk**

web: www.unityha.co.uk



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