

HOUSING SERVICE

Tenant Allowance, Compensation and Redress Policy

Effective Date:	TBC
Version number:	V1
Approved by:	Customer Excellence Delivery Group Quality of Housing and Place Delivery Group
Review Date:	Date for review
Responsible person:	Allison Fyfe

1. Contents

Purpose	Page 2
Scope	Page 2
Redress	Page 3
Tenant Allowances	Page 4
Home Loss Payment	Page 5
Compensation for Improvements	Page 6
Right to Repair	Page 7
Deduction for Money Owed	Page 9
Appeals	Page 9
Roles & Responsibilities	Page 10
Related Legislation	Page 12
Performance Management	Page 12
Policy Review	Page 12
Contact Information	Page 12
Appendices	Page 13

2. Purpose

This policy outlines the Housing Service's approach to tenant allowance, compensation and redress. The objectives of the Policy are to:

- Ensure a consistent and transparent approach to tenant redress.
- Offer a Housing Improvement Package (HIP) for properties in poor decorative condition at the time of allocation.
- Follow best practices by providing disturbance allowances to tenants for costs incurred due to disruption or damage caused by major internal works during planned maintenance.
- Ensure value for money and legislative compliance by compensating tenants for qualifying home improvements initiated by the tenant that meet our standards and conditions.
- Adhere to the statutory right to repair scheme.
- Fulfil statutory obligations for home loss payments to tenants and homeowners displaced by demolition or redevelopment.
- Operate in accordance with legal requirements, regulatory guidance, and best practice.

3. Scope

This policy applies to all council housing tenants, as well as homeowners (in cases of home loss payments) and provides clear guidance to housing staff on administering financial redress, compensation, and allowances.

The policy covers the following areas:

- Redress
- Tenant Allowances
- Home Loss and Home Loss Disturbance Payments
- Compensation for Improvements
- Right to Repair

This policy does not cover compensation claims for personal injury or property damage where the loss claimed for occurred as a result of the council's activities (not included in this policy) or negligence. Such claims will be considered under the Council's liability insurance policy.

4. Redress

Angus Council is committed to delivering high-quality services, but there may be instances where our service falls short of the standards outlined in our Customer Charter.

If our service fails to meet these standards, staff are encouraged to take steps to correct the issue. While non-financial remedies such as an apology or explanation are typically appropriate, in some cases, financial redress may be warranted to compensate for any loss and acknowledge the Council's apology.

Redress is the process of addressing and correcting a situation where a service failure or mistake has negatively affected someone. It aims to put the customer back in the position they would have been in if the failure had not occurred. This can involve providing remedies such as apologies, explanations, or, in some cases, financial compensation.

Key Aspects of Redress

- **Non-financial remedies:** These include an apology, explanation, or actions to fix the problem.
- **Financial redress:** In some cases, if the failure caused financial loss, the affected party may be reimbursed for those losses. However, this is not the same as compensation, which may be more general or related to broader harm.
- **Goal:** The main purpose of redress is to correct the error or problem and mitigate its impact on the affected individual(s).

Redress seeks to ensure that mistakes are acknowledged and resolved in a fair and equitable manner.

Assessing redress and making redress payments

When considering offering financial redress we will consider several factors to ensure the remedy is fair, appropriate, and aligned with the specific circumstances:

1. **Clear Cause** - the financial loss or detriment is directly linked to the service failure. There must be a clear, demonstrable connection between the issue and the financial loss suffered.
2. **Extent of the Loss** – we will consider what the affected individual would have been entitled to or what they would have avoided had the service not failed. This can include direct financial losses, such as overpayments or costs incurred as a result of the failure.
3. **Supporting Evidence** – we require the tenant to provide receipts, bills or other documentation to substantiate claims for financial loss.
4. **Proportionality** - the financial redress should be proportionate to the severity and impact of the failure. Minor inconveniences may not warrant financial compensation, while significant disruptions or losses could require a higher level of redress.

5. **Timeliness of the Claim** – we will consider the length of time between the failure and the claim for redress. Claims made after significant delays may be harder to assess or justify.
6. **Tenant Contribution** – we will consider any role the tenant may have played in the issue, if they contributed to the failure or did not cooperate.
7. **Existing Debts** – we will deduct any money owed by the tenant (e.g., rent arrears or court fees) from the redress payment before issuing it. In cases where the tenant is in arrears, the redress will be credited to their rent account.

5. Tenant Allowances

A tenant allowance, also referred to as a Housing Improvement Package (HIP) Payment or disturbance allowance, is provided under specific conditions to support tenants under the circumstances outlined below.

Only tenants with a Scottish Secure Tenancy or a Short Scottish Secure Tenancy may be eligible for this allowance. Tenants with an Occupancy Agreement, such as those in temporary homeless accommodation, are not eligible.

Any outstanding debt owed to the housing service will be deducted from the allowance, with the remaining balance credited to the tenant's rent account. If the debt is less than the allowance, the remaining balance will be paid to the tenant via bank transfer. In cases where no housing-related debt exists, the full amount will be paid via bank transfer.

Tenant allowance payment amounts are reviewed each year.

Decoration (New Tenancies)

A decoration allowance is paid to tenants for properties in poor decorative condition at the time of allocation. The allowance is calculated based on the Housing Officer's Change of Tenancy Inspection Report and is determined by the Officer's assessment of the decoration standard in each room at the time of re-let, in line with Angus Council's re-let standard.

Appendix 1 outlines the decoration allowances provided based on the assessed property condition. It includes criteria for determining eligibility and specifies payment amounts for various levels of decoration needs.

Disturbance Allowance (Planned Maintenance or Renovations)

This is a financial payment provided to compensate for the inconvenience and disruption caused by major works undertaken in a tenant's home, including tenants who are temporarily relocated due to major works affecting their homes. The purpose of the disturbance allowance is to help cover additional costs that tenants might incur during the period of disruption, including costs associated with moving and living in temporary accommodation.

Appendix 1 outlines the full range of circumstances in which payments are made, including the specific situations that qualify for allowances and the corresponding payment amounts. It provides detailed guidance on eligibility criteria, the types of works covered, and the compensation or support available to tenants during periods of disruption or inconvenience.

6. Home Loss Payment

A Home Loss Payment is made to tenants and homeowners displaced due to demolition or other redevelopment affecting their homes.

Payments will only be made once a Council Committee has approved demolition in support of regeneration efforts that impact tenants and homeowners. In exceptional cases, payments may also be issued when a tenant must leave their property shortly before an active clearance or demolition is declared, such as in situations involving domestic abuse or discriminatory harassment.

Criteria for Home Loss Payment:

To qualify for a home loss payment, tenants and homeowners must meet the following conditions:

- Have lived in the property for at least one year as a tenant or homeowner.
- In some cases, we may make a discretionary payment for tenancies of less than one year if it serves our interests.
- The tenant or homeowner must occupy the house on the date of the qualifying action.
- The tenant or homeowner's removal from the house must be permanent and directly caused by our proposals.
- An application for payment must be made within five years of moving out, as verified by the Council.

If the person entitled to the home loss payment dies before claiming, any member of the household aged 18 or over may claim, provided they meet the same residency criteria and are a beneficiary of the deceased's estate.

Payment Details:

Tenants: A flat-rate home loss payment of £1,500 is provided per tenanted household. If multiple individuals are entitled to a payment for the same property, such as in the case of joint tenants, the £1,500 will be divided equally among them.

Owner-occupiers: An owner-occupier is entitled to 10% of the market value of their interest in the property, with a minimum payment of £1,500 and a maximum of £15,000.

Other expenses incurred:

We will compensate tenants and homeowners for reasonable expenses incurred when moving due to demolition or redevelopment affecting their home. To receive

compensation, tenants or homeowners must provide receipts to evidence their expenses.

There may be circumstances where tenants are temporarily moved, such as:

- Moving temporarily while awaiting a new build in a clearance area.
- Relocating temporarily to facilitate the demolition of a block as part of a larger clearance process, while waiting for permanent rehousing.
- Moving temporarily due to essential remedial work in the property they will be permanently rehoused to.

Home Loss and associated disturbance payments are typically made only once. This means if a payment is received when leaving the first property, no additional payments are provided for subsequent moves or return to the original property.

However, if a tenant has been moved to temporary accommodation and has occupied it for three years or more, they are eligible for an additional home loss and disturbance payment.

7. Compensation for Improvements

Tenants are entitled to compensation for certain improvements made to their property on or after 30 September 2002, provided the following conditions are met:

1. **The Improvement:** Must have been carried out after 30 September 2002.
2. **Approval:** Angus Council must have approved and agreed to the improvements.
3. **Tenancy Status:** The tenancy must have ended, and the property must not be repossessed by the Council.

Qualifying Improvements

Tenants are eligible for compensation for improvements listed in the schedule of the **Scottish Secure Tenants (Compensation for Improvements) Regulations 2002**. A copy of this schedule is provided in **Appendix 2**, which details the qualifying improvement works and their notional life (in years). Costs associated with decorating the home do not qualify for compensation.

Calculation of Compensation

To qualify for compensation, the notional life of the improvement must not have expired at the time the claim is made. Compensation is calculated using the following formula:

$$\text{Compensation} = C \times \left(1 - \frac{Y}{N}\right)$$

Where:

- **C** = Net cost of the improvement (including materials and labour, excluding built-in appliances, with discounts or grants deducted).
- **N** = Notional life of the improvement (in years).
- **Y** = Number of full or partial years between the completion of the improvement and the end of tenancy.

Example: a tenant pays for the installation of a new shower, which is approved by the housing officer. The shower and installation cost the tenant £500. The notional life of the improvement is 12 years. The tenant ends their tenancy after 5 years of the shower being installed. They make a claim for compensation and are awarded £295 ($£500 \times (1 - 5/12)$).

Payment Details

- **Maximum Compensation:** Up to £4,000 for each qualifying improvement.
- **Minimum Payment:** No compensation is provided if the total amount is less than £100.

Claiming for Compensation

Tenants must submit a claim for compensation within the period starting 28 days before and ending 21 days after their tenancy ends. The claim must include sufficient information to allow us to calculate the compensation amount, including:

- Details of the improvements made.
- Costs for each improvement and the start and completion dates.
- Evidence that the improvements were approved by Angus Council.

We may adjust the compensation if we determine that the cost of the improvement was excessive or if the specifications were higher than what we would have provided. Compensation will also be adjusted based on the condition of the improvement as compared to typical expectations.

Any outstanding debts owed by the tenant will be deducted from the compensation award.

If a tenant has made alterations or improvements without obtaining permission, we will charge for any work required to restore the property to its previous condition at the end of the tenancy, in accordance with Section 5.21 of the tenancy agreement.

8. Right to Repair

The **Right to Repair** scheme is a legal provision that allows tenants of Scottish Secure Tenancies to have certain urgent repairs carried out within specific timescales. If these repairs are not completed in time, tenants may be entitled to compensation. The scheme is part of the **Housing (Scotland) Act 2001**, designed to ensure necessary repairs are handled promptly and efficiently.

Qualifying Repairs

- The scheme covers a list of specific repairs that are considered urgent and essential for tenants' safety or comfort. These repairs are generally small but crucial, such as fixing a broken heating system or addressing electrical faults. The maximum value of the repair is capped at £350.
- A list of qualifying repairs, along with the maximum time allowed to complete them, is provided in Appendix 3.

Process for Reporting a Repair

- When a tenant identifies a qualifying repair, they must report it to Angus Council via the customer contact centre or Housing Online.
- We will notify the tenant whether the repair qualifies under the Right to Repair scheme (this may be subject to an inspection) and assign a contractor to complete the work within the prescribed timescale.

Timescales

- Each qualifying repair has a maximum time limit for when it must be completed. This period starts from the date the contractor is instructed.
- If the repair is not completed within the initial time limit, the tenant can contact Angus Council to have a different contractor assigned.

Compensation

- If the second contractor also fails to complete the repair within the additional time, the tenant is entitled to compensation.
- Compensation starts at £15, with an additional £3 per day for each day the repair remains incomplete, up to a maximum of £100.

Exemptions to Compensation

Tenants won't receive compensation if:

- They fail to provide access to their home for the repair.
- The delay was due to ordering specialist parts and they have been informed.
- There is a legitimate variation to the work order that changes the priority of the repair.

Payment of Compensation

- If compensation is due, the landlord will process the payment directly to the tenant. If the tenant owes money (e.g., rent arrears), the compensation amount will be deducted from the amount owed.

9. Deductions for Money Owed

We will deduct any outstanding debts owed by tenants or homeowners from payments due to them. These debts may include:

- Rent arrears (including garage arrears)
- Court expenses
- Rechargeable repairs

Tenants and homeowners are still eligible for a Home Loss payment up to a maximum of £500, even if they have outstanding debts.

For homeowners, outstanding debts can be deducted from the sale price of the property as a condition of the contract.

10. Appeals

If a tenant or homeowner (for home loss payments) is dissatisfied with a decision regarding redress, compensation, or tenant allowances, they have the right to appeal. Appeals will be reviewed by independent officers who were not involved in the original decision-making process.

To appeal:

- Submit your appeal in writing within 21 days of the decision.
- We aim to resolve appeals within 21 days.

Contact us at:

Address: Housing Strategy, Performance and Access Team, Angus House, Orchard Bank Business Park, Orchard Loan, Forfar, DD8 1AN

Phone: 03452 777 778

Email: HousingQPP@angus.gov.uk

11. Roles and Responsibilities

Housing Officer (Community Housing)	<p>Tenant Allowance (HIP Payment)</p> <p>Complete the Change of Tenancy inspection report, specifying the required HIP payment amount for the property.</p> <p>Process the HIP payment.</p> <p>Disturbance Allowance</p> <p>Ensure the required payment is processed.</p> <p>Compensation for Improvement</p> <p>Consider requests for improvements and ensure authorisations for improvements are recorded against the tenancy details on the housing management system.</p> <p>Consider claims for compensation in accordance with the policy.</p> <p>Right to Repair</p> <p>Identify and instruct payments for compensation.</p>
Team Leader (Community Housing)	<p>Tenant Allowances</p> <p>Ensure the effective operation of the policy for tenant allowances.</p> <p>Review and authorise payment requests received from Housing Officers for tenant allowances.</p> <p>Compensation for Improvement</p> <p>Review and authorise payment requests received from Housing Officers.</p> <p>Home Loss/Home Loss Disturbance Payment</p> <p>Calculate and instruct payments in accordance with the policy.</p>

Housing Policy Officer	<p>Ensure the policy is reviewed regularly and updated in line with any changes in legislation.</p> <p>Conduct an annual review of payment amounts.</p> <p>Conduct a quarterly analysis of payments made related to the policy.</p> <p>Perform quality assurance checks to ensure compliance with the policy.</p> <p>Consider and determine appeals related to the policy.</p>
Manager (CHT)	<p>Financial Redress</p> <p>Assess and authorise claims for financial redress.</p> <p>Instruct payments in accordance with the policy.</p> <p>Home Loss/ Home Loss Disturbance Payment</p> <p>Review and authorise payment requests received from Team Leaders.</p>
Housing Officer (Assets)	<p>Inform the Housing Officer (Community Housing) of planned maintenance within their area.</p> <p>Confirm the tenant allowance each customer is entitled to as part of planned maintenance and record the details in the Housing Management System.</p>

12. Performance Management

To effectively monitor and manage performance of this policy, data will be collected on each aspect of the policy, including payments made, accuracy of payments, tenant feedback, and appeals or disputes.

The following Key Performance Indicators will be monitored to measure success of the policy:

- Percentage of tenants satisfied.
- Total expenditure on allowances, redress and compensation.
- Average payment amount per type of payment.
- Number of appeals received relating to the implantation of the policy.
- Number of compliance issues found in internal audits.

The Quality Assurance Panel will conduct internal audits on a sample of cases to ensure consistent application of the policy, verifying that eligibility criteria, allowance determinations, and payment processes are followed accurately. Outcomes from these reviews will be tracked and analysed to inform future adjustments to the policy, refine processes and procedures, and enhance staff training.

13. Related Legislation and Policies

Our approach to compensation for improvements is guided by statutory obligations outlined in the Housing (Scotland) Act 2001. The key legislative provisions relevant to our policy include:

- **Section 30:** Right to compensation for improvements.
- **Section 27:** Repairs, along with Schedule 4.

Additional regulations that inform our policy include:

- The **Scottish Secure Tenants (Compensation for Improvements) Regulations 2002** (Scottish Statutory Instrument 2002 No. 312).
- The **Land Compensation (Scotland) Act 1973:** Addresses Home Loss and Disturbance Payments for tenants and owners displaced due to demolition or redevelopment affecting their homes.

There is no specific legislation or statutory obligation regarding the payment of tenant allowances.

14. Policy review

We will review this policy **every three years**, or sooner if new policy guidance, good practice, or legislation necessitates an update. Additionally, we will consider revisions based on complaints or other feedback indicating a need for change.

We will conduct an annual review of payment amounts.

15. Contact Information

For further information regarding this policy, please contact the Performance and Improvement Team.

Email: HousingQPP@angus.gov.uk

16. Appendices

Appendix 1

Tenant Allowances 2024/25

Tenant allowance payments will only be issued to tenants with a Secure or Short Scottish Secure Tenancy.

For payments related to planned maintenance or major repairs works, the work must be completed before the payment is processed. Tenants must provide access for a final inspection within 2 months of the completion date for the work to be signed off. If access is not provided within this timeframe, no payment will be made.

A. DECANT MODERNISATION PAYMENT
Mainstream Accommodation - Amount £ 440.14 - (only applicable where tenants are decanted and subsequently move back to same property).
OR
Sheltered Accommodation – NIL - (as part of the specification of the modernisation program, floor coverings will be fitted throughout the property. Currently only supplied in kitchen and bathroom).
ADDITIONAL PAYMENTS FOR DECANTS
In addition to A above, the under noted assistance is given (where appropriate) to tenants whose houses are being modernised. Removal expenses are paid for, and arrangements made by the Council.
<ul style="list-style-type: none"> a) Carpets are uplifted and re-laid at the Council's expense (however, integrated laminated flooring cannot be guaranteed to be re-laid by the Council without damage, due to the nature of this material). b) Cookers and washing machines are disconnected and reconnected at the expense of the Council. (This <u>excludes</u> fridges or freezers unless tenant is being decanted by the Council. Tenants are asked to move these items themselves prior to work starting in kitchen replacements or heating renewals, due to their fragile nature. (Assistance can be made available in special cases)). c) One quarter's rental of the telephone line and telephone apparatus (including the VAT element) are reimbursed or, in exceptional circumstances, the reimbursement of the telephone disconnection and reconnection charges. (Obviously, no reimbursement applies to mobile phone options). d) Redirection of mail costs. e) Additional costs incurred in bussing children to and from their school. f) Reimbursement for any other reasonable costs as agreed by the Service Leader Housing and Service Leader Finance.
B. WINDOW REPLACEMENT DISTURBANCE PAYMENT
No amount payable other than the Blind Allowance (only payable if existing blind no longer fits) - £34.43 per window.
C. KITCHEN REPLACEMENT PAYMENT DISTURBANCE PAYMENT
No Amount payable – Full decoration is included in the contract

<p>However, if there are alterations to window opening, Blind Allowance is applicable - £34.43 (only payable if existing blind no longer fits)</p>
<p>D. BATHROOM REPLACEMENT DISTURBANCE PAYMENT</p>
<p>No Amount payable – Full decoration is included in the contract</p> <p>However, if there are alterations to window opening, Blind Allowance is applicable - £34.43 (only if existing blind no longer fits)</p>
<p>E. REWIRING</p>
<p>Amount – £27.77 per room decoration damaged (only payable where full rewire is carried out, not a partial or electrical upgrade).</p>
<p>F. HEATING REPLACEMENT PAYMENT</p>
<p>Amount – £27.77 per room decoration damaged (only payable if a full replacement, not partial).</p> <p>If heating and full rewire are both carried out together, only one payment will be applicable at same level of <u>£27.77 per room</u> decoration damaged.</p>
<p>G. DOOR REPLACEMENTS</p>
<p>No Amount payable – However, if excess damage is caused to the hallway etc, the Housing Officer has discretion to offer a Home Improvement Package payment – see H below.</p>
<p>H. GENERAL HOME IMPROVEMENT PACKAGE</p>
<p>This category is to cover all works where additional payments are deemed necessary, per room, by the Housing Officer where they feel the condition of the property or standard of decoration merits it.</p> <p>This covers change of tenancy/relet of properties. This payment is calculated on the Housing Officers change of Tenancy Inspection Report based on their assessment of the standard of decoration, per room at the time of re-let.</p>
<p>Standard</p> <p>Home Improvement Package – per room</p> <p>C Standard – £39.44 - the room can be “fixed” by only needing painted/emulsion</p> <p>D Standard - £62.97 - if the room requires wallpapering</p>

Appendix 2

This appendix covers the regulations under the Compensation for Improvements 2002.

Details of the full legislation can be found here:

<https://www.legislation.gov.uk/ssi/2002/312/made>

Qualifying improvement work

1. Improvement work is prescribed qualifying improvement work for the purposes of section 30(1) of the Act if it consists of the installation or replacement of an item specified in column 1 of the Schedule.

Circumstances where compensation is not payable in respect of qualifying improvement work.

4. Compensation shall not be payable-

(a) where the compensation which would otherwise be payable is less than £100 being the prescribed amount for the purposes of section 30(4)(c) of the Act; or

(b) where the tenancy ends in one or more of the following prescribed circumstances for the purposes of section 30(4)(a) of the Act:-

(i) an order for recovery of possession was made on any of the grounds specified in Part I of Schedule 2 to the Act;

(ii) the house was disposed of under section 14 of the 1987 Act;

(iii) the house was disposed of under section 65 of the 2001 Act;

(iv) the right to buy under Part II of the 1987 Act has been exercised; or

(v) the qualifying person has been granted a new tenancy, whether alone or jointly, of the same, or substantially the same, house by the same landlord.

Amount of compensation

5. (1) Subject to paragraphs (2) to (4), the amount of compensation payable for qualifying improvement work shall be calculated in accordance with the formula:

$$C \times (1-Y) N$$

which is the prescribed method of calculation for the purpose of section 30(5)(a)(ii) of the Act where C = the cost of the improvement work from which shall be deducted the amount of any grant made

(i) under Part XIII of the 1987 Act; and

(ii) under the Home Energy Efficiency Scheme Regulations 1997[3];

N = the notional life of the improvement effected by the work; and Y = the number of years starting on the date on which the improvement was completed and ending on the date on which the tenancy ends and for the purposes of this paragraph part of a year shall be counted as a year.

(2) Where

(a) the cost of the improvement work was excessive;

(b) the improvement effected by the work has deteriorated at a rate greater than that provided for in the notional life for that improvement; or

(c) the improvement effected by the work is of a higher quality than it would have been had the landlord effected it, the landlord may deduct from the amount of compensation calculated in accordance with paragraph (1) such sum as is reasonable in order to take into account that subparagraph (a), (b) or (c) applies.

(3) Where the improvement effected by the work has deteriorated at a rate lower than that provided for in the notional life for that improvement the landlord may add to the amount of compensation calculated in accordance with paragraph (1) such sum as is reasonable in order to take into account that the improvement has so deteriorated notwithstanding that otherwise the amount of compensation calculated in accordance with paragraph (1) would be nil.

(4) Compensation shall not be payable to the extent that the amount of compensation would exceed £4,000 per improvement.

Claims for compensation

6. (1) Claims for compensation shall contain sufficient information to enable the landlord to calculate the amount of compensation payable and shall be made in writing within the period starting 28 days before and ending 21 days after, the tenancy comes to an end.

(2) The landlord shall respond to the claim within 28 days of the date of the claim.

Set Off

7. The landlord may set off against any compensation payable under these Regulations any sum owed to it by the qualifying person.

Disputes

8. (1) Where a qualifying person is aggrieved by any decision of a landlord concerning any question arising under these Regulations that person may within 28 days of receiving notification of that decision require it to be reviewed or reconsidered as the case may be.

(2) Where a review or reconsideration is required under paragraph (1) the decision- (a) shall be reviewed by a valuer or surveyor, who took no part in making the decision, appointed for the purpose by the landlord; (b) shall be reviewed by any of the landlord's members, committee members or board members as the case may be who took no part in making the decision; or (c) shall be reconsidered by all the landlord's members, committee members or board members, and the qualifying person may make written representations to and, accompanied by any representative of that person's choice, oral representations before, the person or persons undertaking the review or reconsideration.

(3) The qualifying person or the landlord may appeal to the sheriff against any decision taken on a review or reconsideration.

SCHEDULE Regulations 2 and 3 QUALIFYING IMPROVEMENT WORK AND NOTIONAL LIFE

Item notional life in years:

Bath or shower	12
Cavity wall insulation	20
Sound insulation	20
Double glazing or other external window replacement or secondary glazing	20
Draught proofing of external doors or windows	8
Insulation of pipes, water tank or cylinder	10
Installation of mechanical ventilation in bathrooms and kitchens	7
Kitchen sink	10
Loft insulation	20
Rewiring and the provision of power and lighting or other electrical fixtures including smoke detectors	20
Security measures other than burglar alarm systems	15
Space or water heating	12
Storage cupboards in bathroom or kitchen	10
Thermostatic radiator valves	7
Wash hand basin	12
Water closet	12
Work surfaces for food preparation	1

Appendix 3

Right to Repair

Qualifying repairs and timescale

Type of repair	Maximum no. of working days
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 drain	1
Loss or partial loss of electric power or gas supply	1
Insecure external windows, doors or locks	1
Unsafe access to a path or step	1
Significant leaking or flooding from water or heating pipe, tank or cistern	1
Loss or partial loss of space or water heating (where there is no alternative)	1
Toilet not flushing where there is no other toilet in the house	1
Unsafe power of lighting socket or electrical fitting	1
Loss or partial loss of water supply	1 (full loss) 3 (partial loss)
Loose or detached banister or handrail	3
Unsafe timber flooring or stair tread	3
Mechanical extractor fan in a room with no external windows or doors	7