

Completion of Work

We will give you a further deadline for completing the work.

If we fail to complete the work within the second time period, you will be eligible for compensation as follows:

- **£10.00** - one off payment
- **£2.00** for each day the repair continues to be outstanding after the second time period (up to a maximum of **£50**).

The Right to Repair compensation is not payable if you fail to give us access for the work to be inspected or carried out.

How do I claim?

If you would like to claim for Right to Repair compensation, please write directly to:

The Asset Manager
St Vincent Housing Association
1st Floor, Metropolitan House,
20 Brindley Road,
Old Trafford,
Manchester
M16 9HQ

Central Office

1st Floor, Metropolitan House,
20 Brindley Road,
Old Trafford,
Manchester M16 9HQ
Telephone 0845 606 6565
Fax 0161 772 2121
E-mail enquiry@svha.co.uk
Minicom (18002) 0161 772 2156

Haslingden Office

41 Bury Road, Haslingden,
Lancashire BB4 5PG
Telephone 0845 050 0570
Fax 01706 260412

The Manchester Foyer

61 Booth Street West, Manchester M15 6PP
Telephone 0161 276 1000
Fax 0161 276 1001

The Blackburn with Darwen Foyer

1A Princes Street, Blackburn BB2 1LS
Telephone 01254 222030
Fax 01254 222043

اگر آپ کو اس معلومات کا ترجمہ چاہیے، ہونو بڑھ کر ہم اپنے مقامی آفس سے رابطہ کریں



St. Vincent's Housing Association Limited

www.svha.co.uk

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Right to Repair



The Right To Repair

As a customer of St Vincent's and under the Housing Act 1985, you have the right to carry out certain repairs to your home.

This applies if:

- We have failed to carry out a repair within a reasonable period of time
- You have served the relevant notices on us.

This leaflet gives you information on what the Right to Repair means to you.

Response Times for Repairs

St Vincent's classifies all repairs as:

- Emergency - we will respond to you within 2 hours
- All other repairs - based on an appointment time agreed with us

We will take into account our customer's circumstances, for instance response times for older people or if there are very young children in the household.

Who is Responsible for Repairs?

You will find set out within the customer handbook, under the repairs and improvement section, a list of:

- Emergency repairs
- Repairs which are St.Vincent's responsibility
- Repairs which are your responsibility

You can obtain a copy of the handbook from your local office or online at www.svha.co.uk.

If you report an emergency or urgent repair, we will let you know who will do the repair and when it should be completed.

