

**How do Choice work out compensation?**

The amount of compensation payable reflects the delay in completing eligible repairs and not the cost of the repair.

Tenants are paid £10 for the first day or part thereof and further £2 for each day that the repairs was late up to a limit of £50.

Tenants must advise us as soon as possible after the repair was due to be completed to allow us to contact the relevant contractor.

Choice is not liable for any costs incurred by tenants who employ contractor directly.

**What if I don't agree with a decision on my claim?**

You can ask Choice to reconsider our decision within 28 days of giving it to you. A review of our decision will be carried out by a manager who was not involved in making the original decision

If you still remain dissatisfied you can make a formal appeal to choice in writing.

**How can I find out more?**

For further information about the Right to Repair Scheme please contact Choice at the address on this leaflet.



**Choice**  
Leslie Morrell House  
37 - 41 May Street  
Belfast  
BT1 4DN

**T: 0300 111 2211**  
**choice-housing.org**



**Right to  
Repair  
Scheme**

# Right to Repair Scheme

The Right to Repair Scheme enables Choice tenants to have urgent, minor repairs which affect health or safety, completed quickly at no cost to them. The scheme also provides for tenants to be compensated where such repairs have not been completed within a prescribed period.

## When am I entitled to compensation through the Right to Repair Scheme?

A qualifying repair will be considered an eligible repair when:

- Small, urgent repairs costing up to £250 are not carried out within a reasonably short, prescribed period of time and are likely to jeopardise your health or safety.
- Contractors fail to complete qualifying repairs within the prescribed period.

## To avail of the Right to Repair Scheme tenants must contact Choice advising that:

- The reported repair has not been carried out within the agreed and published time frame.
- The repair has been reported and acknowledged by Choice as being qualifying

## When am I entitled to compensation through the Right to Repair Scheme?

The following list of repairs are classed as qualifying under the Right to Repair Scheme:

- Total or partial loss of electrical power.
- Unsafe power, lighting, socket or electrical fitting.
- Total or partial loss of water supply.
- Total or partial loss of gas or oil supply.
- Blocked flue to open fire or boiler. Total or partial loss of space or water heating.
- Blocked or leaking foul drain, soil stack or where there is no other working toilet in the property.
- Toilet not flushing where there is no other toilet in the house.
- Blocked sink, bath or basin.
- Tap which cannot be turned. Leaking from water or heating pipe, tank or cistern.
- Roof leak.
- Insecure external window, door or lock.
- Loose or detached banister or handrail.
- Rotten timber flooring or stair tread.

- Door entry phone not working.
- Mechanical extractor fan in internal kitchen or bathroom not working.

## Exemptions from the Right to Repair Scheme

The Right to Repair Scheme does not apply where:

- The tenant has informed Choice that they no longer want the qualifying repair to be carried out.
- The tenant has not advised Choice after the due date for the repair and before the end of the prescribed period (twice the stated response time) to allow Choice reasonable time to act.
- Failure to provide reasonable access details for the contractor.
- Failure to provide access for an inspection or for the repair to be carried out.
- Repairs which are not the responsibility of Choice, such as NIE power failure.
- Repairs which are a tenant responsibility or caused by misuse as set out in tenancy handbook e.g. by causing a drain or pipe to be blocked.
- If there is a genuine difficulty in completing the works due to factors outside the contractors control e.g. severe weather conditions or parts not available.

## How do I get Compensation?

You must make a claim in writing to Choice with the following information:

- Your name and address.
- What repairs have been made or are outstanding.
- The date the repair(s) was started/ completed.

Choice may also want to inspect the repairs made to the property. Compensation ranges from £10 to £50.

## How can I find out more?

For further information please contact Choice at:

Choice Housing Ireland Limited  
Leslie Morrell House,  
37-41 May St, Belfast, BT1 4DN

Tel: 0300 111 2211  
Email: [enquiries@choice-housing.org](mailto:enquiries@choice-housing.org)



*Please note that the Right to Repair Scheme does not normally extend to common areas of an Choice property.*