

## CAN I CLAIM COMPENSATION FOR ANY IMPROVEMENTS THAT I MAKE?

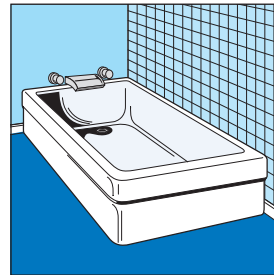
Yes. You can claim compensation for the cost of materials and the cost of labour (but not your own labour). You must apply to SLH in writing before you make any alterations. We will give you a list of approved contractors and you must obtain 3 written estimates for the work before it is carried out. Only when SLH has approved the estimate and you have written confirmation of this can you instruct the contractor to start work.

The compensation that you will be given will be paid at the end of your tenancy and will take the following into account:

- The expected lifespan of the components and materials used.
- Depreciation of the improvements since the work was carried out.
- Whether or not you received a grant to help you carry out the work.

If you owe SLH any money at the end of your tenancy, the amount of compensation you receive will be deducted from your account. If your tenancy is terminated through legal action by SLH you will not normally be entitled to compensation.

The maximum amount of compensation payable for any one improvement is £3000. Compensation will not be paid for amounts under £50.



## HOW DO I CLAIM COMPENSATION?

You must submit a written claim for compensation to SLH between 28 days before the actual end of your tenancy or up to 14 days after the tenancy has ended. You must include all necessary documentation regarding the cost of the improvement and the consent letter from SLH giving you permission to go ahead with the work.

## ARE THERE ANY REASONS WHY SLH WILL NOT GIVE ME PERMISSION TO CARRY OUT IMPROVEMENTS?

There are some occasions where SLH will not give consent for improvements to be carried out and these are as follows:

- If the improvement is not one of the improvements listed in the section about which repairs are covered under the Right to Improve.
- If the improvement is too costly to build or maintain.
- If it is not in keeping with the rest of the dwelling or the surrounding dwellings.
- If it is likely to make the dwelling difficult to let for future occupants.
- If it is an improvement that SLH are likely to carry out within a reasonable amount of time.
- If it is unnecessary (e.g. changing the colour of a bathroom suite in a new or recently fitted bathroom).

## FOR MORE INFORMATION

If you require any further information on your right to repair and your right to compensation for improvements, please contact SLH on (0151) 285 5600.

### If you want a translation please contact 0151 285 5600.

Nese e doni te perkthyer, lutemi kontaktoni 0151 285 5600. (Albanian)

إذا لديك الرغبة في الترجمة الرجاء الاتصال على الرقم 0151 285 5600 (Arabic)

আপনি যদি এই চিঠির বাংলা অনুবাদ চান তাহলে অনুগ্রহ করে এই টেলিফোন 0151 285 5600 নম্বরে যোগাযোগ করুন। (Bengali)

若您想索取一份中文譯本，請致電 0151 285 5600 查詢。 (Chinese)

Si vous voulez une traduction, veuillez appeler le 0151 285 5600. (French)

यदि आपको इसका हिन्दी में अनुवाद चाहिए तो कृपया इस नम्बर 0151 285 5600 पर संपर्क करें। (Hindi)

ئەگەر تۆ ئۆز ئۆزىڭىزنىڭ تەرجىمىسىگە ئېھتىياجىڭىز بار، ئۇنداقتا 0151 285 5600 نۇمىرىغا تېلېفون قىلىڭىز. (Kurdish)

Se necessitar de uma tradução é favor telefonar para o número 0151 285 5600. (Portuguese)

ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਦਾ ਤਰਜਮਾ ਚਾਹੀਦਾ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0151 285 5600 ਤੇ ਸੰਪਰਕ ਕਰੋ (Punjab)

Si desea una traducción solicítela al 0151 285 5600. (Spanish)

اگر آپ کو اسکا ترجمہ درکار ہے تو فون نمبر 0151 285 5600 پر رابطہ قائم کریں۔ (Urdu)



LargeText

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### FREEPHONE REPAIR LINE

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**This  
publication  
is also  
available in  
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 housing  
south liverpool

**YOUR RIGHT TO  
REPAIR &  
YOUR RIGHT TO  
COMPENSATION  
FOR  
IMPROVEMENTS**



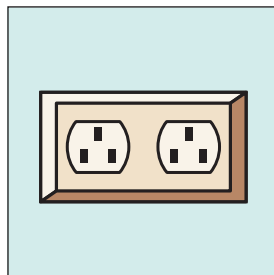
## WHAT IS “YOUR RIGHT TO REPAIR”?

Under the Right to Repair scheme introduced by the Government in 1994, small emergency or urgent repairs which might affect your health, safety or security must be done quickly and easily. These types of repairs are called “Qualifying Repairs”.

All of our repairs are categorised when you report them to us and you will be told how long it will take for your repair to be completed.

If we do not complete your qualifying repair within the time we say we will, we must give you a second deadline for when the repair will be carried out.

If we do not complete your qualifying repair by the second deadline, you may be eligible for compensation.

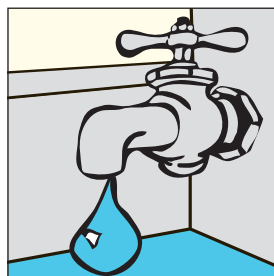


## WHAT TYPES OF REPAIRS ARE “QUALIFYING REPAIRS” UNDER THE RIGHT TO REPAIR SCHEME?

Not all repairs qualify under the Right to Repair scheme. Repairs covered under the guidelines include small, urgent repairs that are likely to cost under £250 and are likely to affect health, safety and security.

Here is a full list of “Qualifying Repairs”:

- Total loss of electric power
- Partial loss of electric power
- Unsafe power or lighting socket, or electrical fitting
- Total loss of water supply
- Partial loss of water 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 dwelling-house) toilet pan
- Toilet is not flushing (where there is no other working toilet in the dwelling-house)
- Blocked sink, bath or basin
- Tap which cannot be turned



- Leaking from water or heating pipe, tank or cistern
- Leaking roof
- Insecure external window, door or lock
- Loose or detached banister or hand rail
- Rotten timber flooring or stair tread
- Door entry phone not working
- Mechanical extractor fan in internal kitchen or bathroom not working

## WHAT HAPPENS IF MY REPAIR IS NOT CARRIED OUT WITHIN THE FIRST DEADLINE?

If your repair has not been completed in the time we said it would be, you must let us know. We will then give you a second deadline for the repair to be completed. If the repair is not completed by the second deadline, you may be eligible for compensation.



## IF MY REPAIR IS NOT COMPLETED BY THE SECOND DEADLINE HOW MUCH COMPENSATION MAY I BE ELIGIBLE FOR?

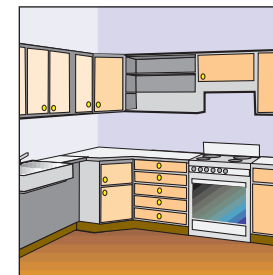
If we do not complete your repair by the second deadline you may be eligible for compensation. If you do qualify for compensation you will receive a one-off payment of £10 and an additional £2 for every day that the repair is late past the second deadline. The maximum compensation that you can receive for any one job is £50.

## ARE THERE ANY CIRCUMSTANCES IN WHICH I WILL NOT BE PAID COMPENSATION?

Yes. If you do not allow the contractor access to carry out the repair you will not be eligible for compensation. Also, if you owe SLH any money we will deduct your compensation from the amount of money that you owe us.

## WHAT IS “YOUR RIGHT TO IMPROVE”?

As your landlord we have a duty to carry out certain repairs to your home. However, sometimes you may wish to make other improvements to your home, which SLH are not responsible for. If you wish to make any improvements to your home you must ask SLH for permission. If you do not ask us for permission, or the work carried out is not safe or does not comply with our consent we may carry out any repairs we think necessary to return your property to its original state and you will be billed for the cost of these repairs. SLH will not be responsible for the repair or maintenance of any improvement you make to your home.



## WHICH REPAIRS ARE COVERED BY THE RIGHT TO IMPROVE?

- Bath or shower
- Wash-hand basin
- Toilet
- Kitchen sink
- Storage cupboards in bathroom or kitchen
- Work surfaces for food preparation
- Space or water heating
- Thermostatic radiator valves
- Insulation of water pipes, water tank and cylinder
- Loft insulation
- Cavity wall insulation
- Draught-proof of external doors or windows
- Double glazing or other external window replacement or secondary glazing
- Rewiring or the provision of power and lighting or other electrical fittings (including smoke detectors)
- Any object which includes the security of the dwelling-house, but excluding burglar alarms

