



Find out about...

# Your right to repair



Community  
**GATEWAY**  
Association

Developing neighbourhoods in Preston



If you are a Community Gateway Association (CGA) tenant and certain repairs have not been done on time, you may have a legal right to arrange your own repair. This is called the Right to Repair.

## About the Right to Repair

The Right to Repair was introduced for tenants whose landlords fail to repair some items within set time periods. It only applies if the landlord has been given reasonable time and access to do the work.

The CGA has a duty to maintain and repair:

- The structure and outside of your home
- The fittings inside that we have installed (including water supply, sanitary fittings, gas, electricity, and heating appliances).

Legal time targets are set for some urgent repair jobs. The jobs affected, and time allowed to do the work, are shown below.

To qualify for the Right to Repair:

- The CGA must have failed to repair something within the legal time limit **and**
- You must have allowed us time and access to get the job done.

## Jobs that count under the Right to Repair

A list of jobs that qualify for the Right to Repair, and the time landlords have to deal with them, is shown below.

Please note that qualifying repair times are set by law - not the CGA.

Repair needed	Time allowed by law to do the work
Total loss of electric power	24 hours
Partial loss of electric power	Three days
Unsafe power or lighting or electrical fitting	24 hours
Total loss of water supply	24 hours



<b>Repair needed</b>	<b>Time allowed by law to do the work</b>
Partial loss of water supply	Three days
Total loss of gas supply	24 hours
Blocked flue	24 hours
Total loss of heating or hot water	Next day
Blocked sink, bath or basin	Three days
Blocked or leaking foul drain, soil stack, or toilet pan (where there is no other working toilet in the dwelling house)	24 hours
Tap which cannot be turned	Three days
Major leak from water or heating pipe, tank or cistern	24 hours
Leaking roof	Seven days
Insecure external window, door or lock	24 hours
Loose or detached banister or handrail	Three days
Door entry phone not working	Seven days
Mechanical extractor fan in internal kitchen or bathroom not working	Seven days

The rules are complex, so contact the Gateway Repair Line for help and advice. Always check with us first before you get someone else to do the repair. Otherwise the CGA might not pay the bill.

### **If your first repair is not done on time**

If the first contractor doesn't do your repair on time, please let the CGA know. We can then get a second contractor to

carry out the work - unless there is a good reason why the work hasn't been done. You will get a copy of the repair order sent to the second contractor. The second contractor then has the same amount of time to do the repair. Gateway Association.



## Want to know more?

To find out more about our service, please contact:

### **Gateway Repair line**

Deltic House, West Strand,  
Preston PR1 8UY

t: 0800 953 0213

Opening hours 9.00am to 5.00pm  
Monday to Friday

### **City Centre Office**

Unit 17/19 St John's Centre,  
Lancaster Way, Preston PR1 1FB

Opening hours 9.00am to 5.00pm  
Mon, Tues, Weds, Friday  
and 10.30am to 6.00pm on Thursday

If you live in the Moor Nook area you can also speak to the

### **Moor Nook EMB**

Langden Drive, Ribbleson, Preston

t: 01772 268005

Opening hours 9.00am to 12.30pm  
Monday to Friday

Other contact details:

e: [repairs@communitygateway.co.uk](mailto:repairs@communitygateway.co.uk)

w: [www.communitygateway.co.uk](http://www.communitygateway.co.uk)

## When compensation is paid

If the second contractor doesn't do your repair in time, you will get £10 in compensation. After that, for every extra day you wait, you will get another £2 compensation - up to a maximum of £50 for one repair.

The CGA will pay your compensation, unless you already owe us money.

If you owe money to the CGA, we will take away the amount owed before paying any compensation.

## When compensation is not paid

Sometimes there may be a good reason why a repair can't be done. For example, if you didn't keep the appointment to let the contractor in, which stopped them from doing the repair, the CGA does not have to pay you any compensation.