

## Some of the repairs for which you are responsible

- Door latches and fittings inside your home
- Cupboards and cupboard handles and hinges
- Letter box, milk box and airing racks
- Sink plugs and chains, toilet chains, toilet seats and tap washers
- Small faults and cracks in plaster
- Damaged floor and wall tiles
- Electric plugs and fuses to plugs
- Fuses and pull cords to light fittings
- Hot water cylinder jackets
- Wallpaper or paint work inside your home
- Blocked sinks or drains caused by misuse

### Ways to contact us:

Blenheim Gardens RMO  
24 Prague Place  
London SW2 5ED

Phone: 020 7926 0158  
Website: [www.bgrmo.org.uk](http://www.bgrmo.org.uk)  
Email: [blenheimgardens@lambeth.gov.uk](mailto:blenheimgardens@lambeth.gov.uk)

*If you would like this information in large print, Braille, or in another format or language, please contact us on 020 7926 0158.*

**Español:** *Si desea esta información en otro idioma, rogamos nos llame al 020 7926 0158.*

**Français:** *Si vous souhaitez ces informations dans une autre langue veuillez nous contacter au 020 7926 0158.*

**Português:** *Se desejar esta informação noutra idioma é favor telefonar para 020 7926 0158.*

**Twi:** *Se wope saa nkaeboy yi wo kasa foforo mu a fre 020 7926 0158.*

**Yoruba:** *Tí ẹ ba fẹ imoràn yíí, ní èdè Òmíràn, ẹjọ, ẹ kàn wà l'ágogo 020 7926 0158.*



## Blenheim Gardens RMO Guidance Leaflet

# Your “Right to Repair” and “Recharges for Repairs”

in partnership with



## Your 'Right to Repair'

The *Right to Repair* is a scheme for council tenants. It ensures that certain small urgent repairs which might affect your health, safety or security, are done quickly and easily. BGRMO, by law, must carry out these repairs within a certain time.

### What repairs can you get done?

You can get certain small urgent repairs done (up to the value of £250.00) if they are likely to affect your health, safety or security. These are called qualifying repairs. Qualifying repairs include:

- Unsafe power or lighting sockets or electrical fittings
- Blocked flue to open fire or boiler
- Leaking roof
- Toilets which don't flush
- Blocked sink, bath or basin
- Loose or broken banisters or handrails

### How can you get your repairs done?

You should tell BGRMO what repairs need to be done. We may need to send someone to your home to check the problem first. If the repair comes under the Right to Repair scheme, we will tell a contractor to do it in the set time. BGRMO will also send you a copy of the repair notice it sends to the contractor. You must let us know when someone can be at home to let the contractor in.

### How long does BGRMO have to carry out these repairs?

This depends on the type of repair you need, we can tell you how long it should take. Qualifying repair times are set by law, not BGRMO. For example, if your toilet isn't flushing, we usually have one working day to come and repair it. We have three working days to mend a loose banister rail and between 7 - 14 working days to mend a broken extractor fan in your bathroom or kitchen.

### What happens if the first contractor doesn't do your repair in time?

If the first contractor doesn't do your repair in time, you should phone us and ask us to send a second contractor. The second contractor then has the same amount of time to do the repair as the first one had.

### Compensation

If the second contractor doesn't do your repair in time, you will get £10.00 in gift vouchers. For every extra day you wait, you will get another £5.00. The most compensation you can get for any one job is £50.00 in vouchers. We will pay your compensation, unless you already owe us some money. If you owe money to BGRMO, we will take away the amount you owe from your compensation.

Sometimes there may be a good reason why a repair can't be done. For example, if you didn't keep your appointment to let the contractor in, and they therefore couldn't carry out the repair, we won't have to pay you any compensation.

### 'Recharges for Repairs'

Residents should be aware that, in line with the conditions of your tenancy, you would be re-charged if we carry out any of the following repairs on your behalf:

- Forcing entry into your home if you have locked yourself out
- Any repair or damage you or your household may have caused
- Any repair which is your responsibility (see over)

You will be informed before we carry out the repair that we will be charging you for it and how much it will cost. If you are a pensioner, you will only be charged up to 50% of the full cost. Once we have completed the repair you will be sent a bill which you are welcome to settle by instalments. Any payments should be made to Blenheim Gardens RMO, not Lambeth Council.