

TENANT POLICY

Right to Repair Policy



Version No. 5

OBJECTIVES OF THIS POLICY:

This policy sets out tenants' rights under the 'Right to Repair' scheme:

- to have urgent, minor repairs which affect health or safety completed quickly at no cost to themselves.
- to be compensated where such repairs have not been completed within a prescribed period.

SCOPE: IS IT A STRATEGIC, OR OPERATIONAL POLICY?

This operational policy sets out Woven's approach to the 'Right to Repair' Scheme.

POLICY STATEMENT:

The "Right to Repair" scheme is designed to enable Woven tenants to have urgent, minor repairs which affect their health and safety completed quickly at no cost to themselves. It includes small, urgent repairs up to a maximum cost of £250.

Under the "Right to Repair" scheme tenants will become entitled to compensation when the contractor fails to complete the "qualifying repairs" within the prescribed period (which will be twice the stated response time for any of the qualifying repairs).

RISK STATEMENT:

This policy will mitigate against the following risks:

- Uncertainty in the application of the Right to Repair scheme for Woven tenants
- There is a customer service, reputational and regulatory risk if the Right to Repair scheme is not implemented appropriately. Woven will manage this risk by ensuring that we adhere to regulatory requirements and have consultation processes for customers.