

Your right to compensation

...if we fail to repair.



Your right to compensation if we do not carry out repairs we are responsible for.

When will we consider paying compensation?

We will consider paying compensation when we cannot meet our published standards for 'qualifying repairs' that cost under £500. If the repair is not done by the target date on your order, you should contact our Customer Service Centre - Radian Direct. They will check with the contractor that the work is scheduled and give a **second target date for getting it done.**

The repair order will be given a priority depending on the urgency and nature of the repair.

The priorities are as follows:

Critical repairs:

We will do the work or make safe within 4 hours (Priority P1)

To avoid immediate danger to residents, the property or members of the public e.g. structural wall damaged or insecure ceiling or water in contact with electrics.

Emergency repairs:

We will do the work or make safe within 24 hours (Priority P2)

To avoid potential further damage to the property and inconvenience to the resident, e.g. complete failure of heating and hot water during winter months, failure of lighting or electrical sockets, burst pipes, major leaks, ceiling collapse.

Urgent repairs:

We will do the work within 7 calendar days (Priority P3)

Repairs that affect the resident's comfort or convenience, e.g. immersion heaters not working (when another form of water heating is available), loss of heating in one or two rooms, minor water leaks, faulty electrical switches or sockets.

Essential repairs:

We will do the work within 14 calendar days (Priority P4)

Repairs that could normally wait but where the resident is vulnerable and a routine repair of 31 days would be unreasonable, e.g. less urgent but cannot wait 31 days (i.e. minor repairs affecting your comfort or convenience).

Routine repairs:

We will do the work within 31 calendar days (Priority P5)

Repairs that can generally wait, with only slight inconvenience to the resident, e.g. minor problems with toilets, baths, sinks, doors or windows sticking, plaster repairs, brickwork and other non-urgent internal and external repairs.

How much compensation?

We will pay compensation of £12, plus £3 for every day after the second date that the repair is still not done. The most we will pay is £60.

When won't we pay compensation?

We won't pay compensation if the repair will cost more than £500.

We won't pay compensation if you refuse entry to the contractor, or if you are responsible for doing the repairs.

How do you claim compensation?

You can start a compensation claim through any of our communications methods and referencing 'Failure to repair claim'.

Here's how you can contact us:

Telephone 0300 123 1 567

Radian Direct is open from 8.30am-5.00pm, Mon-Fri and until 7pm on Thursday. *We are closed between 10am-12:30pm the first Wednesday of the month.

Web chat

Web chat can be found on our homepage in the bottom right-hand corner. We are active from 9:30am - 4:30pm.

Facebook & Twitter

Send us a private message or post on our timeline and we'll get back to you within an hour.

Text

Text 07764309062 and we'll get back to you within an hour.

Email

Email us at radiandirect@radian.co.uk, all emails will receive a response within 10 working days.

Face to Face

Come and visit us at your local office.



If you require this leaflet in a different language or a larger print, please let us know.

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