

## Tenants Helpline

Home page

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### **Are You Renting a Local Council or Housing Association Property That is in Poor Condition?**

Did you know that you can claim up to £10,000 in compensation and repairs?

### **Paying Rent For Social Housing?**

If the property is in a state of disrepair then start your compensation claim today.

Here's how easy it is...

#### **Complete a Simple Form**

Just enter your name and email into our online form to get started.

#### **Get a Free Assessment**

One of our friendly, expert advisors will contact you to discuss your claim.

#### **Free Home Survey**

We will arrange for a free, professional home survey to validate your claim.

#### **Leave The Rest To Us**

A specialist solicitor will work to progress your claim on a no win, no fee basis.

### **How Do I Know If I Am Eligible To Claim?**

If your rented property is in a state of disrepair and it has not been fixed within a reasonable timeframe from the date you first reported the problem then you have grounds for a claim. Some disrepair problems might include...

- Rising or penetrating damp
- Black mould on walls and ceilings
- Rotten floorboards or staircase
- Leaking roof or gutters
- Defective boiler or central heating
- Electrical faults including lighting and sockets
- Broken windows, frames or doors
- Any problem that may affect the health of you or your family

## **Who Will I Be Claiming Against?**

Your claim will be against the property owner such as the Local Authority or the Housing Association, to whom you pay rent. Anyone who rents social housing is entitled to live in a property that is safe, in a good state of repair and does not cause any inconvenience or health related issues.

Councils and Housing Associations all over the UK have already paid out millions in compensation for failing to maintain their properties. Start your claim today.

## **Why Choose Us To Manage Your Claim?**

- We are highly experienced in disrepair claims
- Our legal team are dedicated to helping you
- No win – no fee – no fuss

## **How We Work With You To Secure Your Claim**

First of all, contact us if you have reported a defect in your rented property to your Council or Housing Association and it has not been fixed with 30 days.

- **Tell us about your housing issue**

We will ask you a few basic questions to determine whether we should arrange for a professional surveyor to visit your property.

- **We will prepare your case for court**

Based on the surveyor's report, we will then progress your case to the next level, appoint a solicitor and then file your claim.

- **We will keep you up to date**

Once your claim has been filed with the court we will keep you updated on progress. In the unlikely event, you lose the case, you will NOT be liable for any fees whatsoever.

### **Testimonial #1**

John Patterson, London

"I couldn't believe how easy it was to make a claim against my housing association and the compensation came in really handy."

### **Testimonial #2**

Paula Traviss, Manchester

"Brilliant service from start to finish. The legal team were so helpful and very professional throughout the whole process."

### **Testimonial #3**

David Lloyd, Birmingham

“I was a little hesitant at first but I am so glad I decided to go ahead with the claim. The legal team were marvellous and I can’t thank them enough.”

## **Usual Housing Disrepair FAQs**

### **● Will my claim affect my tenancy agreement?**

No. Councils and Housing authorities know that you have a legal right to make a claim if repairs are not carried out within a reasonable timeframe.

### **● How much will my compensation be?**

It's not possible to give a definite figure because much depends on the circumstances of your claim. However, Claims between £3,000 and £18,000 have already been awarded.

### **● Will I have to pay if I lose my case?**

No. There are no legal fees to pay if your claim is not successful. If it is successful then all legal fees will be covered by the compensation payout.

### **● How long does it take for a claim?**

The wheels of the legal system move very slowly. It could take around 12 months before your claim is finally settled. In some cases, it might be a little longer.

### **● Can I claim for damage to my belongings?**

Yes. If the disrepair has caused damage to clothing, bedding or personal belongings then we can include them in your claim.

### **● Can I claim if my health is affected?**

Absolutely. If your health or that of any other member of your family has been affected by the state of the disrepair, then we will fight for maximum compensation on your behalf.

## Tenants Helpline

About Us page

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### **Are You Living in a Council or Housing Association Property That's Poorly Maintained?**

We could help you make a legal claim for compensation and all repairs. Find out if you qualify for a No win, No fee claim.

Learn More [Button link]

### **Our Fully Qualified Legal Team Are Waiting To Help**

We are professional and fully qualified solicitors specialising in property disrepair claims. Our expert team are here to help you make a successful claim for up to £10,000 in compensation and for all essential repairs to be carried out in the quickest time possible. We take care of everything and it's No win No fee, so your claim won't cost you a single penny!

You and your family are entitled to live in a safe environment with adequate living standards. That means your rented property should not be a cause for any health related issues and you should not be unduly concerned about safety due to a poorly maintained property.

If you think you might be entitled to a No Win No Fee claim for compensation then [apply now](#)

### **Why Choose Us?**

#### **Making Your Claim**

Making your claim for compensation and repair is very quick and easy. You simply complete an online form and we take it from there. We also keep you up to date on the progress of your claim.

#### **No Win No Fee**

A No Win No Fee claim is exactly that. If your claim is not successful then you will not pay for anything we do on your behalf. If your claim is successful, you simply pay our moderate fees from your compensation payout.

#### **Our Expert Team**

Access to justice is a fundamental right under the rule of UK law. However, very often financial barriers can prevent some claims from ever being heard in a court of law. That's why our expert team will fight your case, on your behalf to its inevitable conclusion.

### **High Success Rate**

Our specialist legal team are highly experienced in dealing with property disrepair claims and we have a very high success rate. Initially, one of our claim assessors can advise you about whether you qualify for a claim.

### **Housing Disrepair FAQs**

**Q: What should I do before I make a claim?**

A: Before you decide to make a claim, report any property defects to your council or housing association officer. Allow them ample time to respond and to complete the repair.

**Q: Will I have to pay any upfront costs?**

A: No. There are no fees to pay in advance for our service and absolutely no obligation on your part. Any accrued legal fees will be adequately met from your compensation payment.

**Q: Can I make a claim on health grounds?**

A: Yes. For example, if the damage to the property is damp related and is affecting your health then you could have a claim. Also, if any part of the property is a health or safety hazard you should contact us for advice.

**Q: How much compensation can I expect?**

That really depends on a number of factors including the extent of the disrepair, how long you have been affected and how long it might take to put things right. Average compensation claims are around £10,000.

**Q: Should I continue to pay rent?**

A: Yes. We recommend you continue to pay rent whilst your claim is being processed. Failure to do so might affect your tenancy agreement, which could subsequently invalidate your claim.

**Q: How long does it take for a claim to be settled?**

A: Every case is different and in some instances, a claim might be settled without the need to go to court. If it does go to court then the whole process could take at least 12 months and perhaps longer.

## **Tenants Helpline**

Housing Disrepair page

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### **What is Housing Disrepair?**

How do you know if you are eligible for up to £10,000 in compensation?

### **Housing Disrepair Explained**

The council or housing association are obliged to maintain their properties, inside and out, so they can provide structurally sound accommodation for their tenants. They are also responsible for ensuring the property is supplied with heating and hot running water and that the property has working toilet facilities. The interior should be in a good state of repair with no major damp problems and the exterior, including the roof, should be safe and free from leaks.

### **Examples of Housing Disrepair**

Problems and damage issues, which count as disrepair might include rising or penetrating damp to walls or mould growing on walls and ceilings. Dry rot in a staircase, floorboards or supporting timbers, a faulty heating system or a faulty boiler. Faulty electricity, gas or water supply or faulty bath, shower, sinks or toilet. Broken or ineffective guttering, downpipes or blocked drains or other drainage problems. Leaking roof, external rendering falling off allowing water to penetrate brickwork and windows that will not open to allow for ventilation.

### **Some Rented Housing Facts**

At least 500,000 social houses do not meet basic health & safety standards

At least 205,000 social houses have damp in one or more rooms

At east £35Million has been paid out in compensation for housing disrepair

### **Housing Disrepair Claims FAQs**

#### **Q: What should I do if I think I have a claim?**

A: If you think any of the disrepair examples apply to your rented social housing then you should first report the problem to the appropriate authority to whom you pay rent and who manages the property. Get in touch with us if no action is taken after 30 days.

**Q: What should I do if I want to make a claim?**

A: If you feel you need to make a claim then contact us and we will assess your problem. On the information you provide, we will then determine whether you have grounds to make a claim. We will take care of everything for you.

**Q: Will it cost me anything to make a claim?**

A: No. You will not need to make any upfront payments or be charged fees of any kind. If we proceed with the claim then our percentage fees will be met by the compensation you will receive. It's No Win No Fee.

**Q: How long does it take for a claim?**

A: In some cases, the council or housing association may settle the compensation claim out of court but if it does go to court then the process could take around 12 months. We would keep you up to date on progress.

**Q: How much will my claim be worth?**

A: Compensation will very much depend on the extent of the disrepair, how long you have had to endure the problem and whether the issue has caused problems to the health of yourself or any of your family members.

**Q: What will my claim cover?**

A: If successful, your claim will be for compensation for enduring the disrepair over and above a reasonable timescale. Also, the repairs must be carried out within a reasonable time and to an acceptable standard. These points are taken into consideration when determining the value of your claim.

## Tenants Helpline

How it Works page

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### How The Disrepair Process Works

A step by step guide to the disrepair claim process

#### Your Rights to Claim Compensation

If you are a rent paying tenant of a local council or housing association owned property then your landlord has a legal obligation to maintain the property you live in, to a reasonably acceptable standard.

If a repair becomes necessary and you have reported it to the housing authority then you should expect the repair to be carried out within 30 days. If this does not happen then you are entitled to make a claim for compensation and ask the court to order the landlord to undertake the repair.

- You can begin your compensation claim during your tenancy or up to 6 years after your tenancy ends.
- If the landlord has not carried out the essential repairs within a reasonable timeframe then you are entitled to claim compensation only or ask the court to order the landlord to only carry out the repairs, or both.
- You can also claim compensation if the disrepair has caused you to suffer a personal injury or illness during the last 3 years.

#### Making a No Win No Fee Claim

If you are satisfied that you are entitled to make a claim then [contact us](#) and our experts will get to work on securing the compensation you deserve. First, begin your no-obligation assessment by completing our simple online form.

We will get in touch with you and ask you a few basic questions so our team can follow up with the claim procedure. We will also need to arrange for a surveyor to visit the property so we can accurately assess the damage, take photographic evidence and move your claim forward.

We will keep you updated at every stage of the process.

#### What To Do Now!

Act now to begin the no-obligation, no win no fee claims process



**Complete The Form**

To get the ball rolling, simply complete the online form ensuring you add your name, contact email and telephone number.

**We Will Call You Back**

One of our expert advisors will call you back to discuss your claim and advise you about the next step of the process.

**Free Home Survey**

We will arrange for a professional surveyor to visit you at a convenient time so they can properly assess your claim and the level of compensation.

**We'll Do The Rest**

After we have all the information we need, one of our specialist solicitors will work on your behalf to secure the compensation you deserve.