

In the event of any of the items listed below, the tenant will be entitled to 50% rebate on their weekly rent after the first day without the facilities.

- No sanitary provision of any kind
- No supply of cold water either from a tank or rising main
- No habitable rooms

Habitable rooms are defined as any bedrooms or living room but not kitchens and bathrooms.

Compensation for Improvements

The Association will also compensate tenants when they leave for improvements that they have made as long as the Association has given written consent. Please ask your Housing Officer for a copy of the Association's compensation policy which sets out full details.

Compensation under Right to Repair

Compensation is also payable when the Association fails to have a qualifying repair completed within a specified time. Please ask your Housing Officer for a copy of the Association's Compensation Policy which gives details of qualifying repairs and specified time periods.

Works and Compensation



Arcon regularly reviews the physical condition of its housing stock and maintains a constant programme of modernization and improvement. Wherever possible these works are carried out when a property becomes vacant. Sometimes however such works are done whilst a property is occupied.

If the work can be done around you, you will be warned in advance and fully consulted to make sure there is as little disturbance as possible. If the work is so extensive that you must be moved for health and safety reasons, you are entitled to suitable alternative accommodation and compensation.

The need to move

These are three broad categories of works that may lead to a tenant being moved:

Redevelopment – where the property is to be demolished, gutted and/or rebuilt.

Improvement – where the property is to be substantially modernized, upgraded or enlarged.

Major Repairs – where normal repair work cannot be carried out safely whilst a tenant is living in the home.

Temporary of Permanent move

Whether the move is to be permanent or temporary is dependent on the type of work involved. In general, you are unlikely to be able to move back if your home is to be redeveloped. Where improvement or major repair work is to be carried out, the Association will look at the length of time these works will take before deciding whether a temporary or permanent move is appropriate. These matters will be fully discussed with a tenant before a decision is made.

Entitlement to Compensation

Permanent moves

Redevelopment – Home loss and/or disturbance

Improvement – Home loss and/or disturbance

Major Repairs – Reasonable expenses

Temporary Moves

Redevelopment – Home loss and/or disturbance

Improvement – Reasonable expenses

Major Repairs – Reasonable expenses

Compensation

There are four types of compensation available to tenants disturbed by landlord's works.

Home loss payment

Under the Planning & Compensation Act 1991 any tenant who must leave their home permanently because their landlord wishes to carry out redevelopment or improvement work is entitled to a lump sum payment of £1,500 to compensate them for the loss of their home. To qualify you must have lived in your home as a tenant for one year.

Disturbance payment

The Planning & Compensation Act also gives tenants the right to claim all reasonable expenses involved in moving out of one home and setting up in another. These expenses will include disconnecting and reconnecting telephones and washing machines, etc and adapting carpets and curtains, as well as the physical removal costs. If there are any disputes about the amounts payable, tenants have the right to appeal to the Lands Tribunal.

Reasonable Expenses

Where a tenant is not entitled to the statutory payments outlined above Arcon will pay the reasonable expenses involved.

Compensation for loss of rooms or facilities

Where tenants do not have to move out but are unable to use certain rooms or facilities, they will be entitled to a reduction in rent (See below). The precise amounts of this compensation are reviewed from time to time by the Housing Management Committee of the Association.

Compensation for loss of use of rooms and facilities

Compensation is not payable where the loss is the fault of a third party or a matter over which Arcon has no control, for example water, gas and electricity suppliers, or arises as a result of negligence by the tenant or their failure to conform with the terms of the tenancy.

In the event of any of the items listed below, the tenant will be entitled to a rebate on their weekly rent after the first two days without facilities. The rebate will be a maximum of 80% of their weekly rent.

- Living room unusable 20%
- Bedroom unusable 25%
- No access to cooking facilities 30%
- No access to washing facilities 30%