

Tackling Disrepair Claims in South Tyneside



The Legal Disrepair Challenge

Providing excellent services and quality homes where customers feel safe and supported

How did we get here?

- Legal Aid cap removal 2013
- PPI /Personal injury small claims track changes 2013 & 2019
- Homes Act 2018 (implemented 2020)
- Systemic failures in repairs services and investment approach post Decent Homes?

Where are we going?

- Cost of living crisis
- Energy prices
- Rent arrears
- Damp, mould & condensation
- Claims culture



Disrepair case trends

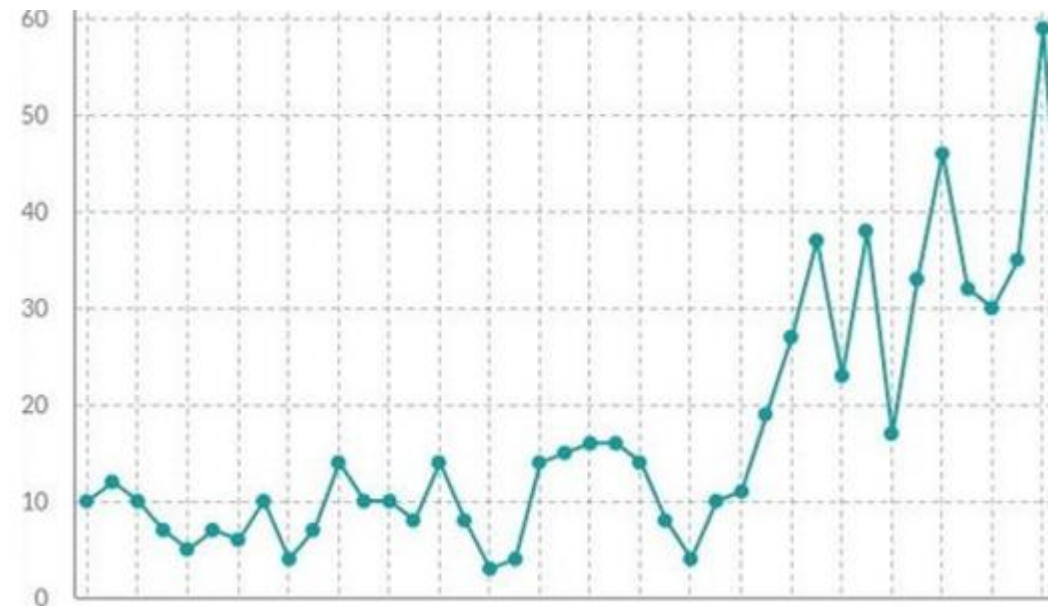
Housing disrepair is costing landlords millions



In the last four years 70 authorities have provided figures showing 11,996 claims, with 55 paying out a total of £45.4m dealing with claims.

This figure grew to councils paying out £55.1m when the period was stretched to November, with that period also seeing an additional 4,875 cases.

Of those authorities that provided figures for every year, the total costs increased by 77%



Claim Farmers - Solicitors

- Ten known to be active in the region
- Driscoll Kingston and Bond Turner
- Tactics are becoming more aggressive
- Changes to legislation, via Lord Jackson, not due for another 12 - 18 months





What the sector is saying.....

- *“Disrepair claims against social housing providers remains a rich source of work for claims firms in housing and asset management”.*

claim

DID YOU KNOW

You could be entitled to **£1000s** in **Compensation** and all your repairs completed?

If you are sick of being ignored by the **Council** or your **Housing Association** about repairs, we can help.

You have a **legal right** to live in a safe and repair free home.

<http://claimfordisrepair.co.uk/>
01792737773

claim

What are we doing about disrepair?

- Greater working across the company and Legal Services
- Full company training – awareness
- Partnership with Wardhadaway
- Highly trained in-house surveying team
- Membership of prominent disrepair groups
- Reviewing empty homes standards



Holding back the flood.....

- Tenancy enforcement
- Recharge / counter claim
- Are you happy with your home?
- Stock condition survey of stock – HHSRS - EPC
- 26 Point action plan – Damp, Mould and Condensation
- Correct resources available
- Challenging the cost Draftsman



[CLICK HERE TO VISIT OUR
HOUSING DISREPAIR
CLAIM PAGE!](#)

Top Tips.....

- Record, Record, Record
- Act quickly
- Don't be afraid to be robust
- Make offers (to discontinue)
- Do be prepared to be commercial

Best practice

- Disrepair Roadmap
- Communication Strategy
- Review our internal process
- Looking for new initiatives - Joint inspections





Providing excellent services and quality homes where customers feel safe and supported