



# Disrepair claims advice

We take all reports of faults in our properties seriously and aim to resolve any issues as quickly as possible.

If you have any issues or concerns about repairs, we strongly recommend that you contact us to discuss this, rather than starting a costly legal process, known as a housing disrepair claim.

## What is a housing disrepair claim?

A housing disrepair claim is a legal case that involves a tenant taking legal action against their landlord for failing to fix disrepair or damage at their property.

While you have the right to seek independent legal advice, there are some things you should be aware of:

- Cases often have poor results for tenants
- It could end up being more costly for you, as you could be left with large legal bills
- Even if your claim is successful, the legal firm will take a substantial amount of any money that is paid out to you

## What can I do instead?

If you are thinking of making a claim against the council due to a fault with your property, we strongly encourage you to speak to us first. Problems can often be resolved much more quickly and easily if you contact us first.

You can contact us by:



[repair.requests@chesterfield.gov.uk](mailto:repair.requests@chesterfield.gov.uk)



0800 587 5659 during office hours

If someone is claiming to be from a claims management company, or suggesting you may have a claim for disrepair, make sure you:

- Always ask for identification
- Call the police if you feel scared or threatened
- Talk to us before you sign any documents



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