



Beware of 'no win, no fee' claims for housing disrepair

We are aware that some of our tenants have been approached by companies encouraging them to make 'no win, no fee' housing disrepair claims against Oadby & Wigston Borough Council with promises of compensation. In some cases this has put tenants at serious financial risk.

If your property has fallen into disrepair through no fault of your own and we have failed to repair these faults, you may have a claim. It is of course your right to instruct a 'no win, no fee' solicitor.

However, please bear in mind the council has an official complaints process that could see your repairs fixed and/or compensation granted with no financial risk to yourself.

If you are still unhappy the independent Housing Ombudsman can also help.

You can make a complaint at:

-  www.oadby-wigston.gov.uk/complaints
-  repairsadmin@oadby-wigston.gov.uk
-  www.housing-ombudsman.org.uk/residents



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Our suggestions to you

If you do decide to pursue a 'no win, no fee' claim, please always read through any documents, including all the small print, before signing them. Make sure you understand all the terms and conditions.

Some agreements have clauses in them that state all the lawyers' costs must be paid in full even if you decide not to pursue the claim at a later stage. If you don't understand anything, ask for clarification before signing.

You can change your mind. If you enter into a contract remotely you have a legal right to cancel the contract within 14 days.

Making a complaint to the council or to the Housing Ombudsman is an option always available to you instead, at no financial risk.

The Housing Ombudsman service is free and simple to use, independent of Oadby & Wigston Borough Council, unbiased, faster, and broader in scope than a housing disrepair claim.

How to initially report a repair...

The council is committed to carrying out repairs we are responsible for within a reasonable time, giving priority to urgent repairs. If you have any outstanding repairs or feel you have a case of disrepair in your home, we would urge you to report it to us so we can investigate the situation.



repairsadmin@oadby-wigston.gov.uk



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