

When will we charge you for repairs?

We spend thousands of pounds every year on cleaning, clearing and repairing homes due to neglect and damage caused by residents. We also complete many repairs which are not our responsibility.

Our aim is to make sure that, where possible, residents carry out repairs that are clearly their responsibility and that we recover reasonable costs when our contractors have had to complete the work.

Here are some examples of when we will recharge costs to you for repairs:

- clearance of property and gardens at the end of a tenancy
- gaining access and replacing locks when you lose your keys and the cost of door entry key fobs
- completing repairs which are your responsibility (listed above)
- missing an agreed appointment for a repair or service
- deliberate or accidental damage to any fixtures or fittings in your home or communal area
- vandalism and graffiti removal
- work we undertake and find out after that it is not our responsibility.

### **How does the recharge process work?**

We will always encourage you to complete rechargeable work yourself where it is your responsibility.

If we agree to complete the work on your behalf we will always tell you how much the repair is likely to cost from our Recharge Schedule. This is a list of the most common recharge work and shows the costs our contractors would charge.

We will usually expect you to pay the full cost of the job before the work is done, unless the rechargeable work is a priority job, for example:

- work to make the property secure
- work to reinstate services such as water, sewage, electricity

- lost keys or damaged locks
- work which may pose a Health and Safety risk if not completed.

### **What if there are special circumstances?**

We will always take into account your individual circumstances when we think about recharging work. This includes looking at the nature of the work and whether there are any factors that make you or your family vulnerable.

### **When do I have to pay for the work?**

We will tell you how much the repair will cost if it is a priority job. When we order the work we will send you an invoice within 5 working days and payment should be within 28 days.

If you agree to pay for the work before it is carried out (usually for standard repairs) we will send you an invoice and request payment within 28 days. When the payment has been received we will place an order with the contractor and agree an appointment with you.

### **What if I cannot afford to pay for the work in one payment?**

We will agree a payment plan with you so you will be able to pay an agreed amount over a period of time.

You will need to sign a form agreeing that the recharge is your responsibility and that you have agreed to the terms of the payment plan.

### **What will happen if I don't pay for the recharge?**

We may seek to recover the recharge through our income recovery process. This could lead to a summons to appear in court and your credit rating may be affected.

### **What if I am unhappy with the way the recharge has been handled?**

If you are unhappy about the way we have recharged work to you, you may wish to follow our Complaints Procedure.