

Rechargeable Repairs

What is a Rechargeable Repair?

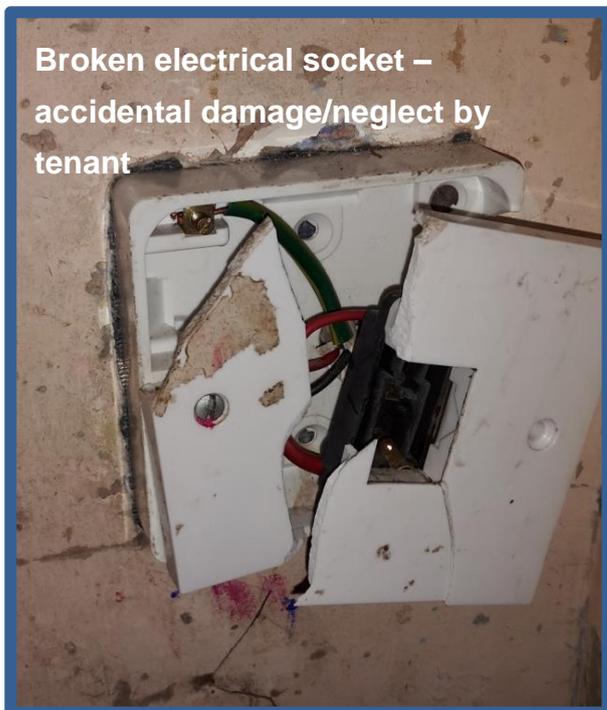
A rechargeable repair is a repair, repair service, visit or clearance that is necessary because of one of the following:

Tenant Responsibilities

The Tenancy Agreement sets out which repairs tenants are responsible for. It advises tenants that they must keep their home in a reasonable condition and leave it clean and tidy when they end their tenancy. It states that we will recharge the tenant for the cost of making good any damage they have caused and/or clearing any items left behind.

Unauthorised and substandard alterations

If a tenant undertakes any alterations to a Council property without prior written consent from us or if the works are not up to an acceptable standard, they will be requested to make good. If they fail to complete works to an acceptable standard then the tenant will be recharged for any costs incurred. We expect a qualified person to carry out any work to make good.



Broken electrical socket –
accidental damage/neglect by
tenant

Neglect, misuse and wilful damage to the property

Where we have clear evidence that a defect or damage to any Council property has been caused by neglect, misuse or wilful damage by the tenant, resident or by members of the household including visitors to their home, the tenant/resident will be held responsible and will be recharged for costs incurred.

Accidental, deliberate or criminal damage:

Where works are required because the tenant, resident, a member of their household or a visitor to their home has deliberately or accidentally caused damage to the property, the tenant/resident will be recharged.

If the property has been damaged due to criminal activity, for example a smashed window or doors forced, where there is a valid crime reference from the Police, the repair will not be recharged to the tenant. We will liaise with the Police after the crime has been logged to ensure that they are satisfied that a crime has been committed but if the incident has been incorrectly reported, we will recharge for the repair.

Misuse of repairs reporting:

Genuine emergencies must be reported to ensure tenants/residents are safe and secure in their homes. However, if the repair is not an emergency or not as urgent as they stated or it is for work which is not considered to be our responsibility, we reserve the right to recharge any costs incurred for making this visit.

No Access:

Where the tenant has refused access for us to carry out our statutory obligations, for example the annual gas service, we will recharge the tenant for any costs incurred to gain access. This may include obtaining an Injunction. If a tenant is out when we visit for a pre-arranged repair appointment, we may recharge for any costs incurred. This charge will be at least £20.

Most common rechargeable repairs:

- Blocked toilets where tenants have not tried clearing when asked.
- Loss of power where tenants have not tried resetting trip switches when asked.
- Replacement locks where tenants have lost keys.
- Boarding up broken windows.
- Charges for 'carded' appointments - that is where we agree an appointment with a tenant and no-one is home.
- Damage to homes identified during the void period.
- Clearance to homes during the void period.



How to avoid being recharged:

- Be completely honest when reporting repairs - make use of our free advice.
- Familiarise yourself with your repairs handbook, and be prepared to carry out your own repairs.
- Keep your spare keys with someone you trust, or fit a key safe.
- Let us know if you won't be home for a repairs appointment.
- Take care when mowing or strimming near windows and doors.
- Make sure you clear everything from the property when you move out.
- Request permission before making any alterations.

What can you do if you don't agree with a recharge?

If you receive a recharge invoice and would like clarification on what it is about, you can call the repairs department to speak with a Repairs Performance & Recharges Officer, or you can email repairsrecharges&performance@middevon.gov.uk with your name and address as a reference.

If you would like to dispute your recharge, you can do so informally using the method noted above, or you can use the MDDC comments and complaints procedure