

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 what 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 with or 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 the work is not completed to an acceptable standard, then the tenant will be recharged for any costs incurred.

Neglect, misuse and wilful damage to the property

If we have evidence that damage is caused by neglect, misuse, or deliberate action by a tenant, household member, or visitor, the tenant will be charged for the repair.

Accidental, deliberate or criminal damage

Where works are required because the tenant, a member of their household or a visitor to their home has been deliberately or accidentally caused damage to the property, the tenant will be recharge for costs incurred.

If the property has been damaged due to criminal activity, for example a smashed window or where a door has been forced, where there is a valid crime reference from the Police, the repair may 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 or if there is no evidence of a crime, we will recharge the tenant for the repair.

Misuse of repairs reporting

Genuine emergencies must be reported to ensure tenants and their household members 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 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 will include obtaining an injunction. If a tenant is out when we visit for a prearranged repair appointment, we may recharge for any costs incurred.

Most common rechargeable repairs:

- *Blocked toilets where tenants have not tried clearing when asked or blocked through tenant use i.e. wet wipes, toilet freshener, etc.*
- *Loss of power where tenants have not tried resetting trip switches when asked or for having no credit if they are on a 'pay as you go' meter or for a fault to a tenant's appliance.*
- *Boarding up broken windows.*
- *Charges for 'carded' appointments - this is where we agree an appointment with a tenant and no one is home or refuse access.*
- *Damage and clearance to homes identified 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 if we can fit a key safe for tenants free of charge.*
- *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 I do if I 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 Commercial Services team and ask to speak with the Commercial Services Officer. You can also email with your name and address as a reference.

If you would like to dispute your charge, you can do so informally using the method above, or you can use the Mid Devon District Council 'comments and complaints' procedure.

To contact us, you can:

- *Call us on **01884 255255** and ask to speak with the Commercial Services Officer*
- *Email us at **commercial@middevon.gov.uk***

