

Rechargeable Repairs Policy (Summary)

Purpose

- Explains when tenants are charged for repairs.
- Applies where damage is not due to normal wear and tear.

What the Council does

- Identifies repairs caused by tenant damage or neglect.
- Carries out work where necessary.
- Issues invoices for rechargeable repairs.

Examples of recharge

- Damage caused by tenants or visitors.
- Missed appointments or non-emergency call-outs.

Payments and process

- Costs are explained in advance where possible.
- Tenants may appeal charges.

Your responsibilities

- Maintain your property appropriately.
- Allow access and cooperate with the Council.