

Rechargeable Repairs Policy (Easy Read)

What this policy is about

- Explains when tenants must pay for repairs
- Applies when damage is caused by tenants or visitors

Why this is important

- The Council must keep homes safe and costs are recovered to support services

What is a rechargeable repair

- Repairs caused by damage, neglect, or misuse
- Not normal wear and tear

Payments

- You may receive an invoice for repairs
- You may be able to arrange repairs yourself

Fairness

- Charges are considered carefully, vulnerability and circumstances are taken into account

Your role

- Look after your home
- Attend appointments and allow access

Safety

- Repairs will be carried out if there is a risk
- Your home will be kept safe