

Rechargeable Repairs Policy (Easy Read)

What this policy is about

- Explains when the Council may charge for repair work
- Helps tenants understand their responsibilities and how decisions are made

Our aim

- To make fair, accurate and consistent decisions
- To consider individual needs, disability and vulnerability

Types of rechargeable repairs

- Work needed because a tenant, leaseholder, household member, visitor or pet caused damage, neglect or misuse
- Normal wear and tear are not rechargeable
- The tenancy agreement explains which repairs are the tenant's responsibility

How decisions are made

- We will explain why we think a repair is rechargeable
- We will use evidence where possible, including photographs
- We may reduce or waive a charge in exceptional circumstances
- Urgent repairs will not be delayed while we make a decision

Other situations

- Charges may apply for non-emergency out-of-hours callouts, repeatedly missed appointments or inappropriate emergency callouts
- You may also be charged for lost keys, forced entry, rubbish clearance, untidy gardens or deliberate or careless damage
- We will not normally charge for damage caused by a reported crime if you provide a police crime or incident number

When your tenancy changes or ends

- Rechargeable repairs and debts may need to be resolved before a mutual exchange is approved
- When a tenancy ends, we will inspect the home and give you an opportunity to put things right
- If required work is not completed, the Council may do it and charge you

Your rights

- Contact Housing Services within 14 days of the date on the recharge letter
- We will respond within 14 days of receiving your appeal

- You can use the Council's complaints procedure if you remain unhappy

Communication

- We will keep you informed and answer questions
- We will apply the policy fairly and consider individual circumstances
- Unpaid charges may be passed to the Corporate Debt team