Rechargeable Repairs Policy (Summary)

When charges apply

• The Council may recharge tenants or leaseholders for damage caused by neglect, misuse, deliberate damage or unauthorised work.
• Normal wear and tear is not rechargeable.

Key principles

• Recharges must be fair, evidence-based and communicated as early as possible.
• Vulnerabilities, individual circumstances and Equality Act duties will be considered.
• Charges may be reduced or waived in exceptional cases.

Common recharges

• Lost keys.
• Missed appointments.
• Non-emergency out-of-hours call-outs.
• Forced entry.
• Rubbish clearance.
• End-of-tenancy damage.

Appeals and recovery

• Repairs may be completed by tenants within 28 days where appropriate.
• Appeals must be made within 14 days.
• Unpaid charges may be referred for debt recovery.
• Repeated damage may lead to tenancy action.