

# Our policy on Rechargeable repairs

If we have to carry out a repair that is **your** responsibility, we will pass on the cost to you. This policy explains how we apply our recharge policy – to both existing and former residents.

Our recharge policy is designed:

- to ensure we make the most of our repairs budget, by recovering the cost of rechargeable repairs, and
- to encourage people to look after their home and surroundings.

## Your repair responsibilities

In general, we are responsible for:

- repairs to the main structure and common areas of the building
- (if you rent your home) repairs to the main services inside your home, and
- health and safety checks and repairs.

You are responsible for a number of other repairs around your home.

If, in the normal course of our work, or after pre-inspecting, we see that you haven't kept up with these repairs, we may take further action.

### General repairs

If you call us about a repair that is your responsibility, we will advise you to complete it yourself.

In some cases, we might offer to carry out a repair for you. We would expect you to pay in full and upfront, unless it's an emergency. We will also carry out a repair and pass on the cost if you deliberately fail to repair something.

If you misuse our out-of-hours repair service by calling out a contractor to any non-emergency repair – whether or not it is our responsibility – we will pass on the cost of the call-out.

### Damaged or neglected items

If we notice that something has been damaged or neglected by your household or guests, we will give you 28 days to put it right. We will come and inspect the work.

If we end up having to put things right ourselves, we will take the age of the damaged item into account, before deciding what to charge you.



If the police cause damage, raiding your home, we will expect you to pay the costs if you are arrested. If the police don't arrest you, we will liaise with them to pay back the costs.

If you are the victim of vandalism or violence, you will need to get a crime number immediately.

You may be able to make a claim for accidental damage through your contents insurance policy, if you have one. This is another good reason for taking out contents insurance.

### Alterations without permission

Before making alterations to your home, you must get our written permission.

If you fail to stick to our rules, we will give you 28 days to put things right – unless we need to make something safe immediately.

When we end up having to do the work, we will pass on the cost.

If you make changes and realise later that you should have asked for our permission, you can ask us to give you backdated permission. We will normally agree. However, we will first want to check that the work was done to a high enough standard by an appropriate person.

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### Untidy outside space

If you fail to deal with overgrown planting, or rubbish in your garden or on your balcony, we will charge you for clearing it.

### Work to your former home

When homes become empty, we take the opportunity to carry out basic checks and repairs.

However, we will pass on the cost to you, as the former tenant, if you:

- leave damaged fixtures and fittings
- leave rubbish, furniture or personal items that have to be cleared
- made changes to the property without permission
- leave your garden, balcony or garden shed in an untidy state, or
- leave without giving us a full set of keys – so that we have to carry out additional lock changes.

If you are transferring or making a mutual exchange, we will give you the option of fixing or paying for the work before you leave. We may have to delay or cancel your move, if you don't sort this out in time.

We will not normally allow you to carry the debt forward – unless you are moving because you are the victim of domestic violence or hate crime.

Please be aware that if you abandon your home, we will make every effort to trace you, so that we can recover this debt. If the tenant has died, the debt will pass to a successor to the tenancy, or to the tenant's estate.

### Vulnerable residents

If someone is vulnerable – for example, because they are elderly or have a mental health problem and they are struggling to cope – we will take this into account before recharging them.

Any decision to reduce a charge, or to go ahead with a repair before payment, will be made by one of our managers.

In some circumstances, we may be able to agree a payment plan.

If you are vulnerable, see our separate policy on vulnerable residents.

### Making a complaint

You can make a complaint about a rechargeable repair using our normal complaints process.

Your complaint will be referred to the relevant manager.

*This leaflet provides a summary of our policy.*

**For more information** send a message through your 'My Corner' account, or email [customerservices@thch.org.uk](mailto:customerservices@thch.org.uk)