

3B



Recharges and repair
responsibilities

Recharges and repair responsibilities

There are some repairs on your property that we are responsible for and some that are your responsibility. If we carry out repairs that are not our responsibility we may have to charge you for them. This leaflet sets out your responsibilities and what repairs we will charge you for. It also gives details about when you can claim compensation if we do not complete a repair that is our responsibility.

Recharges

You are responsible for repairing any damage caused to your home, or to common parts of the building, by yourself, members of your family or visitors.

If we have to repair any such damage we will charge you for the work with a minimum charge of £100. The charge will be made regardless of whether the damage is accidental or deliberate.

This is called a '*Rechargeable repair*'.

This will include:

- Changes to locks and replacement keys.
- Boarding up and re-glazing broken windows.
- Damage to kitchen units or work tops which is not considered to be fair wear and tear.
- Holes in internal doors.
- Blockages to waste pipes, drains and toilets, caused by items such as nappies, solidified fat and food, toilet fresheners or children's toys.

- Cracks and cigarette burns in plastic sanitary fittings, baths and UPVC windows.
- Clearing out and cleaning of properties, gardens, sheds and yards on termination of tenancies.
- Removal of rubbish.
- Making good after alterations carried out by the resident.
- Making good after removal of any items fitted by the resident.
- Resetting and relighting of boilers where gas or electricity supply has run out due to non-payment or where residents have interfered with the controls.

We will only repair criminal damage if you can provide evidence that the crime has been reported to the police (crime/log number).

Our responsibilities

We are only responsible for those items which were already in your home or installed by us during your tenancy. This will cover most repairs to the structure and outside of your home and items such as baths, sinks and plumbing.

We are also responsible for:

- Roofs, walls and chimneys.
- Gutters, pipes and drains.
- Doors, window frames and plaster work.
- Boundary fences and walls, paths, yards and outbuildings.

- Installations for space and water heating, sanitation, water, gas and electricity.
- Common entrances, stairs and passageways.
- External decoration normally every 5 years.
- Insurance of the structure of the building (but not resident's belongings).
- Items which are covered by a service charge.

Your responsibilities:

- You are responsible for some repairs. These include keeping your home decorated and making sure your gardens, yards and paths are clean and tidy.
- You should ensure your home is secure by using door and window locks at all times.
- You will need to regularly test smoke alarms and install new batteries.

You are also responsible for:

- Light bulbs/fluorescent tubes/starter motors/electrical fuses.
- Connection of cookers/fridges/ washing machines.
- TV aerials
(unless there is a service charge for TV aerials).
- Replacement of toilet seats.
- Replacement of carpets.

- Shaving down of doors following refitting of carpets/floor covering.
- Any fixtures and fittings you have provided.

If we carry out any of the above repairs or maintenance for you we will charge you for the work.

Insurance

We insure our buildings but not your contents. You should get your own contents insurance as we will not pay to replace any of your personal belongings. For further information please contact your local office.

If you have access to the internet, there are websites that you can use to shop around for home insurance.

Right to buy/Right to acquire

If you are purchasing your home under one of these schemes we will only be responsible for security and ensuring that your home is wind and water tight.

We will also make safe any gas and electrical appliances and carry out servicing of gas appliances when due.



Right to repair compensation

Under the terms of your tenancy agreement you may be able to claim compensation if we fail to carry out certain repairs properly. This section explains when this applies and how you can complain if you have the right.

- The repair must be likely to jeopardise your health, safety or security.
- The cost of carrying out the repair must be less than £100.

What is the procedure?

***When you report a repair, a repair order will be issued.
This will:***

- Describe the repair.
- Give the name of the contractor who will be doing the work.
- Give the date by which the repair should be finished.

We will send you a copy of this order.

If we fail to carry out the repair by the date given, you should inform us that the work has not been done.

We will then issue a new order and a new date by which the work should be finished.

If the repair is again not carried out by the second date, you will be entitled to claim compensation.

The compensation amount will be £10, plus £2.00 for each day the repair remains outstanding, up to a maximum of £50.00.

Any rent arrears will be deducted from the compensation payment.

Compensation will not be payable if:


- You fail to provide prompt access to inspect the repair or to carry out the work.
- The repair was caused by your negligence.
- The repair is not our responsibility.

Examples of repairs which may qualify

The following repairs may qualify for compensation if not completed in time and if the cost of the repair is less than £100:

- Loss of electrical power.
- Unsafe electrical fitting.
- Loss of water supply.
- Loss of gas supply.
- Loss of space or water heating.
- Blocked flue to boiler.
- Blocked drain.
- Only toilet not working.
- Blocked sink, bath or basin.
- Water leak.
- Roof leak.
- Property insecure.
- Loose banister or handrail.
- Rotten flooring or stair tread.
- Door entry phone not working.
- Extractor fan not working.

We hope this leaflet answers your questions about recharges and repairs responsibilities. If you are not sure about anything or have some further questions then please talk to our staff.

 Reader Group Approved ✓

 Large Print Available



Audio Tape Approved



Translation Available

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