



# Rechargeable Repair Guide for Tenants

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## 1. Introduction

You will be responsible for repairs where deliberate, accidental damage or neglect has occurred which has been caused by yourself, a member of your household, visitors or pets.

Where you fail to carry out identified work, install a defective system into your home, install fixtures or fittings without our permission, carry out work yourself that fails to meet current legislation or expected standards; or cause emergency repairs to be necessary due to your actions, you will be recharged.

Repairs relating to gas and electricity must be completed by us to satisfy health and safety requirements and current legislation. We may carry out and charge for repairs considered necessary for health and safety reasons or in emergency situations, arising from the misuse of the property.

Examples of work which we may charge for include, but are not limited to, the following:

- damaged sinks or toilets;
- broken windows or doors;
- floods from washing machines;
- lost keys;
- lost access control fobs; and
- missing or damaged smoke alarms.

Appendix 1 shows the costs associated to the most frequent rechargeable repairs.

## 2. How to pay

Payment can be made using a credit or debit card by phoning OneCALL. Payment can also be made by cheque sent directly to us at Merefield House or by cash at any Post Office or PayPoint outlet using the invoice barcode or by setting up a Direct Debit or by paying online on our website. A payment in advance of the repair being completed may be requested.

## 3. Disagreement with recharges raised

### Current tenants

If you wish to dispute a rechargeable repair, please contact the employee stated on the correspondence relating to the recharge.

If we are called out to deal with a repair between the hours of 8 pm and 8 am any day of the week and all day on Christmas Day, Boxing Day or New Year's Day and the repair is not a genuine emergency we will charge the full costs of the call-out.

## **The provision of a crime number does not prevent a recharge being raised**

If you contact us about an invoice for a rechargeable repair and this charge is a result of the Police being involved and you provide a crime number, the invoice will remain payable until our Tenancy Support Team confirm that an invoice should not have been raised.

## **Former tenants**

If any rechargeable items are disputed by a former tenant, this will be investigated by the Homesearch Liaison Officer or appropriate Homesearch Senior Officer. Appeals must be in writing, and a decision will be communicated, in writing, to the former tenant within one month of the appeal letter being received.

If the former tenant is not satisfied with the outcome of the appeal they can request a review of the decision by writing to the appropriate Homesearch Manager. A full response will be provided within one month of the receipt of a request for review.

## **Complaints**

We want you to be happy with the services you receive. However, sometimes you may feel you want to complain about our service or something you feel we have done or failed to do. You can complain in a variety of ways such as:

- online using our [complaints form](#);
- by emailing [onecall@wdh.co.uk](mailto:onecall@wdh.co.uk);
- by letter; to any of our [service access points](#);
- by calling OneCALL on 0345 8 507 507; or
- in person at any of our service access points.

Alternatively further information can be found on our [website](#).

## Appendix 1 Rechargeable repair costs

Table of most frequent rechargeable repairs	Price including VAT
Plumbing – make safe	£56.60
Joinery – make safe	£56.60
Electrical – make safe	£56.60
Gas – make safe	£56.60
Board up and reglaze	£66.00
Lock change – price per lock (such as loss of keys)	£70.50
Removal of windows to allow furniture to be delivered (this must be organised in advance)	£56.60
Misuse of the Emergency Repair Service - this will include where it is found that there is no credit on a utility meter	£56.60
New internal door	£123.00
New External Door	£515.00 to £574.00
New external (fire) door	£762.00 to £1,021.00
Blocked drain due to misuse	£56.60
Electrical – renew door entry fob	£76.50
Electrical – renew smoke alarm	£84.00
Electrical – renew outside light	£106.00

These prices may alter with emergency call out outside of core operational hours.