

Rechargeable Repairs



Rechargeable repairs

Derwentside Homes as a landlord has a responsibility to carry out repairs to its properties. However, where the work is not due to wear and tear or regular maintenance schedules then the repair may be rechargeable to the tenant.

What are rechargeable repairs?

Your Tenancy Agreement states that where repairs are necessary because of damage caused by you, your family, lodgers and or visitors (other than wear and tear), you may have to pay out reasonable costs of repair and or replacement as a debt under the terms of the Tenancy Agreement.

The Tenancy Agreement also states that tenants have the right to improve or alter their home. Consent will not be unreasonably withheld. However, any work which Derwentside Homes has to carry out to rectify alterations which are not of the required standard, are unsafe, unfinished or in breach of any other regulation, will be recharged.

What types of repairs are rechargeable?

Examples of rechargeable repairs include:

- Deliberate damage or vandalism to property
- Replacing missing or damaged fixtures and fittings

- Gaining entry to properties and renewing locks for lost keys
- Clearing rubbish from gardens or empty properties
- Reinstating unauthorised or unsatisfactory tenants improvements.

What happens when I report a rechargeable repair?

When you report a repair, the officer dealing with the repair should tell you if the work is rechargeable and give you an estimate of how much it will cost. You will have the opportunity to carry out the work yourself, or for Derwentside Homes to carry it out on your behalf at a cost.

What will we charge you for?

Derwentside Homes will charge you for the full cost of the job; the tradespersons time, and materials. We will add an admin charge of 15% to the total cost of the job to your invoice. In addition, VAT is charged at the current rate.

Examples of charges include:

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|--------------------------------|---------|
| • House clearance | £124.20 |
| • Renew internal door | £111.34 |
| • Renew locks to external door | £112.05 |
| • Board up window (from) | £32.69 |
| • Reglaze window (from) | £30.72 |

Please note these are just examples and prices can vary depending on the full details of the job.

What happens when I move house?

When you tell us you are leaving, you will get an appointment for a housing officer to call to carry out an inspection of your property. The officer will identify any potential rechargeable repairs giving you the opportunity to carry out the necessary work yourself. The officer will arrange to meet you at the property to collect the keys and confirm property condition before they formally end the tenancy.

If we do not get the opportunity to inspect the property before you hand the keys in or we have to gain entry to the property to end the tenancy, then the property will be inspected once we have the keys. If we identify any rechargeable repairs then including removing rubbish we will charge you for them.

What if it wasn't my fault?

As tenant of the property you are responsible for the condition of the property, and for friends, family and visitors to your property.

Sometimes the damage is due to vandalism or criminal damage. In such cases, you should report it to the Police who will investigate it. If you have a valid Police crime number, then we will not recharge you for the work. However the Police will investigate the incident and if they feel the damage was not a "crime", then the work will be rechargeable and the Police may also take action against you for a fraudulent claim.

How will I pay for the work?

We will invoice you for the full cost of the work.

You can pay:

- At a Post office or Pay Point outlet with the barcode on the letter or invoice
- Telephone 01207 521 100 or 0800 783 9295 with a credit or debit card
- www.derwentsidehomes.co.uk



- Cheque, made out to Derwentside Homes Ltd at Greengates House, Amos Drive, Stanley, Co Durham, DH9 7YE
- Standing Order please call 01207 521 100 or 0800 783 9295 for an application form.

Can I pay by instalments?

For larger amounts, we may arrange with you to pay the invoice by instalment. You should contact us immediately on 01207 521 100 and we will discuss your financial circumstances with you and come to a reasonable agreement.

What happens if I don't pay?

We will take action against you, this can include:

- Court action, for a money judgement, which can then be enforceable by the court, and can restrict your access to credit
- Referring the case to an outside Debt Collection Agency.

Could I claim on my insurance for the cost of the repairs?

If you have household contents insurance then it may cover the cost of replacing some damaged items. If you don't already have your own contents insurance then low cost contents insurance is available to Derwentside Homes tenants, please contact 01207 521 100 for details.

What happens if I am not happy, can I appeal?

If you feel the rechargeable repair is unfair, you can make a formal complaint in writing to Derwentside Homes, Greengates House, Amos Drive, Stanley, Co Durham, DH9 7YE.

Alternatively, Derwentside Citizens Advice Bureau can offer a fully independent advice service 01207 218 554.



If you require this document in different formats, languages, large print, Braille or audiotape please contact us using the contact details at the bottom of this page.

বাংলা *আপনার যদি এই ডকুমেন্টটি বিভিন্ন আকারে, ভাষায়, বড় ছাপায়, ব্রেইল অথবা অডিওটেপে প্রয়োজন হয় তাহলে অনুগ্রহ করে এই পৃষ্ঠার নিচের যোগাযোগের বিবরণটি কাজে লাগিয়ে আমাদের সাথে যোগাযোগ করুন।*

中文 *如果您想得到本文件的不同格式版本、其他语言版本、大字体版、盲文版或录音磁带，请按照本页末尾的联系方式与我们联系。*

हिंदी *यह दस्तावेज विभिन्न आरूपों में, भाषाओं में, बड़ी छपाई, ब्रेल या ऑडिओ टेप के रूप में चाहते हैं तो कृपया इस पन्ने के नीचे दिये गए संपर्क व्योरे का उपयोग करके हमसे संपर्क करें।*

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Latviešu *Ja jums šis dokuments ir nepieciešams dažādos formātos, valodās, lielā drukā, Braila rakstā vai audioierakstā, lūdzu, sazinieties ar mums izmantojot kontaktinformāciju šīs lappuses apakšā.*

Lietuviškai *Jeigu jums reikia šio dokumento kitais formatais, kalbomis, dideliu šriftu, Brailio raštu arba įrašyto į garsajuostę, prašome susisiekti su mumis, naudojant šio puslapio apačioje pateiktus kontaktinius duomenis.*

Polski *W przypadku zainteresowania wersją dokumentu w innym formacie, języku, wydaniem drukowanym dużą czcionką, pisanym alfabetem Braille'a lub w formie nagrania, prosimy o kontakt. Dane kontaktowe podano na dole strony.*

ਪੰਜਾਬੀ *ਇਹ ਦਸਤਾਵੇਜ਼ ਅਲੱਗ ਅਲੱਗ ਸਰੂਪਾਂ, ਭਾਸ਼ਾਵਾਂ, ਵੱਡੇ ਅੱਖਰਾਂ, ਬਰੇਲ ਜਾਂ ਆਡੀਓ ਟੇਪ ਵਿੱਚ ਚਾਹੀਦਾ ਹੈ ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਇਸ ਪੰਨੇ ਦੇ ਹੇਠਲੇ ਹਿੱਸੇ 'ਤੇ ਦਿੱਤੇ ਸੰਪਰਕ ਵੇਰਵੇ ਦੀ ਵਰਤੋਂ ਕਰਕੇ ਸਾਨੂੰ ਸੰਪਰਕ ਕਰੋ।*

اردو *اگر آپ کو یہ دستاویز مختلف اشکال، زبانوں، جلی حروف، بریل یا آڈیو ٹیپ میں درکار ہو، تو براہ مہربانی اس صفحے کے نچلے حصے میں دی ہوئی رابطہ تفصیلات استعمال کر کے ہم سے رابطہ کریں۔*



Customer Services

Derwentside Homes,
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0800 783 9295 or 01207 521 100



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