

## About repair costs

Housing Plus has a legal duty to maintain its properties, to provide a repairs service to its clients, and to meet its duty of care.

Clients have an obligation not to damage or neglect their property. If damage or neglect should occur, Housing Plus will recharge the client to recover the cost. The purpose of this policy is to set out how Housing Plus will deal with any such repairs and the recovery process.



## Policy

It is the organisations policy to recharge the cost of repairs to clients in the circumstances set out below.

This policy will be applied consistently and fairly to all clients. Where a repair is considered to be rechargeable, the organisation will issue an invoice to the client for the cost of that repair and every effort will be made to recover the sums due.

Housing Plus recognises that occasionally clients may have financial difficulties and are unable to pay charges due. Our policy, therefore, encompasses a consistent approach to provide all clients with rechargeable repair debts using sound financial advice and assistance with practical arrangements for repayment.

## Rechargeable repairs

It is our policy to recharge clients (including former clients) the cost of repairs undertaken by the organisation where;

- The repairs are deemed the clients responsibility as set out in the Residential Tenancy Agreement, Clients Handbook and Fact Sheets eg a blocked drain caused by children's toys, foreign items or foodstuffs being put in the drain/sink/ toilet.
- The repairs are the result of neglect and/ or damage to the property by the client, household members or visitors, including the clients failure to report a serious maintenance issue to Housing Plus eg to report any loose tiles in shower which may lead to water damage to walls and flooring or report damage to property eg holes in walls/broken window.
- The repairs are required at the termination of the tenancy which are deemed the clients responsibility eg carpet cleaning/yard maintenance/ cleaning.



## Rechargeable repairs cont.

- There is evidence of persistent misuse of the emergency repair service by the client, and a warning letter has been issued eg call out to restore power which was caused by an overloading of power circuit or faulty appliance.
- There has been a persistent lack of provision of access to the property for repairs after a warning letter has been issued eg repairs have been organised for a specific day and time, and client has not kept previously organised appointment.
- The client requests the assistance of the organisation in the completion of repairs, even though they are aware they will be recharged for the work carried out eg repairs to walls/doors or the ordering of a skip bin.

## Advising the client

The Housing Services Team will advise the client, if possible, at the time of the repair request, where there could be a recharge, for example where;

- The clients own faulty appliance has caused the electrical fault.
- The clients own faulty appliance or faulty connection to an appliance has caused a flood.



## Unauthorised alterations

Customers must seek consent from Housing Plus before undertaking any alterations to the property.

Reasonable conditions may be attached to the consent which may only be withheld if the alterations would be likely to make the property or any other property less safe for occupiers, to cause the landlord to incur additional expenditure, or to reduce the value of the property on the open market, or the rent which could be charged.

Clients undertaking unauthorised alterations will be given 28 days to reinstate as original or affect remedial repairs to render the property safe and in a condition which may permit consent to be granted retrospectively. Failure to do so will result in the issue of notice to gain entry and affect the necessary works by a contractor appointed by Housing Plus, the cost of which will be recharged to the client.

**For more information on repairs, check out our  
Repairs To Your Home Fact Sheet!**

