

About repair costs

Housing Plus has a legal duty to maintain its properties, to provide a repairs service to its tenants, and to meet its duty of care. Tenants have an obligation not to damage or neglect their property. If damage or neglect should occur, Housing Plus will recharge the tenant to recover the cost. The purpose of this fact sheet is to set out how Housing Plus will deal with any such repairs and the recovery process.



Advising the tenant

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

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

Unauthorised alterations

Tenants 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.

Tenants 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 tenant.

Please refer to our Property Alterations Policy for further information.

Rechargeable repairs

We will recharge tenants (including former tenants) the cost of repairs undertaken by the organisation where;

- The repairs are deemed the tenants responsibility as set out in the Residential Tenancy Agreement, tenants 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 tenant, household members or visitors, including the tenants 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 tenants responsibility eg carpet cleaning/yard maintenance/ cleaning.
- There is evidence of persistent misuse of the emergency repair service by the tenant, 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 tenant has not kept previously organised appointment.
- The tenant 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.

