

Rechargeable
repairs leaflet

East
Devon

www.eastdevon.gov.uk

Don't get caught with unexpected costs!

Information about charging for repairs
which are your responsibility



www.eastdevon.gov.uk

The large majority of our tenants look after their properties and maintain them to a good standard. **Thank you.**

Unfortunately there are a number of tenants who do not. Repairs to council dwellings are paid for from the rent account and it is unfair that responsible tenants should have to pay for wilful damage caused by others. So in some circumstances tenants will be recharged for work for which they are responsible.

The number of occasions when we are required to recover these costs in a year are relatively few. But we need to inform all tenants of our procedures if properties are not looked after. This leaflet ensures that:

- you are aware of your responsibilities and possible liabilities
- our policy is applied in a clear, consistent and fair manner at all times.

Items which we, the Council, will repair

Your tenancy agreement sets out the repairs for which we are responsible. We will keep in good repair:

- a. and proper working order our installations for supplying water, gas, electricity and sanitation including basins, sinks, baths, and toilet fittings
- b. and proper working order our installations for room and water heating
- c. the structure and exterior of the property including drains, gutters and external pipes
- d. the lift service, where provided,
- e. the communal entrances, halls and stairways in flats, as well as any other areas for use by all tenants and their families and visitors
- f. and decorate the outside of your home and communal areas of flats and maisonettes.

What you should do as responsible tenants

Your tenancy agreement states that:

- At the end of the tenancy the property must be left in a clean condition, clear of all rubbish, and free of your furniture and possessions. You must leave all fixtures and fittings intact and in the condition they were in at the start of the tenancy, except for fair wear and tear.
- You are responsible for the cost of repairs that are a result of neglect, misuse, or deliberate, malicious, criminal or accidental damage by you, people living with you, or people visiting your home.

What action can we take to recover our costs?

We will take steps to recover any reasonable costs we incur in:

- replacing or repairing any missing or damaged items
- replacing or repairing any alterations which do not comply with relevant regulations
- replacing or repairing any alterations for which we did not give written consent
- meeting all reasonable removal and storage charges when items are left in the premises after the termination date.

These are known as **‘rechargeable’ repairs and costs**.

Other rechargeable costs may include:

- the cost of removing rubbish and extensive cleaning, both inside and outside the property
- the cost of replacing lost or stolen keys and the costs incurred in gaining entry to change locks, including garage keys and locks
- the cost of removing graffiti
- the cost of any court fees, injunctions and legal fees incurred by us in relation to rechargeable repairs and costs.

If you are the tenant of any property where we incur such costs then we will write to you telling you of the costs

of any rechargeable repairs which are your responsibility. If you do not repay these costs legal action will be taken to recover the costs.

Stages of the recharge process

- We will advise you as early as possible if we judge that any work required is a ‘rechargeable repair’ for which you are liable.
- You will be given the opportunity to make your own arrangements to undertake this work within an agreed timescale.
- If the work is not undertaken within this time, or it is not carried out to a satisfactory standard, we will issue an order for the work to be carried out. A copy of this order will be sent to you. This will indicate the repairs and the extent of the work which will be recharged.
- On completion of the work we will send you a letter detailing the work undertaken and the costs for which you are liable.
- You will need to pay these costs within 28 days, or contact us to make arrangements to pay. (If you are unable to pay in full at one time please speak to us as we may be able to arrange for payment to be made in instalments.)
- We will contact former tenants by sending a letter to their last known home address or work address.

Tips on how you can avoid being recharged

- Report repairs promptly and keep your property in a good state of repair.
- Know your responsibilities as explained in your tenancy agreement.
- Seek written permission from us before making any alterations to your property.
- Clean and clear your property before moving out.

For further information



Phone us:

01395 517458 between 8.30am and 5.00pm



Visit or write to us:

Housing Services
East Devon District Council
Knowle
Sidmouth
EX10 8HL

Offices open
Monday - Friday
8.30am - 5.00pm



Email us:

repairs@eastdevon.gov.uk

Visit our website:

www.eastdevon.gov.uk