

**We aim to encourage tenants to take responsibility for keeping their home in a good state of repair; ensuring that the repairs budget is spent wherever possible on repairs caused by genuine wear and tear.**

We want to ensure that resources are allocated fairly, and that so far as reasonably practicable, the costs of putting right disrepair arising by reason of neglect does not fall upon the majority of tenants that look after their homes.

Tenants will be responsible for repairs where deliberate, accidental damage or neglect has occurred which has been caused by the tenant, a member of their household, visitors or pets.

Where a tenant either fails to carry out identified work, or installs a defective system, fixtures or fittings without permission, or work carried out by the tenant fails to meet current legislation, our expected standards, or occurs due to an emergency situation, a recharge will be made.

A large proportion of rechargeable repairs are found when tenants end their tenancy. To avoid this it is important that when a tenancy is ended the property is left in a clean and tidy condition and that there are no items of furniture, belongings or rubbish left in the property or outside and all keys are returned.

## **Examples of repairs for which recharges will be made**

If you or a member of your household, or visitor to your home, or a pet have;

- Caused damage to your home that would not be considered as 'fair wear and tear', for example, damage to internal doors
- Neglected your home, or carried out unauthorised work (or had unauthorised work carried out by someone else acting on your behalf)
- Damaged any part of your home for which the Council is responsible (including electrical, gas, water or plumbing services) whilst carrying out DIY work (including decorating)
- Caused damage to your home or an adjoining home by items that you or others have brought onto the property, i.e. leaking washing machine
- Not taken reasonable precautions to safeguard your property against obvious potential harm, such as damage caused by fire, frost or inadequate security of your home

- Reported a problem with your gas or electricity supply and the cause of the problem is a pre pay meter which has run out of credit
- Lost and misplaced keys meaning we have had to gain access into your home
- Not allowed access on a pre-arranged appointment for annual gas servicing and safety check
- Leaseholders causing damage to the structure, fixture or fittings of another flat or the structure of the building will be recharged
- Not carried out repairs that are the tenant’s responsibility during the course of the tenancy.

Our policy is that any rechargeable repair charge should be paid before work is carried out. Payment can be made by debit or credit card at the time the repair is reported or an invoice can be sent for payment using a wide range of methods.

Where work is required urgently due to health and safety reasons and you are not able to pay in full a £25 deposit will be required and the balance will be invoiced.

## Payment for rechargeable repairs

We have a schedule of fixed prices for the most common rechargeable repairs please see the table on the following page.

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|--|---|
| <p>Telephone: 01904 551550<br/>                 Website: <a href="http://www.york.gov.uk/Housing">www.york.gov.uk/Housing</a><br/>                 Address: Housing Services<br/>                 West Offices<br/>                 Station Rise<br/>                 York YO1 6GA</p> | <p><b>This information can be provided in your own language.</b></p> <p>Informacje te mogą być przekazywane w języku ojczystym.<br/> <small>Polish</small></p> <p>Bu bilgi kendi dilinizde almanız mümkündür.<br/> <small>Turkish</small></p> <p>此信息可以在您自己的语言。<br/> <small>Chinese (Simplified)</small></p> <p>此資訊可以提供您自己的語言。<br/> <small>Chinese (Traditional)</small></p> |
| <p><b>Large print, CD and other formats available on request</b></p>   |   |

|  |         |         |
|--|---------|---------|
| Replace internal door (per door)                   | £95.82  |         |
| Gain access  | £89.76  |         |
| Change lock  | £100.80 |         |
| Gain access and change lock                        | £175.08 |         |
| Replace kitchen unit door (per door)               | £85.52  |         |
| Replace worktop (price per worktop)                | £142.25 |         |
| Replace skirting / architrave (per length)         | £55.64  |         |
| Renew front or rear door                           | £780.00 |         |
| Secure window or door (board up)                   | £67.52  |         |
| Replace missing loft hatch                         | £82.40  |         |
| Renew damaged / missing gate                       | £194.28 |         |
| Reglaze double glazed unit                         | Small   | £62.40  |
|  | Medium  | £108    |
|  | Large   | £228    |
| Reglaze small double glazed pane                   | Small   | £39.60  |
|  | Medium  | £80.40  |
|  | Large   | £123.60 |
| Rectify leak caused by customer                    | £153.00 |         |
| Rectify washing machine leak                       | £62.72  |         |
| Renew WC   | £128.28 |         |
| Renew basin or pedestal                            | £110.28 |         |
| Renew bath   | £373.62 |         |
| Renew kitchen sink                                 | £85.52  |         |
| Replace missing pipework                           | £61.52  |         |
| Replace light fitting / switch (price per fitting) | £62.63  |         |
| Renew electric fire / heater                       | £349.52 |         |