

IMPORTANT

Charges to Tenants

From 1st April 2008, SLH introduced a RECHARGE POLICY, which means that tenants will pay for repairs that are caused by vandalism, neglect, or are not the responsibility of SLH as stated in your Tenancy Agreement. This policy has been considered and changed through consultation with tenants.

Here are examples of the type of repairs that are tenants' responsibility to pay for:

- Lock change due to loss of keys
- Damage to locks caused by vandalism*
- Re-glazing or any other vandalism to the property*
- Clearance of all waste traps
- Blocked toilets & drains as a result of misuse
- Removal of rubbish/refuse from common areas
- Redecoration to bring a property back to lettable standard
- Removal of fixtures/fittings without SLH's written permission
- Tidying of neglected gardens
- Failure to maintain all items required by the tenancy agreement

*where a crime reference number/Altaris log number has not been obtained from the Police

There is a **minimum charge of £100** for all recharges (this includes VAT and administration fees). However, some repairs may cost above £100.

When you report a repair, SLH staff will advise you if it is a repair that you are responsible for paying and provide an initial cost. All repairs over £100 require a surveyor to visit, inspect and provide a more detailed cost breakdown.

SLH staff will discuss and agree payment at the time the repair is reported, or after a surveyor's visit. You may be given the option of SLH carrying out the repair, or arranging for your own contractor.

NO repairs or works that you are responsible for paying will be ordered until **FULL PAYMENT IS RECEIVED, IN ADVANCE**. In emergency cases, a repair will be ordered, but only if a payment agreement is reached.

For more information, please contact our Customer Services team on 0151 285 5600.