

 housing  
south liverpool

RECHARGEABLE  
REPAIRS



## INTRODUCTION

South Liverpool Housing must do certain repairs by law. The vast majority of our tenants keep their homes in good condition but there are a few who cause damage deliberately or through neglect.

Where such jobs are required, we call these 'rechargeable repairs'. We do not want the tenants who look after their homes to pick up the bill for those other tenants who will have to pay for repairs.

There are some items that you, as a South Liverpool Housing customer are responsibility for. Generally, these include:

- Where a lock change is required to a property because the tenant has lost their keys;
- Some repairs to locks caused by damage or neglect
- Re-glazing or vandalism where a crime reference number has not been obtained;
- Damage to a property, including doors, windows, sanitary fittings etc. that are not due to fair wear and tear;
- Failing to keep a pre-arranged repairs appointment;
- The removal of fixture and fittings without written permission from SLH;
- Clearance of all waste traps;
- Blocked toilets and drains as a result of misuse;
- Clearance of rubbish and household effects : inside and out;
- Refuse removal from common areas;
- Redecoration to bring empty properties to a lettable standard;
- Cleaning of empty properties to bring to a lettable standard;
- Tidying of neglected gardens
- Failure to maintain those items required by the tenancy agreement;
- Misuse of SLH's emergency repairs service;

SLH will assist tenants in keeping their homes in good repair. However, from time to time repairs or damage to the property may arise, caused either deliberately or by accident, which are the tenants responsibility.

At the time when such a repair or damage is reported or is made known, SLH will make an assessment on whether the cost is to be recharged to the tenant (or ex-tenant).

A full cost of the work will be provided, which will also include VAT and an administrative fee). The minimum cost for a recharge is £100.

No work will be ordered or carried out by SLH until the cost is paid in FULL, in advance. However, if the repair required is classed as an emergency where it is necessary for the safety of the property, or a person, SLH may carry out work in order to “make safe” and will recharge afterwards.

SLH will pursue all recharges with current and former tenants. Failure to pay may result in breach of tenancy action being taken against an individual and will effect future prospects for rehousing (either with SLH or another landlord).

In exceptional circumstances, SLH may enter into an agreement with the tenant to pay off the recharge in installments. Each case will be reviewed on its individual merits.





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If you would like more information on this subject or have any comments you would like to make, please contact us.

If you want a translation please contact 0151 285 5600.

Nese e doni te perkthyer, lutemi kontaktoni 0151 285 5600.

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若是你想索取一份中文譯本，請致電 0151 285 5600 查詢。

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