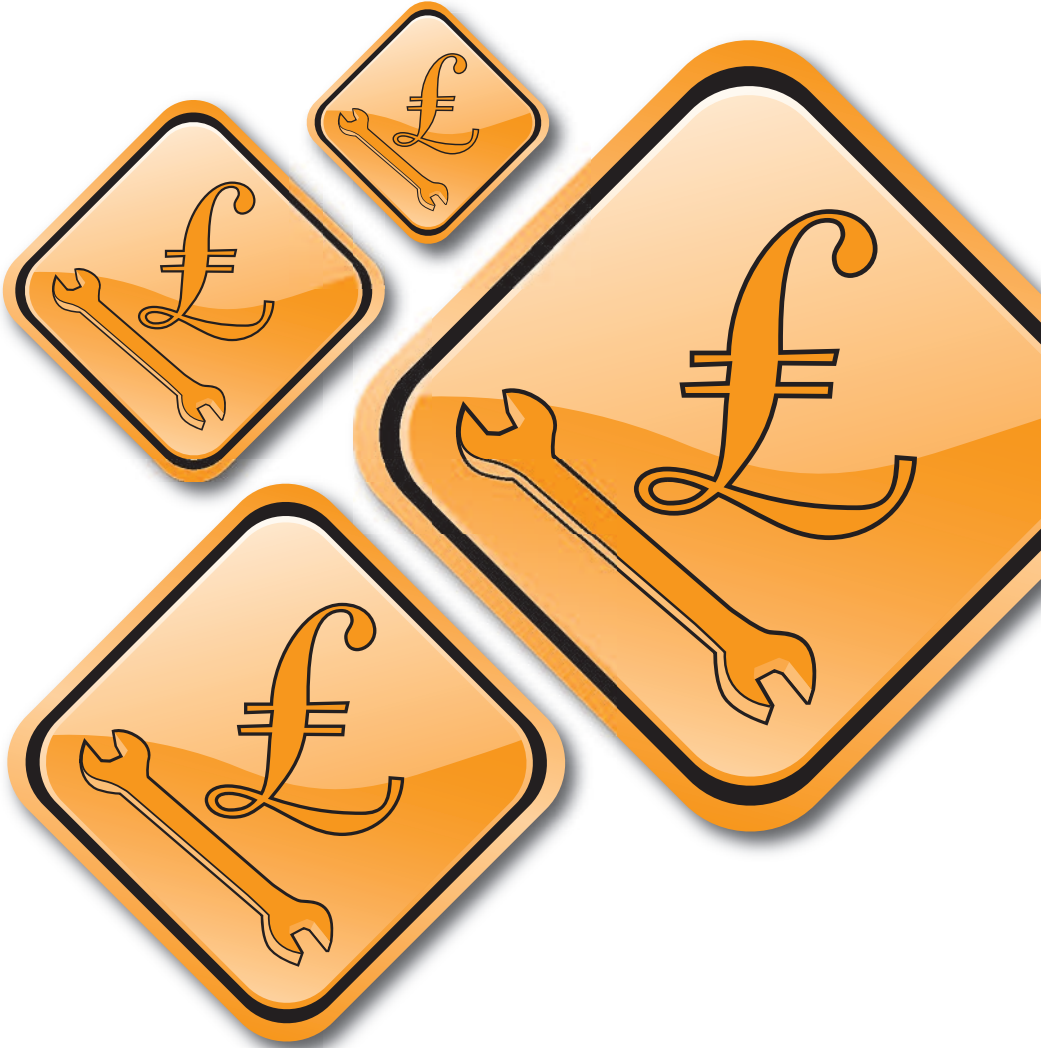


# Guide to chargeable repairs





## Guide to chargeable repairs

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We have a duty to ensure that your home is well maintained. However, you also have a similar duty and this is clearly set out within the tenancy agreement.

We expect that as time passes, normal wear and tear will occur to your home. However, should your home need a repair because of either neglect or damage either by you or your friends or family, we will expect you to carry this out.

We may give you notice to make good, and in some cases we may carry out the repair on your behalf and then charge you for the cost.

There may, however, be some occasions when we will carry out a repair for which we are not generally responsible.

This will usually depend on your circumstances and these are known as discretionary repairs.

Where work has been identified as your responsibility and therefore chargeable, you will be offered the option of arranging for the work to be completed.

**However, the following conditions apply:**

- ▶ You must still be living at the property
- ▶ Permission to carry out the work must be obtained in writing from the appropriate repairs manager before the work starts
- ▶ All work must be completed by a competent person and in accordance with an agreed timescale
- ▶ You will remain liable for all resultant costs.

Once work is agreed we will ask you to sign an 'agreement to pay' form.

In exceptional circumstances costs may be waived.

**Each case will be considered on its own merit and consideration will be given to the following:**

- ▶ Vulnerable people with no other able-bodied adult at the home
- ▶ Those with poor health and disabilities (including mental health/learning difficulties)
- ▶ Victims of crime (for example where the crime is reported to the police and a crime/log number is available)
- ▶ Hardship.

## Examples of repairs which will be charged

- ▶ Re-glazing
- ▶ Lock changes
- ▶ Contents clearance from a vacated building
- ▶ Storage of contents resulting from abandonment or eviction
- ▶ Damage resulting from DIY (this may include neighbouring properties)
- ▶ Damage to any fixtures, fittings or appliances
- ▶ Damage to the structure of the building
- ▶ Repairs needed because the home has been left in unsatisfactory condition (including the garden and outhouses).

## Paying for a chargeable repair

The cost of repair and maintenance work will be calculated using the National Housing Federation Schedule of Rates, plus 15 per cent for administration together with VAT as applicable.

Where a charge is made there will be two options available for repayment. The amount charged can be paid in full, or on agreement, by instalments. The amount and your ability to pay will be considered when an agreement is made to allow payment by instalments.

When we send you a bill for any chargeable work you will be given 28 days to pay.

The 15 per cent administration charge will be discounted if you pay in full within 14 calendar days of getting our invoice.

We will pursue outstanding invoices and use debt collection agencies and court action if needed.

## Reviews and appeals

You have the right to:

- ▶ Query the amount you are being charged
- ▶ Challenge anything that you feel is unfairly charged.

Any complaint in relation to the chargeable repair will be handled in line with our complaints procedure.

## If you have a complaint

If you are unhappy about any part of our service, or feel we have not met the standards set out in this leaflet, then we want to know.

Our complaints procedure ensures that all complaints are fully investigated. It also ensures that we learn from mistakes and keep on improving in line with your feedback.

All complaints are dealt with in strictest confidence and you won't be treated any less favourably as a result of making a complaint.

You can complain in person, by telephone, in writing, or by using the form included within the Compliments and complaints leaflet available at our reception. You can also make a complaint via our website at [www.ddh.org.uk](http://www.ddh.org.uk)

So remember, if you are not happy with the service we have provided, let us know.

**For help to understand this  
please contact 01327 707500.**

ইহা বোঝার সহায়তা পাওয়ার জন্যে অনুগ্রহ করে  
01327 707500 নম্বর ফোনে যোগাযোগ করুন

如果你在理解此项内容时需要帮助的话，  
请致电01327 707500

PO POMOC W ZROZUMIENIU TEGO  
TEKSTU NALEŻY ZGŁOSIĆ SIĘ POD  
NUMER: 01327 707500

اسے سمجھنے میں مدد کیلئے  
براہ کرم 01327 707500 پر رابطہ کریں

An audio version is also available on request.

Home visits are available particularly  
for older and vulnerable residents and  
those with mobility and transport  
problems. Please contact our  
Customer Services Team for more  
information on 01327 707500.



**Daventry & District Housing**

Nene House  
Drayton Fields Industrial Estate  
Daventry  
NN11 8PB

Tel: 01327 707500  
[www.ddh.org.uk](http://www.ddh.org.uk)



This information has been  
approved by Daventry & District  
Housing tenants



A Futures Housing Group company

