

Information for all Residents

# Rechargeable Repairs Policy

1st June 2018





Castles & Coasts Housing Association (CCHA) aims to provide an excellent repairs service to our residents in compliance with our legal obligations and the tenancy agreements we hold with our tenants. The income CCHA collects through rents, service charges and rechargeable repairs enable us to provide our services to residents.

The Association does not tolerate damage or neglect to our properties, as detailed in our tenancy agreements. As such, where damage or neglect has occurred and we have to carry out a repair as a result, we will charge the resident for this repair to be carried out – this is known as a rechargeable repair.

Our new Rechargeable Repairs Policy will go live on 1st June 2018. The information below is to help you understand what a rechargeable repair is, and what process we will follow for rechargeable repairs.



## What is a rechargeable repair?

As a resident of CCHA, you have the responsibility under your tenancy agreement to undertake repairs which have been caused to your home by damage or neglect, or by visitors who have been invited to your home.

You will normally be recharged for repairs undertaken by the Association in the following circumstances:

- Where the repair is not the result of fair wear and tear and is not the Association's legal responsibility
- When a contractor has attended for an appointment and has been unable to gain access on more than one occasion (this will be the call out fee, if this has been charged to the Association by the contractor)
- When a contractor has attended and it is found that the repair is the responsibility of the resident

## What type of things might I be charged for?

Our most common types of rechargeable repairs are:

- Accidental damage to windows, doors and internal fixtures or fittings
- Non-accidental breakages of glass where a crime reference number has not been obtained
- Breakages to sanitary ware - baths, wash basins, toilet basins and cisterns
- Floods from washing machines, basins, baths and toilet basins
- Blocked sinks or toilets
- Damage to doors and windows (where board up only would initially be actioned)
- Lost keys
- Removal of items after a resident has moved out and subsequent cleaning of the property
- Damage caused during the execution of a warrant i.e. Police
- Overgrown and untidy gardens

## Haven't you always charged for rechargeable repairs?

Yes, the Association have previously charged residents for the items listed above. As normal, residents will usually be advised that they may be recharged when requesting a repair OR by the contractor on site at the time of inspection.

## So what has changed?

Previously you could request a non-emergency repair and the work would be completed before a charge was added to your rent account.

Under the new policy you will be required to pay in full and in advance before the repair is raised. This is to protect the Associations' income and enable us to continue to provide efficient services.

It is becoming standard practice for landlords to charge in advance for non-emergency repairs.

## What if I cannot afford to pay in full?

If you cannot pay for the repair all in one go, then you can set up a repayment plan over a longer period. Once you have paid for the rechargeable repair in full the job will be raised and repair completed.

As always, you have the option to complete your own repairs that are your responsibility, as long as you use a certified/qualified contractor. We may ask to survey works once completed.

This change does not affect your normal day to day repairs, and you can continue to request those as normal where there are property defects or fair wear and tear. This change only applies to rechargeable repairs where you or a visitor has caused damage or neglect, whether accidentally or intentionally.

Former residents will continue to be recharged by the Association if expenses are incurred for repairing, clearing or cleaning a property when it has been vacated, including if expense is incurred in redecoration due to the poor decorative order in which the property has been left.

Residents will have access to an appeals/complaints process for any rechargeable repair.

## Home Contents Insurance

It is advisable that residents have their own contents insurance to cover any damage caused by them that the Association would deem as rechargeable.

If you do not have home contents insurance, our Customer Services Team can provide you with information about a scheme which is provided for social housing residents. However we advise that you research a number of different products and services, to find the right one for you.

Area of Property	Component	Maintenance Item	Responsibility
Roofing	Roof	roof structure, roof covering and chimney repairs & leaks	CCHA
	Gutters	gutter & gully repairs and clearance of blockages	CCHA
	RWP	make safe defective rain water goods, soffit and fascia	CCHA
External Finishes	Structural	major structural defects	CCHA
	Brickwork	significant render & brickwork repairs	CCHA
	Cladding	external façade including wooden cladding	CCHA
	DPC	failed DPC repairs	CCHA
	Dampness	penetrating dampness repairs	CCHA
External Areas	Fencing	removal of H&S dangers to fencing, gates, gate posts and boundary walls	CCHA
		repair or replacement of fencing, gates, gate posts and boundary walls	CCHA
		repair or replacement of communal area fencing, gates, gate posts and boundary walls	CCHA
	Paving	make safe H&S related hazards to paving and tarmac	CCHA
		repair, replacement or upgrade of paving, tarmac, turf	CCHA
		repair, replacement or upgrade of communal area paving, tarmac, turf	CCHA
	Out-houses	make safe H&S related hazards to out-house-repairs	CCHA
		repair or replacement of out-house items inclusive of locks and fittings, windows, doors, finishes	resident
	Garages	repair or replacement of garage external items inclusive of roof, rain water goods, brickwork, door	CCHA
		repair or replacement of garage internal and ironmongery elements inclusive of door locks and fittings, finishes	If wear & tear CCHA, if caused by damage by the resident or visitor - resident
	Bins	repair or replacement of bins to individual house or flat	resident
	TV aerials	repair or replacement of TV aerials or satellite dishes serving an individual house or flat	resident
	Washing lines	repair or replacement of washing lines and rotary dryers to an individual house or flat	resident
	Garden	maintenance of trees, grass, hedges, shrubs	resident
		maintenance of trees causing structural damage	CCHA
	removal or control of invasive weeds i.e. Japanese Knotweed	CCHA	
Drainage	Within boundary	blocked or leaking foul drain, soil stack etc. within property boundary	CCHA - Unless this has been caused by damage or neglect by the resident
	Outside boundary	blocked or leaking shared foul drain outside property boundary	resident via utility company
External Joinery	Glazing	board up of broken glazing (this will be carried out by CCHA but is rechargeable item)	CCHA
		re-glaze windows if crime reference number provided, if no crime reference provided resident reimburses via recharge	CCHA
		replacement of failed double glazed units	CCHA
	Windows & ironmongery	repair or replacement of window inclusive of frame, external sealant, sash, sill, window board, operating mechanisms, restrictor catch, window handle, casement fastener, repair or replacement of internal sealant, window ironmongery inclusive of locks, replacement keys, casement stay	CCHA
		replacement keys	resident
	Doors & ironmongery	repair or replacement of external doors inclusive of frame, threshold, weather board, hinges and operating mechanisms such as door handles, multi point locks, and suited lock systems	CCHA
		repair or replacement of door locks, replacement of keys, letter plate, number plate, security chain, spy hole and other associated door ironmongery	resident

	<b>Fire doors - external and internal i.e. Kitchen</b>	repairs or replacement of fire doors inclusive of fittings and fixtures that provide fire protection i.e. letter box, spy hole, emergency latch, spring door closer, single push bar, overhead door closer, intumescent fire strip and smoke seals	CCHA
<b>Communal Areas</b>	<b>Lifts</b>	lift breakdown repairs	CCHA
	<b>Door entry</b>	repair or replacement of door entry equipment	CCHA
	<b>Security lighting</b>	repair or replacement of communal security lighting	CCHA
	<b>General lighting</b>	repair of general lighting appliances	CCHA
	<b>AOV</b>	automatic opening vents	CCHA
	<b>Fire alarm</b>	repair and replacement of fire alarm equipment	CCHA
	<b>Fire fighting</b>	repair or replacement of fire fighting equipment i.e. extinguishers	CCHA
	<b>CCTV</b>	repair or replacement of CCTV equipment	CCHA
	<b>TV aerial</b>	repair or replacement of communal TV aerials	CCHA
	<b>Gates barriers</b>	repair or replacement of gates and barriers	CCHA
	<b>Laundry equipment</b>	repair or replacement of laundry equipment	CCHA
	<b>White goods</b>	repair or replacement of white goods	CCHA
	<b>Warden call system</b>	repair or replacement of warden call systems	CCHA
	<b>Pest control</b>	removal/destruction of mice, rats and other vermin in communal areas	CCHA
	<b>W.C. Repairs</b>	repair or replacement of W.C. including seat	CCHA
<b>General repairs</b>	repair or replacement of general maintenance items	CCHA	
<b>Asbestos</b>	assessment and removal of asbestos containing materials	CCHA	
<b>Water</b>	<b>Water supply</b>	loss of water supply	CCHA
	<b>Leaks</b>	leaks to water pipes and water tanks	CCHA
<b>Gas &amp; Heating</b>	<b>Gas leak</b>	gas leak	CCHA
	<b>Pipework leaks</b>	leaks to heating pipes and radiators	CCHA
	<b>Flues</b>	blocked flues - boiler, fire	CCHA
	<b>Boilers / fires</b>	repairs to heating appliances - boiler, electric fire, storage heaters	CCHA
	<b>Radiators</b>	bleeding of radiators	resident
	<b>Cookers</b>	repair or fitting of cookers and cooker connections such as bayonet fittings	resident
	<b>Meter cupboards</b>	internal meter cupboards i.e. located in resident hallway	CCHA
		communal area meter cupboards including lock (cupboard to be fire compliant)	CCHA
	external meter cupboards servicing individual tenancy (cupboard lock tenants responsibility)	CCHA	
<b>Electrics</b>	<b>Power supply</b>	unsafe electrical power supply or fittings e.g. unsafe wiring, sockets, light fittings, extractor fans	CCHA
	<b>Sockets &amp; light fittings</b>	repair of essential electrical items - consumer units, sockets, light fittings, starter motors, extractor fans, TV sockets	CCHA
	<b>Light bulbs</b>	replacement of light bulbs - general need properties	resident
		replacement of light bulbs - OPS, Supported Stock, Cat 2 properties, Residential Care Homes	CCHA
	<b>Doorbells</b>	repair or replacement of hard wired door bells	resident
	<b>Security &amp; alarms</b>	repair or replacement of security lights, burglar alarms or other security devices	resident

<b>Smoke / CO Alarms</b>	<b>Mains detectors</b>	repair or replacement of mains-operated interlinked smoke detectors	CCHA
	<b>Battery detectors</b>	repair or replacement of battery operated smoke detectors	CCHA is responsible for the replacement of faulty or damaged detectors, resident is responsible for replacing the batteries in the detectors
	<b>CO detector</b>	repair or replacement of CO detectors were solid fuel appliances are present	CCHA
		repair or replacement of CO detectors were solid fuel appliances are not present	CCHA
<b>Sanitation</b>	<b>Leaks to items</b>	leaks to basins, sinks, baths, showers and toilets, and associated internal pipework	CCHA
	<b>Repairs to items</b>	repair or replacement of basins, sinks, baths, showers and toilets	CCHA
	<b>Sealant</b>	replacement of mastic sealant to sanitation items such as bath and sinks	resident
	<b>Blocked W.C.</b>	blocked W.C.	CCHA
	<b>Blocked sink etc.</b>	blocked basins, sinks, baths, showers and level access shower wet room gullies	resident
	<b>Taps</b>	repair or replacement of taps and tap washers	CCHA
	<b>Plug, tap washer</b>	replacement of plug, chain, bath panel	resident
	<b>Showers</b>	repair or replacement of shower inclusive of riser rail, shower head (not including curtain) were shower is primary form of bathing facility i.e. there is no bath in property	CCHA
		repair or replacement of shower inclusive of curtain, riser rail, shower head were shower is not primary form of bathing facility i.e. there is a bath in property	CCHA
		repair or replacement of level access shower wet room non slip flooring	CCHA
	<b>W.C. Seats</b>	repair or replacement of W.C. seat - general needs	resident
		repair or replacement of communal W.C. seat	CCHA
	replacement of W.C. seat - OPS, Supported Stock, Cat 2 properties, Residential Care Homes	CCHA	
<b>Internal Finishes</b>	<b>Plasterwork</b>	major wall and ceiling plaster work defects i.e. scratch coat repairs, holes greater than 1 cm, cracks greater than 5mm wide	CCHA
		minor wall and ceiling plaster work defects i.e. skim coat, small holes less than 1 cm, cracks less than 5mm wide, cove mouldings	resident
	<b>Tiling</b>	repair or replace wall and floor tiling finishes inclusive of bathroom and kitchen splash back tiles	If through wear & tear CCHA, if through damaged caused by resident or visitor - resident
	<b>DPM</b>	repair or replacement of floor damp-proof membrane and associated concrete repairs	CCHA
	<b>Flooring</b>	repair or replace floor finishes	Resident, unless flooring has been installed by CCHA. In this instance if fair wear & tear CCHA responsible, if caused by damage, residents responsibility
	<b>Communal flooring</b>	repair or replace communal floor finishes	CCHA
	<b>Condensation</b>	condensation related repairs i.e. black spot mould	resident
	<b>Decoration</b>	painting and decoration	resident
<b>Internal Joinery</b>	<b>Kitchen units</b>	repair of kitchen units and worktops that are considered as fair wear and tear	CCHA
		repair of kitchen units and work tops that are not considered as fair wear and tear	resident
		repair or replacement of kitchen sinks and taps	CCHA

	<b>Doors</b>	make safe H&S related internal door repairs	CCHA
		repair or replacement of internal doors and door ironmongery	CCHA - Where caused by fair wear & tear. Where caused by damage or neglect - resident
		door changes to accommodate carpets including re-fixing of any draught excluders	resident
	<b>Door frames</b>	repair or replacement of internal door frames	CCHA
	<b>Curtain rails</b>	repair or replacement of curtain pole, rail or track replacement	resident
	<b>Handrails</b>	repair of H&S hazards to handrails, balusters, newel post, stair tread	CCHA
	<b>Skirting</b>	repair or replacement of skirting	CCHA
	<b>Stairs</b>	repair or replacement of stair treads, risers and nosing's	CCHA
	<b>Flooring</b>	make safe H&S related timber flooring repairs	CCHA
		repair or replacement of timber flooring i.e. floor boards	CCHA
<b>Vermin &amp; Infestations</b>	<b>Vermin</b>	removal/destruction of mice, rats and other vermin in communal areas	CCHA
		removal/destruction of mice, rats and other vermin in non-communal areas	resident
<b>Adaptations</b>	<b>Minor adapts</b>	minor repair and replacement adaptations < £1,000	CCHA
	<b>Major adapts</b>	major repair and new adaptations > £1,000	CCHA
<b>Cleaning</b>	<b>Void Clean</b>	small environmental clean if former tenant not carried out	former resident
	<b>Void Clean</b>	large environmental clean if former tenant not carried out	former resident
<b>Upgrades</b>		Upgrading of new or additional components outside of CCHA replacement timescales or to a higher specification than standard	resident

# Need more information or would like to speak with us?

For more information visit our website or  
contact our Customer Services Team:

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