Recharge Repairs

If Wolverhampton Homes has to carry out work as a result of accidental or deliberate damage caused by you, or a visitor to your home, you will be charged the cost of the work. This booklet explains what to do to avoid being recharged and what will happen if you leave your home in an unfit state.

A recharge repair is repairs or clearance works carried out by Wolverhampton Homes for which you are responsible.
Your responsibilities and the Tenancy Agreement

The repairing responsibilities of Wolverhampton Homes as managing agent for your Landlord are set out in the Tenancy Agreement (with Wolverhampton City Council) and the Tenant Handbook.

Section 2, point 32 of your Tenancy Agreement states that:

The tenant will be charged for:

   a) Any repairs to the dwelling or appliances that the Council or its agent have to make good which are caused by neglect
   b) Any fixtures and fittings removed by the tenant, persons living with the tenant or visitors that the Council its agent has to make good
   c) The Council and/or its agent reserve the right to repair any such damage and recover, in full, costs for doing the work from the tenant as additional rent.

The 50% Rule – potential discount

With some exemptions to recharging, Wolverhampton Homes requires that 50% of the rechargeable repair cost is paid at the time of reporting before the repair is carried out, unless there is a Health and Safety issue and providing there are no other costs incurred that this will settle your liability.

What will be recharged?

Damage to your home
If you accidentally damage something in your home, you are advised to employ your own private contractor to complete the repair*. However, you may carry the work out yourself. You have initially 28* days to complete the repair but this may be extended to 2 months with agreement of the Property Inspector. You must keep hold of the certification documents if relevant as you will be asked to provide these. Wolverhampton Homes will inspect the condition of the repair and if it is not up to standard, you will be recharged the cost of the work to rectify the repair.

Wolverhampton Homes will only repair something that is your responsibility, where it is not necessary for Health and Safety reasons, with 50% of the repair cost paid up front at the time of reporting. A payment plan may be agreed.

Emergency
If emergency repairs are necessary due to deliberate damage, vandalism, and neglect or botched DIY, by you, members of your household or visitors to your home, Wolverhampton Homes will carry out the repair and recharge you afterwards, subject to the 50% rule.

Mis-reporting a repair
Where it has been discovered that your repair has been deliberately reported in order for the repair to be carried out quicker than it would normally be you may be liable for a recharge.
Lock changes
If you lose your keys or find yourself locked out of your home, we advise you to employ a locksmith to help you get into your home and change the locks if necessary. Wolverhampton Homes do not keep spare keys and it is not our responsibility to help you get into your home if you lose your keys.

If you decide to employ Wolverhampton Homes to change your locks, you will need to pay half of the total cost before we start the work. We will only carry out the work without payment upfront if your keys are stolen and you have a valid crime reference number (a log number or lost property number is not sufficient to avoid being recharged).

Unauthorized alterations / DIY
You must have written permission from Wolverhampton Homes before starting any alterations or improvements to your home (apart from decorating).

If you move out you will need to find out if you are expected to leave any alterations or improvements in place or whether you are expected to return the property to its original condition. If Wolverhampton Homes has to do any work as a result of your alterations, the cost will be recharged to you.

You have the right to compensation for qualifying improvements. Any improvements to your property should have written approval from Wolverhampton Homes and must be up to our standards. Please contact Homes Direct on 01902 556789 for further details.

Moving out
You have various responsibilities when you end your tenancy, failure to follow them may lead to you being recharged.

This includes:
- Handing back all keys to the property on the agreed date
- Leaving the property (including the loft) clear of all goods and belongings, including floor coverings and white goods such as fridges and washing machines
- Ensuring that the property and garden, if you have one, are clean and clear of rubbish
- Ensuring that the property is in a good state of repair

Wolverhampton Homes will recharge you for the cost of clearing the property of any rubbish or belongings you leave behind. We will also recharge you for any repairs needed which are your responsibilities.

Your Lettings office will advise you
Examples of charges if you leave your property in a poor condition:

- Property clearance £ 65.22
- Cost of skip or equivalent for removal £120.75 - £181.13
- Property clean £ 77.65 - £443.11
Garages

The garage tenancy agreement states that a garage must only be used for the storage of a motor vehicle, boat, caravan, trailer or lawn mower. You must obtain permission from Wolverhampton Homes if you wish to store any other items.

You must keep the doors and locks in good condition and help keep the gullies, gutters, waste and drains clean and clear of all litter and leaves. You cannot make any structural alterations or other alterations to the garage.

The cost of any clearance works needed for a garage and any repairs necessary due to misuse will be recharged.

**Who will be recharged?**

Wolverhampton Homes has the discretion to remove the recharge fee where the tenant is known to be vulnerable or disabled or with cases of domestic violence.

However, Wolverhampton Homes reserves the right to charge the repair costs to a third party, where applicable.

If you have a recharge and require advice on Debt Management, we can refer you to our Money Smart Team.

**Legal action**

If necessary, legal action will be taken to recover recharge repairs debts. You will be warned before any legal action is taken. This will involve an application to the County Court for a County Court Money Judgement. This will affect your credit rating and your ability to take out loans and enter into hire purchase agreements.

**What are the effects of recharge repairs debts?**

Your ability to transfer or exchange to alternative accommodation will also be affected by identified recharge repairs and/or outstanding recharge repairs debts.

If you leave Wolverhampton Homes with outstanding debts, including recharge repairs and wish to be housed with us again in the future, any offer of a further tenancy will be withheld.

You will not be able to complete on the purchase of your home, under your ‘Right to Buy’, until all housing debts have been cleared.
Tips on how you can avoid being recharged

- Report any repairs immediately to Homes Direct and keep your home in a good state of repair
- Know your responsibilities as explained in the Tenant Handbook and Tenancy agreement
- Do not carry out any home improvements without written permission from Wolverhampton Homes
- We will charge for gaining access to your property and lock changes if you lose your keys or lock yourself in or out. Consider leaving a spare key with a friend, relative or neighbour to avoid this
- When you move out, do not leave anything in the property or garden. This means furniture, white goods (e.g. washing machines, fridges, freezers) and floor coverings (e.g. carpets, linoleum, laminate flooring) and return the keys

REMEMBER: if you damage your property or leave items when you move out, we will charge you.

Home Contents Insurance
You may be able to claim for damage caused by you to the contents in your home. For further information about Wolverhampton Homes - ‘Pay As You Go’ Home Contents Insurance, please contact Homes Direct on 01902 556789.

Payment methods

Direct Debit
We now offer a range of payment dates and if all your housing accounts are up to date, you will be entered into a prize draw.

Standing order
Please arrange this with your bank or building society or complete a standing order request form available online or from any of our six One Stop Shops.

Post Offices, Paypoint, Payzone outlets
Please call Homes Direct on 01902 556789 to request a recharge repair payment card. When making a payment, please allow two working days for the payment to reach your recharge repairs account.

Online
Please visit our website www.wolverhamptonhomes.org.uk. You will need your recharge repairs account number and your credit or debit card details.

Over the phone
Either to our automated 24 hour City Pay line, Freephone 0800 180 4464 or to Homes Direct on 01902 556789

In person
At any One Stop Shop paying by cash, cheque, debit or credit card.
Guidance for own repair or improvements

If you are undertaking your own minor repairs you should observe the following:

- You must obtain written permission from Wolverhampton Homes for all improvements to your property. You should complete the tenant request for permission application. Please read the appropriate guidance notes.
- The work must be completed to an industry recognised standard and be a match to the existing both in style and finish.
- All materials used must be of similar style to the original and conform to current European Standards and Specifications.
- All current Building Regulations and requirements in force at the time including those of the relevant Water Authority and those governing Gas, Electricity and Asbestos must be observed.
- Should you use a Contractor they must be suitably qualified and hold the relevant insurance.
- It is a legal requirement that copies of all relevant certificates (e.g. electric / gas) be provided to Wolverhampton Homes.
- Consideration must be given to potential asbestos content within your home. The Asbestos information held by us about your property shall be provided to you by the relevant Response Repairs Team. If appropriate you should ensure that your contractor is fully informed and where appropriate they have a hazardous waste licence.
- If redecoration is required, do not paint the casings of gas or electrical fittings.
- You should ensure that any repair does not cause a hindrance in the event that future repairs / maintenance are required to pipe work, electrical fittings, stop taps, etc.
- It is your responsibility to re-fit any items removed to enable the repair.
- It is a requirement that full access be allowed both during and upon completion of the repair for Wolverhampton Homes Property Supervisor together with other authorised representatives to carry out inspections.

A reasonable time shall be allowed for completing the repair up to a maximum of 2 months (unless you are seeking to transfer to another Wolverhampton City Council property) depending upon the volume and complexity of work to be carried out. This shall be agreed with our Property Supervisor. Upon an agreed date after completion of the work, they will carry out an inspection and where relevant collect the legally required certificate(s).

If the remedial work has not been undertaken or fails to meet the recognised industry standard then Wolverhampton Homes reserves the right to undertake the work and recharge in full including any associated administrative costs.

If you have any queries regarding the above or require further advice please contact Homes Direct on 01902 556789.
If you require this information in another language or format, contact us on 01902 556789

Arabic
اذا كنت بحاجة إلى هذه المعلومات بلغات أخرى، اتصل بنا على 01902 556789

Bengali
অন্যান্য ভাষা বা ফর্মাটে এই তথ্য আপনার প্রয়োজন হলে, 01902 556789 নম্বরে আমাদের সাথে যোগাযোগ করুন

Farsi
اگر این اطلاعات را به زبان یا فرم دیگری احتیاج دارید با ما به تلفن 01902 556789 تماس بگیرید.

Gujarati
તમને બીજી ભાષામાં અથવા બીજી ફોર્મ હેઠળ માહિતી મેળવવી હેઠળ તો અમને 01902 556789 પર કોલેનેક્ટ કરો.

Hindi
अगर आप यह जानकारी दूसरी भाषा या प्रारूप में चाहते हैं तो हमें 01902 556789 पर संपर्क कीजिए।

Kurdish
دووباره به همه زبانانه کانی سه روه نه گه ر به رزیت نه و زانیاریانه به زمانیکی تر یان فورماتیکی تر، پیویسته په بوه لدیمان پیوه بکه به 01902556789

Polish
Jeżeli potrzebujesz tych informacji w innym języku czy formacie, prosimy o kontakt pod numerem telefonu 01902556789.

Punjabi
ਇਸ ਮੁਤਾਬਕ ਹੁਣ ਤੁਹਾਡੀ ਉਸ ਦੀ ਕੌਸ਼ੇਮ ਪ੍ਰਾਪਤ ਹੈ ਸੈ ਉੱਤਾਂ ਵੇਢੀ ਸ਼ੁਞ ਤਕਨ ਬਣੇ 01902 556789 ਦੇ ਸੁਝਾਵਤਾ ਵਨੇ ਅਦੇ ਉੱਤਾਂ ਇੱਕਾਲੀ ਮੰਗਣਿਆਂ ਲਤਲ ਹਿੰਡੀ ਤੇਲੇਤੀ।

URDU
اگر آپ کوی معلومات کسی اور زبان یا فرمیت میں چاہئے تو بہ سے 01902 556789 بر رابطہ کریں.