

# Rechargeable Repairs





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**Sometimes we carry out repairs or incur costs that tenants have to be charged for. We call these 'rechargeable repairs'.**

## **Why do we charge for some repairs?**

In the tenancy agreement the Association contracts to provide a maintenance service to tenants and our rents are based on the anticipated cost of this. However sometimes tenants require things that are additional and these extra services must be charged for separately. If we did not charge for these, the extra costs would mean that either we had to reduce our level of normal service or increase rents.

Sometimes rechargeable services are requested by tenants, such as when someone is locked out and needs a joiner to help them get back into their house, and on other occasions they are initiated by us, such as when we find a fixture that has been wilfully damaged or the tenant is not at home for an arranged contractor's appointment.

## **What do we charge for and how much do we charge?**

The things that we most commonly charge for are listed in this leaflet. To make things simple we have allocated a standard charge to as many rechargeable items as possible so that tenants know beforehand how much they will be charged, and also so that we can invoice promptly rather than have to wait for a contractor's invoice.

***Where replacement items are listed this applies where there has been wilful damage or negligence, it does not apply to fair wear and tear, which is expected and therefore not charged for.***

## What are the payment arrangements?

You will receive an invoice from us, usually within two weeks of the work being carried out, which we ask you to pay within 30 days. If you would like to request a payment arrangement we ask you to contact us immediately you receive the invoice.

Along with your invoice you will also receive an Allpay swipe card which enables you to pay in the same way that you pay your rent. If you are paying by instalments you may also pay by standing order or direct debit.

Whilst we try to accommodate people who genuinely need time to pay and who keep to an agreed payment arrangement, any unpaid debts are pursued vigorously, ultimately through debt collection agencies.

Occasionally, depending on the nature of the work required and/or your payment history, requested work will not be undertaken until some or all of the cost has been paid in advance.

## Items for which we cannot set a standard charge

Some items of work cannot be allocated a standard charge as they can vary too much in degree, and so these have to be charged on the basis of the final cost of the work. (The Association will, of course, do all it can to minimise the cost to the tenant.) These works generally occur after a tenant has left and we find we have to carry out works to make the property good for the next tenant. Some typical examples are:

- Remove shelving and make good walls – *depends on extent*
- Make good holes in plasterboard walls – *depends on number and size of holes*
- Making good alterations that have not been properly carried out – *depends on the type of alteration and any problems encountered*
- Clear out house – *could be one room or full house, items might be benign or hazardous*
- Clean house – *depends on degree of grime*

## Our Summary Scale of Charges

*Charges are current at February 2010 and may be subject to change.*

Item		Charge (£)
Gas Service Call – no access		40.00
Repairs Call – no access	Within office hours	20.00
	Outwith office hours emergency service	105.00
Lock Outs	Call out – within office hours	20.00
	Call out – outwith office hours	
	Emergency service	105.00
	Renew lock	60.00
	Renew second lock	15.00
Replace internal door		63.00
Replace internal door handle		48.00
Replace window handle		49.00
Replace window lock		49.00
Replace kitchen wall units	300mm	103.00
	400mm	110.00
	500mm	113.00
	600mm	125.00
	800mm	136.00
	1000mm	138.00
Replace kitchen base units	300mm	113.00
	400mm	115.00
	500mm	120.00
	600mm	124.00
	800mm	145.00
	1000mm	156.00
Replace kitchen drawer		157.00
Replace kitchen worktop	Per 3 metre length	115.00
Replace kitchen sink		78.00
Replace bathroom wash hand basin		141.00
Replace WC		211.00
Replace bath		282.00
Replace gas fire and reconnect to back boiler		411.00
Replace stand alone gas fire		275.00
Replace light fitting		29.00
Replace electrical socket/switch		29.00
Renew missing smoke alarm or carbon monoxide alarm		61.00
Supply new wheeled refuse bin		39.00
Clearing and cleaning vacated properties		As contractor's invoice
Repairs not listed above		As contractor's invoice

## **Charges for missed appointments**

Our charge for not being at home when the gas service contractor calls is set higher than not being at home for other contractors. This is because the gas service contractor organises his day around a set schedule of gas services and if one is missed there is nothing else his operative can do in that time, but the operative still has to be paid. It is therefore only fair that we pay the contractor his lost labour charge, and it is only fair that we pass this on to you.

Our charge for not being at home for normal repairs work is cheaper because the contractor is responding to calls from us all of that day and does not organise his schedule in the same way. Whilst there is still a wasted call and travel the contractor can usually then go on to other work.

**If you cannot be in for an arranged call then please telephone us the day before (at the latest) and we will always be able to rearrange without charge to you.**

**If you find you cannot be in at the last minute then still phone us, we might be able to rearrange at no cost to you.**

**Further  
information**

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Open: Monday – Thursday: 9.00am – 4.30pm and  
Friday: 9.00am – 4.00pm  
Closed for lunch: 12.30pm – 1.30pm