

Where there is a need for a repair, which is the tenant's responsibility, (i.e. as a result of vandalism, negligence, or where no action by the Association, could result in serious damage to the property and/or neighbouring homes) the Association will undertake for the tenant a rechargeable maintenance service. The advantages of using this service are that the work will be carried out to a good standard and the price will usually be more competitive, given the volume of repairs the Association carries out on an annual basis. Clear advice will be provided to tenants when such a repair is identified in relation to:

- Their responsibilities under the terms of the Tenancy Agreement with respect to payment of recoverable charges
- Obtaining their agreement prior to any work being instructed, unless in an emergency situation

Where a repair is inspected during a pre-inspection or carried out by a Contractor and it becomes clear that the repair is the tenant's responsibility, the tenant will be charged the cost of the repair. Similarly, where an emergency call out is made for a non-emergency repair, the tenant may be charged the cost of the call-out.

## Reporting Repairs

You must report to us, as soon as reasonably possible, any damage to your home or the common areas around it.

This can be done as follows:

- By visiting the office
- By phoning the office on 01389 721216
- By email
- By arranging for someone to act on your behalf

Outside office hours you may contact our emergency contractors on:

### **E'on Energy Services – 0141 613 4439**

For all hot water and central heating emergency repairs.

### **Carillion PME – 08459 30 30 31**

For all other emergency repairs

## Your General Responsibilities

You are responsible for taking care of your home. This responsibility includes carrying out minor repairs and internal decoration.

Examples of minor repairs that you are responsible for include fitting and renewing plugs or chains to sinks and baths, replacing lost or broken keys, replacing batteries for smoke detectors, unblocking sinks, etc.

You are also responsible for repairing damage, which is wilfully, negligently or accidentally caused by yourself, anyone living with you or an invited visitor to your house.

Similarly you are responsible for damage to glass and other similar incidents unless it is due to vandalism, which you report to the police.

## Agreement to Pay

Where it is known that the repair is a rechargeable item before the contractor attends staff will normally require your written agreement to pay before instructing the works. However in an emergency it may be necessary to carry out works prior to obtaining your written agreement.

If you know when reporting a problem that you are liable for the repair costs you should make this clear to staff.

In many circumstances, unless staff are notified, it can be impossible to identify that a repair is required due to wilful neglect or accident until it is attended to by the contractor. Where this occurs prior agreement to pay cannot be obtained and tenants will be invoiced without this.

## Cost of Repair

The cost that will be passed to the tenant will be the actual cost or repair or replacement, as charged to Cordale.



## Payment Arrangements

Tenants will receive an invoice for all recharge costs.

The method and level of payment(s) will be agreed with the Housing Services Officer and payment instalments can be agreed where necessary.

For non-essential repairs, which are identified as rechargeable before a contractor is instructed, payment in advance of works may be required.

## Tenants Own Repairs

Tenants may wish to carry out, or arrange the rechargeable repair themselves and this will normally be acceptable providing the following conditions are met:

- The work is carried out to a professional standard, acceptable to the Association.
- The tenant arranges inspection of the completed work by Association Staff.

## End of Tenancy Repairs

Where tenants end their tenancy and move out leaving repairs, which are their responsibility, Cordale will seek to recover the cost from the individual concerned.

## Non-Payment

Where the tenant has failed to make payments to a rechargeable repair, despite reminders and no access home visits, then further legal action may be taken e.g. Small Claims Action in Sheriff Court.

Should further action be taken, the tenant will be notified in writing.



HOUSING ASSOCIATION

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Email: [info@cordalehousing.org.uk](mailto:info@cordalehousing.org.uk)

Website: [www.cordalehousing.org.uk](http://www.cordalehousing.org.uk)

## Office Opening Hours

Monday	9.00am to 12.30pm	1.30pm to 5.00pm
Tuesday	9.00am to 12.30pm	1.30pm to 5.00pm
Wednesday	Closed	1.30pm to 5.00pm
Thursday	9.00am to 12.30pm	1.30pm to 5.00pm
Friday	9.00am to 12.30pm	1.30pm to 5.00pm

Cordale Housing Association is a recognised Scottish Charity (SC032859) and is registered under the Industrial & provident Societies Act No. 2411 R(S) and with The Scottish Housing Regulator No. HCB 259

**This leaflet can be made available in other languages, on tape, large print or Braille on request**



HOUSING ASSOCIATION

## Rechargeable Repairs