

When will I be recharged for a repair?

When you report a repair we will try to let you know at the time if it is a rechargeable repair. Sometimes, however, it is only once the work has been done that we may identify if it is a rechargeable repair. If a repair is needed because you have neglected your home, or you have intentionally damaged it then you will be required to carry out the necessary repairs to our satisfaction and at your own expense or we will charge you for the cost of repair. If the damage has been caused by a member of your household, or by your guest, you will still be charged for the cost of the repair as you are responsible. If there is a history of rechargeable repairs, we will require to be paid in advance before starting the work.

An example of a rechargeable repair would be where you have broken a window, or a blocked sink where the blockage is caused by you or someone on your property.

What about vandalism?

If the repair is the result of deliberate damage that has been reported to the police, and you can provide us with an incident number, we won't recharge you for the repair.

What if I lose my keys?

If you have to break windows or force doors because of lost keys, you will be responsible for the damage. If we have to break into the property for you, you will have to pay for the work. You should keep a spare key in a safe place, or leave it with someone you can trust.

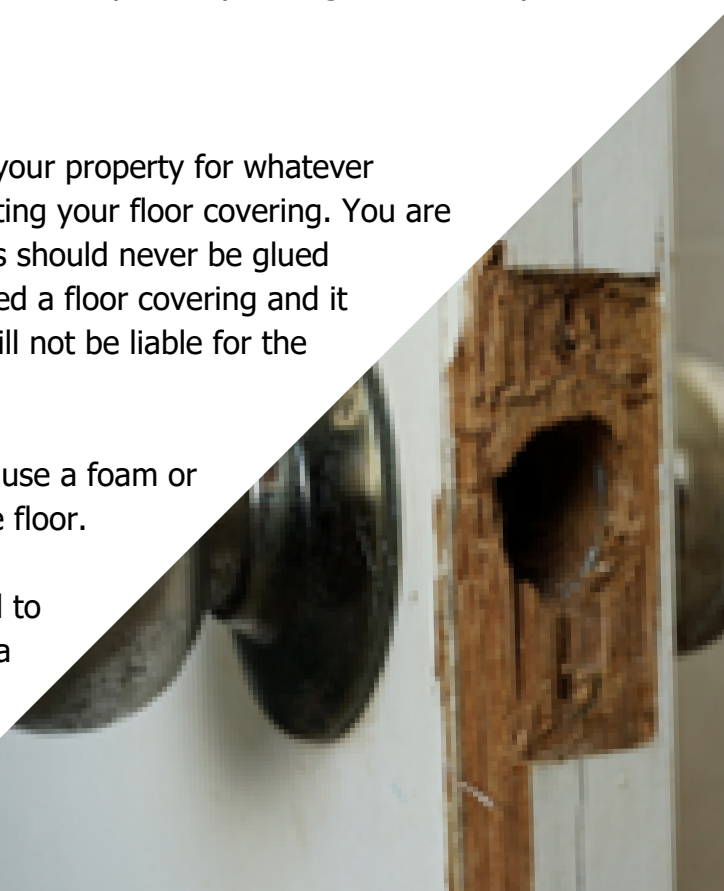
If your keys have been stolen, you should contact the police and obtain an incident number. We will not recharge you for a locks change where it is the result of your keys being stolen and you have given us an incident number.

Repairs to flooring in your property

Please note that if access is required under the floor of your property for whatever reason, the Association will not take responsibility for lifting your floor covering. You are responsible for lifting and/or replacing it. Floor coverings should never be glued down in case your floor has to be lifted. If you have glued a floor covering and it is damaged as a result of us carrying out a repair, we will not be liable for the cost of replacing it.

When laying foam carpets or vinyl covering, you should use a foam or paper underlay to stop the carpet or vinyl sticking to the floor.

Permission is required from the Association if you intend to install wood/laminate flooring or ceramic tiles. Again, if a repair is required to the floor or surrounding area, you will be responsible for lifting this floor covering.



When will you tell me if I'm to be charged for the cost of a repair?

You will be advised when you report the repair if it is likely that you will be charged for it and you will be advised in writing within

2 weeks

of reporting the repair if we intend to recharge you for it and why. Once the repair has been completed we will send you an invoice for the cost .

How much time do I have to pay for a rechargeable repair?

Once you have received the invoice, you have

30 days

to pay for the repair. If you cannot afford to pay the full amount, please contact us to arrange to pay in instalments.

What happens if I do not pay?

Not meeting your obligations to put right any damage to your property for which you are responsible may also affect whether the Association fits your home with a new kitchen, bathroom or heating system. So, when your tenancy is in line for planned maintenance improvements of this kind these will not be undertaken if there are outstanding recharged repair amounts due (that are not subject to an agreed repayment plan that has been satisfactorily maintained for a period of at least 3 months) or if there are any items of repair arising from misuse or neglect that are discovered during any visits to the property as part of the planning process for the installation of planned improvements.

You should also note that, if you are applying for a transfer to another Association property or for permission to have a mutual exchange, this will not be authorised if there are any outstanding repairs at your property for which you are responsible.

It is our policy to take legal action against tenants who do not pay for rechargeable repairs, no matter what the cost of the original repair.

This means that if you do not pay for the repair, you could be taken to court and you could end up with additional legal and administrative costs.

If you are having difficulty paying, please contact us so that we can arrange an affordable repayment agreement with you.

Useful Contacts

Lochaber Housing Association

101 High Street, Fort William, PH33 6DG

Telephone: 01397 702530

Email: housingmgt@lochaberhousing.org.uk

My Home tenant portal:

<https://myhome.lochaberhousing.org.uk>

