

Rechargeable Repairs

যে মেরামতগুলির জন্য চার্জ করা যাবে

ફરીથી ચার্જ ૯ઈ શકાય તેવાં રીપેર કામો

交租和交付其他費用

Zwrot za naprawy

مرمت کے ایسے کام جن کا خرچہ گاہک سٹرٹی ہومز سے وصول کیا جاسکتا ہے

**We want to help you meet your
repair obligations which are set out
in your tenancy agreement or lease.**



CUSTOMER
SERVICE
EXCELLENCE



The Government Standard

Rechargeable Repairs

When could I be recharged for a repair?

Rechargeable repairs can occur when:

- You are leaving your home to move elsewhere and have left repairs or damage that under the Tenancy Agreement are your responsibility to repair; you are leaving your home and have left items in the property that we have to remove.
- You are staying in your home but have asked us to carry out a repair which under the tenancy conditions is your responsibility
- You, anyone living with you or your visitors have caused damage to your home or other council property

Moving house

When you tell us that you are leaving your home, we will send an officer around to inspect the property and give you advice on what needs to be done before you move. If they find any damage to your home or if you have made alterations without our permission, or undertaken work which is not of a satisfactory standard or you made the home unsafe—we will tell you. We will then give you the opportunity to put matters right before you leave.

If you prefer we can carry out the repairs for you but you will need to pay us for carrying out the work. In most circumstances, when you move out we will

meet you at the property to collect the keys and make a further inspection.

Once you have moved out a further inspection will be made. If it is found that the repairs or reinstatements have not been done or the work has been carried out in an unsatisfactory way, we will tell you, and then arrange to carry out the work ourselves and recharge you for the cost.

If, for some reason we are unable to meet you to collect the keys we will write to you and send you an invoice for any matters that we had addressed before you moved out.

YOU WILL NOT BE CHARGED FOR REPAIRS CAUSED BY FAIR WEAR AND TEAR.

Routine maintenance for tenants

Under the Tenancy Agreement certain repairs are your responsibility. These are set out in our Repairs Handbook and our Tenants Handbook. This information can also be found on our website.

You are responsible for:

- any damage which has been caused to your home,
- changes to your home which you have made without permission, and
- the repairs which are your responsibility to carry out, such as:

- replacing door locks or keys when keys are lost or broken, or you get locked out;
- replacing window keys;
- getting extra keys cut;
- replacing glass in windows or doors (unless you can provide us with a police crime reference number.)

Please remember that you are responsible for the actions of people living in your home and visitors to your home.

Where we find or become aware of a rechargeable repair we will tell you. We will advise you of the cost and you will be asked to either pay immediately or sign an agreement confirming that you will pay the costs by installments.

Repairs, servicing, improvements and adaptations for leaseholders or shared owners

We have extended our repairs, gas servicing, improvements and adaptations services to leaseholders and shared owners so that we can help you to keep your homes well maintained, suitable for your changing needs and your gas appliances checked and serviced annually to avoid any health & safety problems.

All you need do is contact our Home Ownership Manager and ask us for a cost. Our contact details are on the back of this leaflet.

If you wish us to carry out the work then you will be

asked to sign an agreement agreeing to pay the cost, before the work is completed.

How do I pay for the work to be done?

We prefer you to pay for the work in full before the work is completed whenever you can.

However we recognise that this may not always be possible so providing that you have completed the agreement, signed and returned it, we may be willing to let you:

- Pay in full on completion of the work; or
- Pay for the work in installments

If you ask to pay for the work in installments we will consider with you your incomings and outgoings, to identify how much you can realistically afford to repay each week.

Wherever possible we will also try to ensure that you repay the cost within one year.

If the work is an adaptation for a leaseholder or shared owner you may be able to get a Disabled Facilities Grant from the City Council to help with the cost. Please contact us or the City Council for details.

What if I disagree with the bill?

If you disagree with the cost, are dissatisfied with the workmanship or you feel you should be exempt from

paying the rechargeable repair because of some extenuating circumstances you should contact the rechargeable repairs officer.

You can also access our compliments, comments and complaints system. For further information on compliments, comments and complaints please refer to either your Tenants Handbook, Leaseholder Handbook or Shared Owner Handbook.

What happens if I don't pay my bill?

If you don't pay your bill, we will discuss with you how you can repay your debt as soon as possible. If you require assistance we will refer you to a local debt advice agency.

If you still fail to pay within a reasonable time or you refuse to pay we will consider referring you to the Courts. In addition to repaying the debt we will ask for you to repay all the administrative costs and court costs associated with getting you to repay the debt.

Not paying your debt can affect your right to buy your home, your credit rating and consequently make it more difficult for you to get credit from banks, building societies and other financial institutions.

Rechargeable Repairs Menu	Total Cost including VAT & administration cost (£)
Gain access by entry through window or force access through door per item	44.63
Replacing window key per item	2.80
Replacing glass in windows or doors where you cannot provide us with a police crime reference number (double glazed)	103.24
Fitting bells to doors	27.91
Fitting latches to cupboards	18.52
Fitting knobs to doors or cupboards per item	2.70
Fitting handles to doors or cupboards (pull handle type) per item	8.13

Rechargeable Repairs Menu	Total Cost including VAT & administration cost (£)
Fitting security chain to flush type door	8.15
Re-glaze Georgian wired cast up to 1 metre square	72.55
Fitting Child restrictor to pvcu window per item	17.85
Adjusting doors, particularly when you have fitted carpets or laminate flooring	23.75
Fitting curtain rails	14.06
Fitting curtain picture rails and coat hooks	15.64

Rechargeable Repairs Menu	Total Cost including VAT & administration cost (£)
Replacing light bulbs, fluorescent tubes (single tube only)	4.25
Replacing TV sockets (unless communal aerials)	11.54
Testing and cleaning smoke detectors and replacing batteries in battery operated detectors	10.71
Renew fluorescent starter per pack	16.15
Unblock wash hand basin or sink	11.89
Unblock bath waste	16.62
Replacing toilet seats	25.29

Rechargeable Repairs Menu	Total Cost including VAT & administration cost (£)
Replacing plugs and chains on baths	2.89
Replacing plugs and chains on basins	2.77
Replacing plugs and chains on sinks	4.94
Fitting wastes and pipe work for washing machines	48.18
Fitting wastes and pipe work for dishwashers using same code as washing machines	48.18
Fitting vents for tumble driers	45.10
Restrung clothes line	18.70

Rechargeable Repairs Menu	Total Cost including VAT & administration cost (£)
Maintaining general garden paths - renew 1 square metre of concrete path	68.60
Maintaining general garden paths - renew 1 square metre of tarmac path	44.88
Maintaining general garden paths - lift and re-bed single pre-cast concrete slab	7.14
Maintaining general garden paths - renew single pre-cast concrete slab	10.46

For anything else please ask us for a quote

How to contact us

Contact us by phone, text, email, online, or in writing:

Customer Services Team
Gloucester City Homes
Atlantic Suite
Southgate House
Southgate Street
Gloucester
GL1 1UB

You can also contact us using our online reporting forms. Our website is speech enabled and you can adjust the size of the text and translate it to other languages.

Customer Services Line: 0800 408 2000 or 01452 530626

Fax: 01452 396599

Text: 1778 148 2656

Minicom: 01452 396161

Email: customer.services@gloscityhomes.co.uk

www.gloscityhomes.co.uk

GCHTV on the Looking Local service on digital TV

If you would like any part of this document explained, translated, or provided in any other format such as large print, audio or Braille, please contact our Customer Services Team.

আপনি যদি এই ডকুমেন্টের কোন অংশের ব্যাখ্যা, অনুবাদ অথবা বড় অক্ষর, অডিও অথবা ব্রেইলের মত অন্য কোন ফরম্যাটে চান তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

Bengali

如果您希望我們解釋、翻譯本文檔，或提供大字體、音頻或盲文等其他版本，敬請聯繫我們。

Chinese

જો આપને આ પુસ્તકમાંના કોઈપણ ભાગની સ્પષ્ટીકરણ જોઈતી હોય અથવા આ પુસ્તક અન્ય ભાષામાં અથવા રૂપમાં જોઈતી હોય, દાખલા તરીકે, મોટા અક્ષરોમાં, ઓડીયો પર અથવા બ્રેઇલમાં, તો કૃપા કરી અમારા સાથે સંપર્ક કરો.

Gujarati

Proszę zgłosić się do nas po uzyskanie wyjaśnień, przetłumaczenia względnie uzyskania niniejszego dokumentu w większym druku, w postaci dźwiękowej lub języku dla niewidomych.

Polish

اگر آپ اس دستاویز کے کسی حصے کی وضاحت، ترجمہ یا کسی اور شکل میں جیسے کہ بڑے حروف، آڈیو یا ابھرے حروف میں حاصل کرنا چاہتے ہیں، تو براہ مہربانی ہم سے رابطہ کریں۔

Urdu