

RECHARGEABLE REPAIRS POLICY

1. INTRODUCTION

1.1 English Rural will recharge tenants for repairs in circumstances where the repair is the responsibility of the tenant,

- and is the result of damage to the property due to neglect, misuse or wilful damage by the tenant, their family or visitors to the property.
- or is required at the end of the tenancy to bring the property to a lettable standard

2. REPORTING A REPAIR

2.1 Tenants will be given advice during the lettings process on reporting repairs and general maintenance responsibilities. This information will also be detailed in the Tenant Handbook.

2.2 All repairs should be reported to the maintenance department by email, letter, or use of the dedicated freephone number. The urgency of the repair will be assessed and whether it is rechargeable to tenants. In some circumstances however, a rechargeable repair may only be identified once an initial inspection has been completed.

2.3 Where a repair has been identified as rechargeable and the tenant still resides at the property, they will be advised to arrange for the work to be completed by a contractor of their choice within an agreed time and to a satisfactory standard. Alternatively, and only when a health & safety issue is involved, English Rural will instruct a contractor to attend to the repair and the tenant will be recharged the invoiced costs.

2.4 Costs will also be rechargeable for an abortive visit to a property i.e when an appointment has been made by the contractor and the tenant is not at home when the operative arrives on the designated day.

3. ALTERATIONS & HOME IMPROVEMENTS

3.1 Tenants must seek permission from English Rural before carrying out any alterations or improvements to the property. Where alterations have been made without prior consent or are unsafe and

not properly maintained English Rural will step in to correct or remove the alterations and tenants will be recharged for any necessary work.

- 3.2 Tenants will be recharged for any additional costs incurred as a result of alterations requiring other repairs at the property.

4. REPAYMENT

- 4.1 Once the repair is complete, English Rural will issue tenants with an invoice for the work within 30 days of being notified of the final cost. When an invoice has been issued to the tenant, a Recharge Account will be opened separate to the rent account. Tenants will be expected to make repayment as soon as they receive an invoice for the repair. Arrangements can also be made to repay by instalments in certain circumstances.
- 4.2 Where rechargeable repairs are required after a property has been vacated, an invoice for the work will be forwarded to the ex-tenant at the forwarding address provided on vacation. If no forwarding address has been provided, necessary traces to obtain this information will be carried out where appropriate.
- 4.3 Recharge Accounts will be monitored regularly to ensure payments are being made and, if necessary, action will be taken to recover arrears through the Small Claims Court.