

Your home, your responsibility, our approach.

A guide to when we may charge for repairs and how to raise a concern or appeal a decision. Full details are set out in our Rechargeable Repair Policy (QP86).

Why some repairs are rechargeable

Most repairs are our responsibility, but sometimes work is needed because of accidental damage, neglect, or something outside our normal landlord duties.

When this happens, the cost may be recharged to you.

Our Recharge Policy ensures these charges are applied fairly, consistently, and based on evidence.

When a recharge may apply

You may be recharged if a repair or service is needed because of:

- Damage caused by you, a family member, or visitor.
- Lost keys or security fobs.
- Unauthorised alterations or fittings that must be removed.
- Cleaning, rubbish removal, or items left in your home or communal areas.
- Damage caused by pets or misuse.
- Missed appointments or where we couldn't gain access after an agreed visit.
- Or where you've asked us to complete a repair that's your responsibility under your tenancy agreement, such as replacing a light bulb or renewing a toilet seat.

We'll always explain why a recharge applies before requesting payment.

What happens next

1. We'll tell you in writing if a repair is rechargeable.
The letter will explain what the charge is for, the cost, and how to appeal.
2. You'll have 14 days to appeal if you disagree.
3. We'll review your appeal and confirm the outcome in writing within 20 days.
4. If you're still unhappy, you can use our Complaints and Learning Policy (CP5), which follows the Housing Ombudsman Code.

Fairness and safeguarding

We only apply a recharge when there's evidence to show responsibility and cost.

If there are personal circumstances, vulnerabilities, or safeguarding factors that may have contributed to the damage, we'll take these into account before making our final decision.

Paying for a rechargeable repair

- All recharges are recorded in a sundry debt account (never on your rent account).
- You'll receive a letter or invoice showing what to pay and how to pay.
- The Housing & Support Team manages all payments and can agree a payment plan if needed.

Appealing a recharge decision

You can appeal a recharge decision if:

- You believe the damage or cause was not your responsibility; or
- There were exceptional circumstances that contributed to the damage or incident.

To appeal, follow the instructions in your recharge letter. Appeals must be submitted within 14 days of notification.

Need advice?

If you receive a recharge letter and would like to discuss it, contact a member of our team. We'll explain the decision, your options for payment, and how to appeal if appropriate.

Our commitment: People, Places, Partnerships

People – We communicate clearly, apply fairness and consistency, and ensure residents understand their responsibilities.

Places – We maintain safe, high-quality homes and recover costs transparently so we can continue to invest in our properties.

Partnerships – We work with residents to reduce avoidable damage and maintain homes we can all be proud of.

Every recharge decision balances accountability with fairness, helping us maintain homes that residents are proud to call home.