

Chapter 5: Recharging you

If you, or anyone in your home, cause damage to your home, we expect you to arrange for it to be repaired. You must do this work immediately. You may decide to do this yourself, or you may need to find someone to do it for you, which may involve paying them. If we have to do the repair to make sure you and your family are safe, you will have to pay us the cost of the repair.

If you are moving out of your home, you must:

- remove all rubbish and leave it in a tidy condition;
- remove all your personal belongings and furniture (including carpets);
- leave the property and all fixtures and fittings in a reasonable condition; and
- return all sets of keys.

If you do not do the above, you will have to pay us the cost of any work needed.

Work you will have to pay for

We will charge you if we carry out any work because of the following.

- Cost of repairs that are due to deliberate damage, abuse or neglect.
- Cost of removing any alterations made to the property without permission and making any repairs that are necessary.
- Cost of removing rubbish and extensive cleaning, inside and outside (including gardens).
- Cost of removing, storing and getting rid of household contents, including furniture and white goods (cookers and fridges).
- Cost of replacing missing, lost or stolen keys, including the cost of gaining entry to the property to change the locks, including garages and pramsheds.
- Cost of removing graffiti and repairing deliberate damage where we know who was responsible, including damage in shared areas.
- Fees for processing a request for permission to carry out an improvement or alteration to a property.

- Any other costs or items you are responsible for, as defined by the tenancy agreement.

Why do we recharge for work?

We recharge for this work so that other tenants do not end up paying the costs. We will tell you in writing the total cost of any rechargeable work and give you a breakdown of the costs before the work takes place (where possible).

We will not collect charges made under the recharge policy through your rent account, but will collect them as a separate debt. **We will send you a bill for the amount that you will owe.**

By doing this, we make sure that more money is available for other repairs and improvements to your home or estate.

