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Hackney Homes clamps down on irresponsible tenants

Hackney Homes is clamping down on residents who cause damage deliberately by sending them the bill for the repair.

While the majority of residents take pride in our homes and make sure that they keep them clean and safe there are a small minority of people who damage things deliberately and thoughtlessly.

Jim Paterson, Head of Building Maintenance said;” We don’t think it’s fair that responsible tenants should pay for putting right things that are damaged intentionally. That is why from now on we are making it clear that where things are damaged deliberately, residents will be charged.”

Hackney Homes will still continue to support elderly and vulnerable residents who may have difficulties with their repairs.

Here are some common examples that we will now charge for:

1. Intentional damage e.g. broken window, damage to doors.
2. Moving out and leaving the property in an unfit state of repair e.g. holes in walls.
3. When the Police have to gain entry to the property to investigate criminal activities.
4. When a tenant reports a blocked WC/basin/bath and it is later found that this is through tenant neglect e.g. Flushing nappies/oil /wet wipes/food waste down the WC/basin or drains.
5. When a tenant makes an appointment and then fails to allow access on the appointed date.
6. Misuse of the Out Of Hours make safe service
7. When a tenant fails to report a repair and this has caused damage e.g. a leak under sink causing damage to kitchen base unit.

- Ends -

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