



Repairs Recharge Policy for tenants



Our promise to you...

Hackney Homes Repairs Service is committed to delivering quality, responsive repairs to our tenants every time. We aim to meet the diverse needs of all our tenants in a customer focussed and sensitive manner.

This leaflet tells you about the Hackney Homes Recharge Policy. In addition, information is included about how we will monitor the services that we are providing.

This leaflet is specifically for tenants. If you are a leaseholder, please refer to your handbook for more information on repairs. We hope that you find this informative and useful.

What are Recharge Repairs?

Rechargeable repairs are defined as repairs that are caused by damage or negligence to fixtures and fittings internally and externally by a tenant, member of the tenant's household or any visitor to the tenants property. These repairs are not those that arise as a result of normal wear and tear through the duration of a tenancy.

From 1st October 2007, repairs resulting from wilful damage will be charged to the tenant of the property. This is to ensure that tenants who cause damage to properties are held responsible and accountable for the damage caused.


Examples of rechargeable repairs

The following list, are repairs which would attract a charge to the current or last tenant of the property where the damage has been caused.

This list is not exhaustive and indicates the most likely reasons for there being a recharge to tenants for repairs undertaken at their former or current property.

- Wilful damage - e.g. replace smashed door, DIY which has damaged the fabric/ structure of the property
- Neglect - e.g. clear blocked sink, drain, bath and toilet of nappies, toilet fresheners, removal of fire doors, frozen/ burst pipes, etc



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- Misuse - e.g. – replace tiling, repair damage to walls (graffiti)
 - Abuse - e.g. – rubbish removal, residents who contact the repairs service on the premise claiming they fall into the vulnerable tenants' repairs policy category when on delivery of the repair it is found to be untrue.

Tenants will also be responsible for work that may be required when moving out of their home in order to bring it up to an acceptable standard for it to be re-let. This includes cleaning of property, replacing missing fixtures and fittings. If you request a rechargeable repair we will, where possible, give you an estimate of the cost and ask for payment prior to the commencement of works.

How to report a Repair

There are many quick and easy ways to report a repair.

Phone

Call our contact centre on 020 8356 3691 to report internal or communal repairs. Opening hours are Monday to Friday, 8am-7pm and Saturdays 9am-1pm. However, you can also report emergency repairs using this number 24 hours a day, 7 days a week.

Email

You can report your repairs by sending an email to

RepairsRCC@hackneyhomes.org.uk

Please include your name, address and contact telephone number and specific details about the repair requested.

Website

You can report your repairs via our website **www.hackneyhomes.org.uk** Simply log on and click on the link to report a repair online.



Your feedback

To ensure that our repairs service is meeting the needs of all our tenants, Hackney Homes carry out regular checks to monitor the services provided. Your input into this is vital and we would welcome your assistance in the following ways:

Repairs Callbacks

Our staff might call you on the phone after your repairs have been carried out. We will ask you a few questions to find out how satisfied you were with the way in which your repair was handled right from when you reported it to when the repair was done.



Meetings and Focus Groups

We might invite you to join meetings and focus groups where we will talk through some changes to the way in which repairs are delivered and ask for your input and suggestions on these.

Customer Satisfaction Cards

Our Hackney Homes operatives carry customer satisfaction cards and will leave one with you once the work in your home is carried out. Please complete this to tell us how satisfied you were with the repair and send to us using the freepost address included.

You can also provide your feedback by sending an email to

Repairsrcc@hackneyhomes.org.uk



Your local neighbourhood housing offices

Homerton Neighbourhood Office

92 Well Street, London, E9 7JA

Tel: 020 8356 7800

Queensbridge and De Beauvoir Neighbourhood Office

31 De Beauvoir Road, London, N1 5SJ

Tel: 020 8356 6600

North East Neighbourhood Office

Clock House, 149 Stamford Hill,

London, N16 5LG

Tel: 020 8356 6500

North West Neighbourhood Office

Stoke Newington Municipal Building,

Stoke Newington Church Street,

London, N16 OJR

Tel: 020 8356 6100

Shoreditch Neighbourhood Office

1 Copley Street, Bletchley Court,

London, N1 7PT

Tel: 020 8356 6705

Tenant Management Offices

Arden TMO

16A Malcolm House,
Arden Estate
Shoreditch
London N1 6PN
Tel: 020 7739 7075

Clapton Park TMO

The Housing Office
4A Gilpin Square
London E5 0HL
Tel: 020 8356 6300

Cranston South Estate TMO

13 Daniell House
Cranston Estate
London N1 5EH
Tel: 020 7684 6873

Downs Estate TMO

5 Kingsdown House
Amhurst Road
London E8 2AS
Tel: 020 7923 9053

Lordship South TMO

14 Lordship Grove
London N16 0QA
Tel: 020 8211 8363



Suffolk Estate TMO

The Housing Office
Welshpool Street
London E8 4PF
Tel: 020 7923 3774

Tower TMO

Grange Court
355 Queensbridge Rd
London E8 3JB
Tel: 020 7254 8314

Wenlock Barn TMO

Wenlock Barn
Shoreditch
London, N17NX
Tel: 0207 253 2371

Wick Village TMO

Anchor House
25 Meadow Close
Wick Village
London E9 5NZ
Tel: 020 8533 4311

Wyke Estate TMO

Estate Office
10 Wick Road
London E9 5AZ
Tel: 020 8533 6077

You can also access information
through our website at
www.hackneyhomes.org.uk



This leaflet tells you about the Hackney Homes Recharge Policy which charges residents for repairs work carried out as a result of their wilful damage or neglect. You can phone our contact centre on 0208 356 3691 who will put you in touch with someone to interpret this for you.

Bengali

আবাসিকদের ইচ্ছাকৃত ক্ষয়-ক্ষতি অথবা অবহেলার জন্য সম্পন্ন করা মেরামতের কাজগুলির জন্য প্রাক্কনি হোমস্ রিচার্জ পলিসি যে চার্জ করে থাকে সে সম্পর্কে এই প্রচারপত্রে উল্লেখ করা হয়েছে। আপনি 020 8356 3691 নম্বরে আমাদের কন্টাক্ট সেন্টারে ফোন করতে পারেন যিনি আপনাকে এমন কারো সঙ্গে যোগাযোগ করিয়ে দিবেন যিনি আপনার জন্য এটির অনুবাদ করবেন।

Somali

Warqaddan waxay kuu sheegeysaa waxyaalaha ku saabsan Siyaasadda ku Dalacista (Recharge Policy) Hackney Homes taas oo deganayaasha lagula dalaco shaqada dayactirka ee la qabtay taas oo ay sababtaay waxyeelintooda kaska ah ama dayacaad. Waxaad ka wici kartaa xarunteena xiriirka halka 0208 356 3691 kuwaas oo kuu gudbin doono qof arintan kuu tarjumo.

French

Ce feuillet vous renseigne sur la Politique de refacturation (Recharge Policy) de Hackney Homes qui facture les résidents pour les travaux de réparation effectués à cause de dommages causés par eux ou de négligence de leur part. Appelez notre centre de contact au 0208 356 3691 si vous désirez être mis(e) en rapport avec une personne qui pourra vous l'interpréter.

Spanish

Este folleto le explica la Política de Cobros (Recharge Policy) de Hackney Homes, mediante la cual se hace pagar a los residentes por los trabajos que se lleven a cabo ocasionados por daños intencionados o negligencias. Puede llamar a nuestro centro de contactos al 020 356 3691, donde le podrán poner en contacto con alguien que se lo interprete.

Kurdish

Ev belavok li ser Politika Şûnve Pere Sitendîne ya Hackney Homes, ku bihayê karê tamîrê an nişteçihan bi zaneyî zîrar danê an jî ji ber îhmala wan pêk hatine ji nişteçihan disitine, agahiyê dide we. Hun dikinani bi 0208 356 3691 telefonî navenda me ya têkiliyan bikin; ew ê têkiliya we bi kesekî re çêbikin ku wê ji we re wergerîne.

Turkish

Bu broşürde Hackney Homes Konut Kurumu'nun kasıtlı hasar ya da ihmali nedeniyle yapılan onarım çalışmalarının masraflarını bedelini site sakinlerine nasıl ödeteceği konusunda bilgi verilmektedir. 0208 356 3691 numaraya telefon ederek sizeniz onarım merkezi personelimiz bu yazıyı sizin için Türkçe'ye çevirecek bir tercüman çağıracağız.

Polish

Wyjaśnia również politykę Hackney Homes w zakresie zwrotu kosztów wykonanych prac (Hackney Homes Recharge Policy), którymi obciąża się lokatorów, którzy umyślnie spowodowali zniszczenia przez bezpośrednie działanie lub w wyniku zaniedbania. Pomoc językową w tłumaczeniu tej broszury uzyskać można dzwoniąc pod numer naszej infolinii 0208 356 3691.

Vietnamese

Tờ rơi này cho quý vị biết về Chính sách Tái thu phí (Recharge Policy) Hackney Homes sẽ thu phí cho các cư dân với những công việc sửa chữa được tiến hành do hậu quả của sự phá hủy hoặc thiếu quan tâm cố ý của họ. Quý vị có thể điện thoại cho trung tâm liên lạc của chúng tôi số 0208 356 3691 và họ sẽ giúp quý vị liên lạc với người có thể dịch ra cho quý vị.

Urdu

یہ اشتہار آپ کو بتیگی کہ ہومز (Hackney Homes) کے ریچارژ پالیسی (Recharge Policy) کے متعلق بتاتا ہے جو مکینوں سے مرمت کے ان کاموں کی گات وصول کرتی ہے جو ان کے قصداً نقصان پہنچانے یا لا پرواہی کے نتیجے میں کرتے ہیں۔ آپ ہمارے مرکز رابطہ کو 0208 356 3691 پر فون کر سکتے ہیں جو اس کی ترجمانی کے لئے کسی ترجمان سے آپ کا رابطہ کروا دے گا۔

Chinese

這份小冊子告訴您有關哈克尼之家 (Hackney Homes) 的再收費規定 (Recharge Policy) 有關因住戶故意和疏忽導致損壞而向住戶的收費情況。您可以打電話給我們的聯絡中心，號碼是 0208 356 3691，他們會為您安排翻譯人員。

If you would like this document in any of the following formats or in another language not listed above, please complete and send the form to the address below.

In large print **In Braille**
On Disk **On audio tape**

In another language, please state:

Name:

Address:

Tel:

Return to: Communications (Repairs Recharge Leaflet), Freepost, RLTS-GHGU-UUTR Christopher Addison House, 72 Wilton Way, London E8 1BJ

