

Repairs Recharge Policy for tenants



HackneyHomes

In partnership with  Hackney Council

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 which was introduced in October 2007. 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
- **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.

Text

If you have a mobile phone with an inbuilt camera, you can also report graffiti, communal repairs and rubbish on your estate by sending a text and photo to **0773 854 4872**. Make sure you include the name and address of the estate and include a key word - either **GRAFFITI, REPAIR** or **RUBBISH**.

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 may talk through some changes to the way in which the service is 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.

Customer Comments Form

You can fill in the customer comments form on the inside back cover of this leaflet. Tell us how the service might be improved and if you would like to be involved in meetings, focus groups or inspections.

You can also provide your feedback by sending an email to Repairsrcc@hackneyhomes.org.uk

Hackney Homes Repairs Recharge Policy for tenants

Customer Comments Form

Please tell us how this service might be improved and whether you would like to be involved in making decisions about the ways in which repairs services are delivered to residents.

Contact Details (optional)

Name

Address

Telephone Number

Mobile

Email address

Repairs Recharge Policy
Freepost RLTS-GHGU-UUTR
Christopher Addison House,
72 Wilton Way, London E8 1BJ

