

# Tenant damage and rechargeable repairs



**Nottingham  
City Homes**  
Repairs



NCHLFT27

Repairs

# Rechargeable repairs

**The vast majority of our tenants treat their homes with care and respect. But a few do not.**

Accidents happen all the time, and things break through everyday wear and tear. Our repairs service is here to help and we answer calls 24 hours a day.

Unfortunately some tenants feel they can get away with damaging their homes. Where this happens we will take action.

## What is tenant damage?

Tenant damage is any damaged fixture or fitting that hasn't resulted from normal wear and tear.

If we suspect you or visitors to your home have caused damage, we will ask you to explain how this has happened.

## What is a rechargeable repair?

Any tenant who causes damage will have to pay to put it right. Recharges can be issued for repairs if you are a current tenant or if you have ended your tenancy.



# While you're in your tenancy

## You may have to pay for items such as:

- Accidental damage to fixtures and fittings, for example when doing DIY
- Damage caused by anti-social behaviour in your home
- Repairing damage caused by the police, for example if they force entry to your home under a warrant.

## Reporting damage

When you report any damage, we will ask you to explain how this has happened.

Our employees are trained to investigate damage and they have computer records of any reports of previous damage.

If you have accidentally caused damage to anything in your home, please be honest with us.

## Current tenants

We will carry out the repair for you but you will have to agree to pay the cost. We may agree for you to pay in instalments.

### We will:

- Ask the Repairs Contact Centre to raise the repair order
- Send you an invoice for the full amount when the repair has been completed
- Make an arrangement for you to pay in instalments if you need to.

Recharges for damage while you are still a tenant are dealt with by your area housing office.

# Your responsibility for small repairs

**You are responsible for carrying out certain repairs at your own cost. They include:**

- Letterboxes, flaps, door knockers and door bells
- All door locks
- Door handles to all doors, including kitchen cupboard door handles, kitchen drawer handles, catches and hinges
- Plug and chains to sinks, wash hand basins and baths
- Blockages to waste pipes and U-bends to sinks, wash hand basins, baths and toilets
- Toilet seats and covers
- Pull chain or cord to high-level cisterns
- Hat and coat rails and hooks
- Tiles and splash back courses in bathrooms and kitchens
- Window casement arms, catches and fasteners on wooden windows – but not in high rise and deck access flats
- Tiles to fireplace surrounds
- Minor plaster cracks caused by shrinkage and not structural movement
- Unblocking of external gully grate tops, for example cleaning leaves and rubbish from grates.



# Leaving your property

**Before you leave your property, we will send a lettings officer to carry out a preliminary inspection. They will explain your 'notice to quit' obligations. These will include leaving the property in a reasonable condition.**

After the notice period has finished and you give your keys to your housing office, the property becomes empty (or void). You may have to pay for work that needs doing to your home when you leave your tenancy.

## **These items may include:**

- Damage created by yourself or others at your home
- Items damaged which is not caused by reasonable wear and tear
- Non-standard items you have installed without our permission
- Costs incurred by yourself such as removing furniture and belongings you have left behind and should have removed.

A company surveyor will look at the condition of the property.

## **If any damage or rubbish is found, we will:**

- Send you an invoice for the full cost of repairing any damage or alteration and/or removing your belongings. You can challenge this invoice, within 14 days, if you do not think it is correct
- Include the cost of replacing damaged items and labour costs
- Make an arrangement for you to pay in instalments if you need to. The final decision about these costs lies with the company surveyor.

# Recharges and payments

On completion of the void inspection of the property, further rechargeable repairs for tenant damage may be highlighted by the void inspector.

If this happens, we will send you an invoice.



# Queries for void recharges

## You have the right to:

- Query the amount you are being charged
- Challenge any charges you feel are unfair.

To do this you must telephone the Leasehold and Rechargeable Repairs Team on **0115 915 7404** and state that you wish to query the amount you have been charged.

## You will then have 14 days to write to us at:

Leaseholder and  
Rechargeable Repairs Team  
14 Hounds Gate  
Nottingham  
NG1 7BA

You must explain why you think you should not be charged. We will look at your case within five working days and then tell you our final decision.

**Be warned** – any type of court action we take against you may affect your credit rating and your chance of getting council housing in the future.



# Queries for current tenant recharges

You will sign an agreement to pay at your area housing office.

We will then send you an invoice. If you have any further queries after receiving this invoice, please call your area housing office.

Please see page 11 for more details.



# If you don't pay the invoice

## While you're in your tenancy

By signing the 'agreement to pay' form, you are legally accepting responsibility for the costs of these repairs.

### If you do not pay the invoice we may:

- Take action under your tenancy conditions, including eviction
- Stop your usual tenancy rights, such as the right to exchange, transfer or have improvements carried out until the damage is put right
- Report the matter to the police, who may take further action themselves
- Refer your debt (for further recovery to a collective agency).





## When you leave your tenancy

**If you have still not paid your invoice, we can take further action:**

- Costs under £250 will be passed to an external debt collection agency
- Costs over £250 will be handled by our legal team. They will pursue the recovery of this debt through the county court. Going to court may mean a County Court Judgement (CCJ) being made against you
- If we cannot trace your forwarding address, a private tracing agency will find this for us. We may then take you to court to recover the debt.



# Get in touch

**We have a network of area housing offices across the city.**

If you are not sure of the location of your nearest office call us on **0845 330 3131** (Minicom **0115 915 7447**) or visit our website [www.nottinghamcityhomes.org.uk](http://www.nottinghamcityhomes.org.uk).

Or why not visit us at the Housing Service Centre:  
14 Hounds Gate, Nottingham NG1 7BA.

## Repairs Contact Centre

**(open 24 hours a day, 365 days a year)**

**Telephone:** 0115 915 2222 **Minicom:** 0115 915 1826

**E-mail:** [repairs@nottinghamcityhomes.org.uk](mailto:repairs@nottinghamcityhomes.org.uk)



If you are unable to read this publication, please contact your area housing office or call us on 0845 330 3131. We can arrange for an interpreter to explain it to you, or send you a spoken word version on tape or CD. If neither of these are suitable, we can translate this publication into your chosen language. We can also provide it in large print.

#### Chinese (Cantonese)

如果你不能夠閱讀這刊物，請聯絡你的地區房屋辦公室，或致電 0845 330 3131。我們可以安排一位翻譯員去為你解釋，或寄送一份口述版本的錄音磁帶或光碟給你。如果這兩者都不適合，我們可以把這刊物翻譯成你所選擇的語言。我們也可以提供大字體提供。

#### Kurdish (Sorani)

ئەگەر پێت ناکرێت ئەم بۆلۆگەر او هه بخوینێوه، تکایه پامۆندی به نوسینگهی نێشتەجێکردنی ناوچهی خۆت بکه بائیش تەلمۆفونی ژماره 0845 330 3131 بکه. نێمه دهنۆانین ژ مانۆمر گێڕێکت بو دابین بکەین بو روون کردنوهی ئەمه، یان چاپێکی به دهنگت بو بنێرین لاسی شریتی کاسێت بائیش لاسی سی دی. ئەگەر هیچ لاسانه گونجاو نیه بو، نێمه نێمه دهنۆانین ئەم بۆلۆگەر او هه بگۆرێنه زمانێ پامستێگەر او ی خۆت. ههروهها نێمه دهنۆانین به پێتی گامۆرش دابینی بکەین.

#### Czech

Pokud si nejste schopni tuto publikaci přečíst, prosím kontaktujte bytový úřad pro Vaši oblast nebo nám zavolejte na 0845 330 3131. Můžeme zařadit tlumočníka, který Vám to vysvětlí, nebo Vám můžeme zaslat namlouvenou verzi na kazetě nebo CD. Pokud ani jeden ze způsobů není vhodný, můžeme tuto publikaci přeložit do Vámi vybraného jazyka. Můžeme jí také poskytnout ve velkém písmu.

#### Polish

Jeżeli nie potrafi Pan/Pani przeczytać tej publikacji, prosimy skontaktować się z Pana/Pani lokalnym housing office lub zadzwonić pod numer 0845 330 3131. Możemy zorganizować tłumacza, który objaśni Panu/Pani treść tej publikacji lub wysłać Panu/Pani mówioną wersję na kasiecie audio lub na płycie CD. Jeżeli żadna z powyższych opcji Panu/Pani nie odpowiada, możemy przetłumaczyć tą publikację na wybrany przez Pana/Panią język. Możemy również przekazać Panu/Pani wersję drukowaną dużą czcionką.

#### French

Si vous ne parvenez pas à lire ce bulletin d'information, contactez s'il vous plait votre service du logement local ou appelez-nous au 0845 330 3131. Nous mettrons à votre disposition un interprète qui se chargera de vous l'expliquer, ou vous l'envoyer en version parlée sur cassette audio ou CD. Et si aucune de ces options ne vous convient, alors nous pourrions traduire le bulletin d'information dans la langue de votre choix. Nous pouvons aussi vous le fournir en grands caractères.

#### Portuguese

Caso não consiga ler esta publicação, favor entrar em contato com o housing office (departamento de habitação) de seu bairro ou telefone para 0845 330 3131. Podemos arranjar um intérprete para explicar, ou enviar uma versão falada em fita ou CD. Se nenhuma dessas opções lhe forem convenientes, podemos traduzir esta publicação no idioma de escolha. Também disponível versão escrita em letras grandes/ impressão maior.

#### Gujarati

તમે આ પ્રકાશન વાંચવામાં અસમર્થ હોવ, તો તમારા વિસ્તારના આવાસન ઓફિસનો સંપર્ક કરવા કે 0845 330 3131 પર અમને કોલ કરવા વિનંતી. અમે તમને તે સમજાવવા દુભાષિયાની ગોઠવણ કરી શકીએ, અથવા ટેપ કે સીડી પર બોલેલા શબ્દની આવૃત્તિ તમને મોકલી શકીએ. આ બંને માંથી કોઈપણ તમને યોગ્ય ન હોય, તો અમે તમારી પસંદગીની ભાષામાં આ પ્રકાશનું ભાષાંતર કરી શકીએ. અમે તેને મોટી પ્રિન્ટમાં પણ પૂરું પાડી શકીએ.

#### Punjabi

ਜੇਕਰ ਤੁਸੀਂ ਇਹ ਪੜ੍ਹਿਕਾ ਨਹੀਂ ਪੜ੍ਹ ਸਕਦੇ ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਆਪਣੇ ਇਲਾਕੇ ਦੇ ਹਾਉਸਿੰਗ ਆਫਿਸ ਨਾਲ ਸੰਪਰਕ ਕਰੋ ਜਾਂ ਉਨ੍ਹਾਂ ਨੂੰ 0845 330 3131 ਤੇ ਫੋਨ ਕਰੋ। ਅਸੀਂ ਤਰਜਮਾਨੀ ਦੇ ਲਈ ਇਕ ਇਨਟਰਪ੍ਰੀਟਰ (ਚੁਫ਼ਾਸ਼ੀਏ) ਦਾ ਇੰਤਜ਼ਾਮ ਕਰ ਸਕਦੇ ਹਾਂ ਜਾਂ ਇਹ ਟੇਪ ਜਾਂ ਸੀ ਡੀ ਤੇ ਇਹ ਜਾਣਕਾਰੀ ਭੇਜ ਸਕਦੇ ਹਾਂ। ਜੇ ਇਨ੍ਹਾਂ ਵਿੱਚੋਂ ਕੋਈ ਵੀ ਉਚਿਤ ਨਹੀਂ ਤਾਂ ਅਸੀਂ ਤੁਹਾਡੀ ਭਾਸ਼ਾ ਵਿਚ ਇਹ ਟ੍ਰਾਂਸਲੇਟ ਕਰਵਾ ਸਕਦੇ ਹਾਂ। ਅਸੀਂ ਇਹ ਵੱਡੀ ਛਪਾਈ ਵਿੱਚ ਵੀ ਮੁਹੱਈਆ ਕਰ ਸਕਦੇ ਹਾਂ।

#### Hindi

यदि इस पत्रिका को पढ़ने में आपको कठिनाई महसूस होती है तो कृपया अपने इलाके के हाउसिंग अफसर से इस नंबर पर संपर्क करें, 0845 330 3131। इसे समझने के लिये हम तुभाषीय का प्रबन्ध कर सकते हैं, या टेप अथवा सीडी पर वर्ड या कहे शब्द को भी भेज सकते हैं। हमें से यदि कोई भी उचित नहीं है, तो इसे हम आपकी पसंद की भाषा में ट्रान्सलेट कर सकते हैं। इसे बड़े फ़िन्ट में भी प्रदान किया जा सकता है।

#### Urdu

اگر آپ کو اس دستاویز کو پڑھنے میں مشکل پیش آ رہی ہے تو براہ مہربانی اپنے ایریا ہاؤسنگ آفس سے رجوع کریں یا فون نمبر: 0845 330 3131  
 رابطہ کریں۔ اس دستاویز میں دی گئی معلومات کے بارے میں آپ کو سمجھانے کیلئے ہم آپ کے لیے مترجم فراہم کر سکتے ہیں یا پھر انگریزی میں معلومات  
 آپ کو اپنی زبان میں شیپ یا ڈی وی ریکارڈ کر کے مہیا کر سکتے ہیں۔ اگر یہ سب آپ کے لیے موزوں نہیں ہے تو ہم اس دستاویز کو آپ کی اپنی زبان میں تحریری طور پر مہیا کر سکتے ہیں۔ یہ دستاویز بڑے سائز میں بھی مہیا کی جاسکتی ہے۔



**Nottingham City Homes**

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