



RECHARGE POLICY

Rechargeable repairs are defined as repairs that are caused by damage or negligence to fixtures and fittings internally and externally by a Service User, member of the Service User's household or any visitor to the Service Users property. These repairs are **not** those that arise because of normal wear and tear through the duration of your license.

To protect the condition of our properties, we shall be undertaking inspection visits during your Stay. Our inspector will be noting any maintenance or repairs, which need doing. Repairs resulting from wilful damage will be charged to the Service User of the property. This is to ensure that Service Users who cause damage to properties are held responsible and accountable for the damage caused.

The following list gives examples of repairs, which would attract a charge to the current or last Service User of the property where the damage has been caused.

This list is not exhaustive and indicates the some likely reasons for there being a recharge to Service Users for repairs undertaken at their former or current property:

- **Wilful damage** e.g. doors being broken, DIY which has damaged the property
- **Neglect** e.g. blocking the sink, drain, bath and/or toilet with nappies, toilet fresheners etc; fire doors being removed
- **Misuse** e.g. Broken tiling; damage to walls including graffiti
- **Abuse** e.g. Rubbish requiring removal
Removal and/or damaging House to Home Lettings furnishings
claiming to be vulnerable Service Users when they are not

Service Users may also be charged for work required when moving out of their home in order to bring it up to an acceptable standard for it to be re-let.

This work may include cleaning and replacing missing fixtures and fittings.

If you request a rechargeable repair, we shall give you an estimate of the cost and ask for payment prior to the commencement of works.

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