



REPAIR RECHARGES

What is this fact sheet about?

This fact sheet gives information about when and how the Co-operative recharges current and former members. Full details can be obtained in our Members Handbook, in your Tenancy Agreement or from our offices in Aberdeen and Peterhead. Also on our web site at:

<http://tenantsfirst.com/about-us/policies/policy-library.asp#propman>

Questions & Answers

Q Why have I been recharged for work you did to my home?

A There are several possible reasons for this;

- You or someone associated to you caused unnecessary damage to your home, through lack of care, or on purpose.
- You called out a Contractor for work that was your responsibility.
- You called out a Contractor for Emergency work, and it was not an Emergency.
- You didn't give us access to your home to carry out necessary work, at the proper time.
- You missed a specific appointment you made with a Contractor.

Q I am no longer a member of Tenants First Housing Co-operative. Why have I been recharged for work carried out to my former home?

A There are several possible reasons for this;

- You have carried out unapproved alterations to your home, which are unacceptable to us.
- You left items at your former home which we had to dispose off.
- You or someone associated to you caused unnecessary damage to your home through lack of care, or on purpose.

Q The recharge is very expensive. I could have got the work done for half the cost. Why is it so much?

A We have to use registered contractors for all of our work. They typically cost about £26/hour. On top of that we have to pay for materials, travelling, and disposal costs.

Q I can't afford to pay this cost. What can I do?

A We are happy to set up an agreement with you so that you can pay us over an agreed time.

Q I still think the recharge is unfair, what can I do?

A Write a letter to us explaining why you think it is unfair. The Property Management Sub Committee will then consider whether this should be upheld or cancelled.

Please let us know if you find this Fact Sheet helpful, or would like additional information on this subject.

Typically a standard Contractor will charge;

- Labour £25 - £30 per hour
- A call out fee, if it is out of hours work. Often 2 ~ 3hrs labour.
- Travel costs from their base to your home @ ~£0.70 per mile
- Travelling time
- Materials
- Specialist Contractors usually charge more. Drain or Lock specialists.

Indicative costs for various, during working hours, repairs are;

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| • Replacing a lock, if you have the key | £120 |
| • Forcing entry or replacing a lock, if you don't have the key. | £250 |
| • Replacing a broken pane of glass | £130 |
| • Replacing an internal door | £250 |
| • Clearing a property of loose materials | £200 ~ £600 |
| • Cleaning a kitchen | £300 |
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