

Rechargeable repairs

Prospect recognises it's responsibilities to maintain your house in a condition which is tenable, wind and watertight and reasonably fit for human habitation. We are responsible for repairs, which are consistent with "fair wear and tear". This is usually defined as "deterioration due to normal usage in the house". As the tenant you too have repair responsibilities and this leaflet outlines what these are and how you may be recharged for works carried out by Prospect.



Reporting Repairs

You must report to us, as soon as reasonably possible, any damage to your home or the common areas around it.

This can be done as follows:

- By visiting our office
- By phoning our Repairs Line on 272 5011
- By email to enquiries@prospectch.org.uk
- By writing to our maintenance section
- By arranging for someone to act on your behalf

Outside office hours you may contact our emergency service on 0800 111 999 but this should only be used in genuine emergencies. You may be charged for misuse.

Your general responsibilities



You are responsible for taking reasonable care of your home. This responsibility includes carrying out minor repairs and internal decoration.

Examples of minor repairs that you are

responsible for include fitting and renewing plugs or chains to sinks and baths, replacing lost or broken keys replacing batteries for smoke detectors, unblocking sinks etc.

You are also responsible for repairing damage, which is wilfully, negligently or accidentally caused by yourself, anyone living with you or an invited visitor to your house.

Similarly you are responsible for damage to glass and other similar incidents unless it is due to vandalism, which you report to the police.

Agreement to Pay

Where it is known that the repair is a rechargeable item before the contractor attends staff will normally require your written agreement to pay before instructing the works. However in an emergency it may be necessary to carry out works prior to obtaining your written agreement.

If you know when reporting a problem that you are liable for the repair costs you should make this clear to staff.

In many circumstances, unless staff are notified, it can be impossible to identify that a repair is required due to wilful neglect or accident until it is attended to by the contractor. Where this occurs prior agreement to pay cannot be obtained and tenants will be invoiced without this.

Cost of Repair

The cost that will be passed to the tenant will be the actual cost of repair or replacement, as charged to Prospect, plus a charge for administration. This charge will be as follows:

Cost of Works	Admin Charge
Up to £50	£10
£51 - £200	£20
£201+	10% of cost

The only exception to these charges will involve the provision of replacement or additional keys where a standard charge will be set annually by Prospect.

Repayment Arrangements

Tenants will receive an invoice for all recharge costs, except provision of replacement or additional keys.

The method and level of payment(s) will be

agreed with Tenancy Service staff and payment by instalment can be agreed where necessary.

For non-essential repairs, which are identified as rechargeable before a contractor is instructed, payment in advance of works may be required.

Tenants Own Repairs

Tenants may wish to carry out, or arrange, the rechargeable repair themselves and this will normally be acceptable providing the following conditions are met:

- The work is carried out to a professional standard, acceptable to the association.
- The tenant arranges inspection of the completed work by Association Staff.

End of Tenancy Repairs

Where tenants end their tenancy and move out leaving repairs, which are their responsibility, Prospect will seek to recover the costs from the individual concerned.