

Rechargeable Repairs Criteria (n.b this list is not exhaustive)

End Of Tenancy Works

1. Any work carried out after vacating the premises to repair damage caused to the property or to replace missing or broken fixtures and fittings. This also includes cleaning and decoration.
2. Broken floor tiles following removal of tenant installed floor covering
3. Forced entry and associated damage where no keys returned to include house, garage, shed.
4. Clearance of property, garden and outbuildings
5. Fumigation or extermination costs
6. Removal and making good tenants unauthorised or substandard alterations, including garden.

Response Repairs

1. Any damage identified as being caused by the neglect or carelessness of the tenant, members of the tenant's household, or his/her visitors, lodgers or pets. This also includes unacceptable hygiene conditions, decorative standards and conditions of garden (and accumulation of rubbish).
2. Replacement of all door locks including garages and sheds.
3. Forced entry and associated damage (to include following loss of keys, Police entry, emergency service etc)
4. All glazing internal and external including board up
5. Broken/damaged sanitary fittings
6. Electric works where loss has been caused by the tenant's appliance i.e. cooker or by accidental damage to the wiring in the property.
7. Electric safety checks following tenants alterations including light fittings.

8. Cost of Contractors wasted visit for inspection/repair of gas or electrical fittings due to lack of supply caused by tenant not crediting card/key
9. No access call on appointment (01 - OOH, 02, 03)
10. Blocked sinks, wash hand basins, baths and toilets unless a structural defect i.e. cracked drain causes blockage.
11. Replacement of bulbs, fuses and fluorescent tubes except in communal areas.
12. Abuse of Out Of Hours Emergency Service when repair does not fall within emergency criteria.
13. Use of Out of Hours Emergency Service when repair is tenants responsibility.
14. Removal and making good tenants unauthorised or substandard alterations or any work carried out to fixtures, fittings or appliances installed by or belonging to the tenant, or to alterations the tenant may carry out during the tenancy, in order to make them safe.
15. Damaged caused to another property through tenant misuse or neglect. i.e bath overflowing into ground floor flat.
16. Refixing radiators following redecoration
17. Renewing fire fronts if damaged or painted
18. Owner/Occupier joint responsibility e.g. chimney stacks, fencing