

# Recharges



June 2011

## A quick guide to Recharge for Repairs

Recharges are imposed when a repair is carried out by one of our contractors due to tenants, the tenant's household or any visitor of the tenant failing to use their property in an acceptable manner, as agreed at the start of your tenancy.

Examples of when we will recharge are as follows:

- R**odding drains due to inappropriate disposal of waste items in sinks or down toilets
- E**lectrical check due to a tenants own appliance causing the circuit to keep tripping
- C**riminal Damage such as a smashed window or door, unless you provide a crime reference number
- H**ole in a door caused by misuse or neglect
- A**ppliances owned by residents which are faulty and cause damage to the property
- R**adiator hanging off the wall
- G**eneral damage such as a smashed socket or crack to a wash hand basin
- E**empty properties not being handed back to us in a re-lettable condition such as furniture or rubbish left behind.

This list is a good example of circumstances where charges are made to tenants.

If reporting damage as a repair we will ask you how the damage was caused.

The following table is list of the most common items we will recharge, together with their set price which you will have to pay for neglecting your home.

# Standard Recharge Costs

## Removing items and disposal

*(The charges used will be dependent on the amount of rubbish left)*

	Item	Set Price
Large	Removal of rubbish will be charged per skip load or pro rata rate	£780
Normal	Removal of non standard brick structures including patio	£380
	Clear property of all belongings, including roof space and outbuildings	£360
	Cleaning a property	£300
	Removal of a shed, greenhouse or lean to (per structure)	£230
	Clear shed or garage of all belongings	£110
	Removal of white goods (per item) such as fridge, washing machine	£80
	Clear a room of carpets or laminated flooring (per room)	£70
	Up to 10 bags of rubbish	£40
Small	Large Items removed such as beds, wardrobes (per item)	£30
	Removing towel rails, cabinets, mirrors, curtain tracks, blinds (per item)	£20
	Removing shelves (per shelf)	£20
	Small Items removed such as small chair, cupboard (per item)	£10

## Replacing damaged or missing items

	<b>Item</b>	<b>Set Price</b>
Bathroom	Renew bath	£590
	Renew toilet	£290
	Renew wash hand basin	£230
	Renew bath panel	£60
	Replace a toilet seat	£40
Kitchen	Renew sink	£210
	Renew kitchen units (per unit)	£190
General	Replace an internal door and frame	£350
	Replace an internal door	£230
	Broken glass replacement - including measure up, board up & return to replace glass	£230
	Broken glass replacement - including measure up & return to replace glass	£140
	Renew broken sockets and switches	£40

## Putting things right

	Item	Set Price
Gardens	Untidy garden - cut back overgrown hedges, brambles, trees and grass. (More than 1 lorry load & 1 days work)	£630
	Untidy garden - cut back bushes, brambles and grass. (Up to 1 lorry load & 1 days work)	£230
	Fill / remove ponds / water feature	£380
Call Outs	Jetting blocked drains	£270
	Blocked drains	£150
	False call outs including out of hours	£130
	Lock change	£90
General	Graffiti per square metre	£100
	General damage to wall surfaces including removing hooks, screws (per property, even if only in one room)	£50
	Repair kitchen units	£50
General	Abortive call - Failure to stay at home to honour an appointment for a repair or heating service	£40
Note	<p><i>The set price includes VAT and +15% administration fee.</i></p> <p><i>The minimum charge for a recharge is £50, total charges falling below this amount will be rounded up to £50.</i></p>	

It is your responsibility as a tenant to look after your home and you will be charged for any damage caused. Any outstanding debts may need to be cleared before you can enrol on the Housing Register in the future.





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