



Rechargeable Repairs

Customer Information

What are rechargeable repairs?

As your landlord we are responsible for some of the repairs and maintenance to your home. You can check what we are responsible for and what you are responsible for in your tenancy agreement or [tenants handbook](#) on our website.

Most of our tenants keep their homes in good condition, but where damage is caused deliberately or through neglect the repairs needed will be fixed at the tenant's cost. These are known as 'rechargeable repairs'.

We don't want tenants who look after their homes to pick up the bill for others who cause damage deliberately or through neglect. Therefore, when any rechargeable repairs are identified, we will discuss this directly with the tenant who must agree to pay for their own repairs, or pay Eildon to do them.

Who is responsible for damage?

Tenants are responsible for any damage caused accidentally, deliberately or because of neglect by any member of the household, visitor, pets or contractors hired by the tenant.

DIY and home improvements

You must apply for permission before carrying out alterations or improvements to your home. All work will be inspected and must be done to our satisfaction.

If the work is unsatisfactory, you will have to repair the damage or provide replacement, and if we have to carry out remedial work you will be recharged for the total cost of the work.

We will not give permission for any gas or electrical work to be completed by anyone other than our registered contractors.



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What if the damage was an accident?

You are responsible for any accidental damage to your home. You may be able to claim the cost of repairing accidental damage through your own household contents insurance. You should check with your insurance company. If you cannot carry out the repair and we have to do so, we will charge you for the work.

Do I have to contact you if damage is caused accidentally?

Yes, you should report the repair to us. We will ask you how the damage was caused and let you know whether you will be recharged.

Security of your home

If repairs are required due to your misuse, neglect or carelessness eg loss of door keys or fobs, broken glass in doors or windows, disengagement of window restrictors, these will be recharged. We will secure the property if required and recharge you for this and any further repairs required. You will also have to pay for replacement keys if they are lost or stolen.

Home emergencies

If you call our out of hours service and it is established that the work is to be recharged, we will make safe and write to you to confirm the cost of the recharge. Below are some examples of work which will be recharged:

- Our contractor attends to the emergency call out and you are not at home
- Our contractor attends and finds that it is your appliance that has tripped the main fuse and this wasn't checked
- A blocked toilet, kitchen sink or bath through inappropriate use

What if the damage is caused by crime?

If you have been an innocent victim of crime and criminal damage has been caused you must report it to the police and inform us of the police incident number. You may be able to claim through your own home contents insurance for loss or damage caused as a direct result of theft or attempted theft. You will need to check this with your insurance company.

What if the police force entry to my home?

The police may need to force entry to your home to detect or prevent crime. If evidence of a crime is detected by the police, the cost of any repairs is your responsibility as a tenant. If there is no evidence of a crime, there will not be a recharge.



What happens if I don't give access for required servicing or safety inspections?

We will arrange to service boilers and carry out other necessary safety inspections at a time that suits you. However, if you repeatedly fail to provide access, we may have to force entry to your home to carry out the required work. If this happens, we will charge you for the cost of any repairs required.

Will I be recharged if a leak from my property damages the flat below?

We will only recharge you if we establish that the leak was due to damage or neglect.

Recharges when you move out

There are certain things you need to do before you move out of an Eildon home.

We expect the property to be cleared of all your belongings and left in a good and clean condition so that we can quickly make the property ready for someone in need of a home to move into.

When you give notice to end your tenancy, your Housing Officer will carry out an inspection and let you know what you need to do before you leave. If we have to carry out repairs required because of tenant damage, or have to clear belongings and rubbish from the property, or tidy an overgrown garden, we will recharge you.



How to Contact Us

We welcome your feedback – there are many ways to let us know what you think.



**The Weaving Shed, Ettrick Mill,
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www.eildon.org.uk



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