

Recharges

Your tenancy agreement clearly defines our respective responsibilities and obligations. In situations where PCHA incurs costs for which we are not liable, it may be appropriate for us to recharge you. PCHA will use a fair approach to recover our costs wherever we are entitled to do so.

Which costs would normally be recharged to residents?

The following are examples of costs we will normally recharge:

- Missed appointments. If you miss an appointment that you have agreed with our contractor (without good reason), we will recharge any missed appointment fees to you.
- Aborted appointments, where the reason is your responsibility – e.g. a gas safety check where there is not enough money on the gas meter for the check to be completed.
- Legal / court costs: any costs associated with applying to court.
- Repairs that are your responsibility (see below).
- Works required at the end of your tenancy, including clearance of the property and works to remedy unauthorised alterations.
- Clearance of large items or removal of other waste that has been dumped or fly-tipped on our land or property.
- Removal of abandoned or untaxed vehicles on our land.
- Any costs associated with Anti-Social Behaviour (ASB) perpetrated by you, a member of your household or your visitors.

Recharges for repairs

Full details of your repair responsibilities can be found in your Tenancy Agreement, your Handbook and on our website. If you report a repair that falls under your responsibility, we will advise you of this when you report it. However, if we do need to carry out any repairs that are your responsibility, we will recharge you.

There may also be occasions when the best approach is for PCHA to carry out works that are your responsibility and then recharge you, such as:

- Replacement of lost or broken door entry keys
- Replacement of doors following forced entry by the police due to suspected criminal activity.



Recharges for repairs (*continued*)

We may also recharge if we discover *at the time of a contractor visit* that the repair is your responsibility. Examples may include:

- Any works required to the property or to communal areas due to abuse, neglect, damage or vandalism caused by you, members of your household or your visitors
- Faults or damage arising from use of faulty appliances not provided by us
- A problem caused by resident error – e.g. heating not working because the thermostat had been turned down too low
- Repair to any appliance, structure or installation not supplied by us
- Replacement plugs, fuses or light bulbs
- Cleaning of extractor fans
- Unblocking of sinks, basins and toilets
- Re-glazing broken windows.



How will I be recharged?

We will inform you of any recharges at the earliest possible date. An invoice will be sent to you for payment.

For further advice or information, contact us on 020 8659 3055 or email housing@pcha.co.uk.