



Rechargeable Repairs

This leaflet provides guidance on our policy on rechargeable repairs and is intended to outline the costs involved from 1 April 2021.

Policy on Rechargeable Repairs

Rechargeable repairs are those for which the tenant is responsible and has to pay for.

For example, rechargeable repairs would include any repair damage that tenants, their family or visitors have caused whether wilfully, accidentally or negligently.

No recharge will apply for any damage arising through fair wear and tear.

If damage is due to vandalism, tenants must immediately report the matter to the police and get an incident number, if possible.

For tenants with particular needs for whom this is not possible, we will provide appropriate assistance.

Procedure on Rechargeable Repairs

We have established a specific procedure on rechargeable repairs. Further information on rechargeable repairs can be found in our Right to Repair Policy.

The key parts of the rechargeable repairs procedure are as follows:

- Tenants should pay for damage for which they are responsible throughout the tenancy.
- The Council will provide an estimate for carrying out the repair, including administrative charges.
- Tenants can repay the charge by instalments.
- Tenants may carry out the repair through a reputable contractor.

Often rechargeable repairs arise when a tenant renounces their tenancy and we inspect the property ahead of it being returned to us.

Note: Any accidental damage, although rechargeable, may be covered by a tenant's home insurance policy.

Costs from April 2021 are as follows:

Repair Item.	Cost.
Clear blocked internal drain, sink or bath.	£44.77
Clear blocked external drain.	£80.84
Replace toilet w/c pan and set.	£279.85
Replace cistern.	£152.14
Clear choked toilet.	£55.00
Replace wash hand basin.	£197.35
Replace bath.	£438.86
Re-secure bath panel.	£38.63
Repair chipped bath enamel.	£70.22
Replace kitchen unit door.	£35.81
Replace kitchen drawer front.	£29.26
Replace single length worktop (no cut outs for sink etc).	£122.88
Replace single length worktop (with cut outs for sink etc).	£138.09
Replace internal door.	£136.06
Renew internal door handle.	£58.45
Renew internal door latch.	£49.10
Gain access and replace mortice or yale type lock.	£72.14
Gain access and replace cylinder to multi-point lock.	£72.14
Board up window.	£42.28
Replace glass – window (sash and case).	£207.71
Replace glass – bathroom window/glass door panel.	£231.35
Replace glass – bedroom/living room window (small).	£207.71
Replace glass – living room window (large).	£308.45
Removal of facings / skirtings (per metre).	£1.93
Reinstating facings /skirtings (per metre).	£4.44
Emergency callout after 5pm and before 9am (additional charge).	£53.14
Damage to plaster board e.g. hole in wall.	£62.18
Cleaning – basic clean (up to half a day).	£62.18
Cleaning – medium level clean (up to 2 days).	£186.56
Clean – deep clean (over 2.5 days).	£310.95
Replacement furniture/ carpeting/ bedding etc in homeless accommodation or other accommodation where furnishings are provided.	As per quote for replacement.

The level of cleaning stated is as follows:

A basic clean refers to situations where a property requires a general clean to bring it up to the void relet standard but generally the property is reasonably clean. This determines that kitchen and bathrooms must be 'sparkle clean.' It would also include vacuuming carpets etc.

A medium level clean refers to situations where the level of cleaning is more in depth than that above. This may include cleaning kitchen units to remove grease and evident grime, cleaning the bathroom suite to remove stains and removing debris.

A deep clean may include situations where a more substantial clean is required. This may include substantial volumes of debris left behind, stains such as (but not limited to) nicotine stains on wall surfaces/kitchen units/ceilings/heaters and sockets etc.

Our staff will make a determination as to the level of clean required and this must be substantiated by photographic evidence.

There will always be situations where a rechargeable repair has been obscured during a pre-tenancy termination for example a hole in a wall has been covered by furniture. A clause will be included in the covering letter to explain that should such a situation arise, a recharge may be levied accordingly.

Further Information

If you wish to seek further information or make any comments on this leaflet, please contact Housing Services.

Housing Management Section

- Housing Services, Orkney Islands Council, School Place, Kirkwall.
- Telephone: 01856 873535 extension 2180.
- Email: allocations@orkney.gov.uk

Homelessness and Advice Section

- Housing Services, Orkney Islands Council, School Place, Kirkwall.
- Telephone: 01856 873535 extension 2188.
- Email: housing@orkney.gov.uk

Citizen's Advice Bureau

- Anchor Buildings, Bridge Street, Kirkwall.
- Telephone: 01856 875266.

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