



Chargeable Repairs Policy

Most of our customers take great pride in their homes, but there are a minority who cause damage either deliberately or through lack of care. Responsible customers should not have to pay for the cost of these repairs through the rent they pay. It is also important that we have an approach which can both protect our assets and “nudge” customers towards taking care, by charging those who cause damage deliberately or by neglect. Our Chargeable Repairs Policy means the vast majority of customers who look after their homes are not penalised by paying an inflated rent that includes the cost of ‘chargeable repairs’.

Customers will be charged for any damage to their home which has not been caused by fair wear and tear, but where it **has** occurred through wilful neglect, misuse, malicious damage, lack of care, or repetitive damage by the customer, other household members, or legitimate visitors to the property. This applies where the customer has not taken reasonable steps to prevent the damage being caused.

We will also charge for certain repairs items which fall outside our responsibility. In addition we will charge customers who misuse the Emergency Repairs Service or leave refuse, furniture, personal belongings in empty properties where relevant.

We are committed to the principles of diversity and inclusion throughout the organisation and aim to:

- Meet the needs and choice of people from all backgrounds
- Ensure that our services are relevant, responsive and sensitive to the needs of our existing and future customers
- Ensure that all sections of the community in which we work have equal access to our services

Our Chargeable Repairs Policy will ensure that customers will be treated as individuals and with fairness and respect.