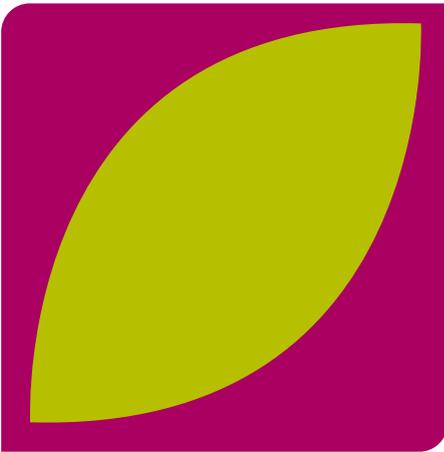
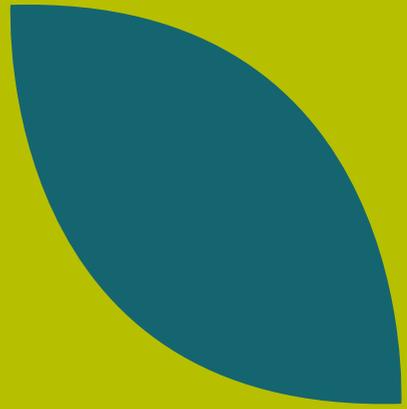


# CHARGEABLE EXTRAS



A guide to the  
repairs you are  
responsible for in  
your home



You are responsible for maintaining the inside of your home and are required to carry out minor repairs such as unblocking your sink or bath waste, fixing locks or padlocks you have installed, replacing locks when you've lost your keys, or replacing light bulbs, electrical fittings or fuses.

Please read this leaflet as well as our repairs and maintenance leaflet.





## Who is your landlord

If we manage your home on behalf of another landlord (for example, Legal and General Affordable Homes) different terms and conditions may apply. If we're not your landlord, please contact us to confirm the rules first. If you're not sure who your landlord is, please check your tenancy agreement or contact us on 0300 555 0500 or email: enquiries@chp.org.uk.

We are responsible for maintaining the outside of your home and for repairing fixtures and fittings inside your home such as heating systems and kitchen units. Where damage has occurred through normal wear and tear we will carry out repairs and cover the cost. If a repair is needed that is not our responsibility or is as a result of an accident, carelessness or vandalism, you will need to pay for the repair before we fix it (unless it is affecting your health and safety). The information in this leaflet explains the charges that will apply.

## Moving out?

This leaflet does not apply if you are moving out - please refer to our Chargeable repairs leaflet.

## Charges

The tables on the following pages show the charges for the jobs we can help you with, but are your responsibility. This is not a full list of repairs you are responsible for. If we visit you carry out a repair but cannot find a fault we will charge you a call out fee:

- £50 during normal working hours of 8am - 5pm Monday - Friday
- £75 if the repair has been reported as an emergency repair (those that could cause serious damage to your home or danger to your health and safety)

If an out-of-office hours (emergency) appointment is missed you may be charged £75 unless you notify us that the appointment is no longer needed.

## Locks

Locks are not to be changed out of hours unless\*\*:

- It is at the request of the police
- It is a requirement to complete a make safe repair





Type of repair	Cost to you (Including administration fee and VAT)	
	Monday - Friday 8am - 5pm	Monday - Friday 5pm - 8am Saturday and Sunday all day Bank holidays
Locked out of property	£50.00	£75.00
New lock fitted	£50.00*	£75.00**
Make safe / board up broken window pane (excluding re-glazing)	£50.00	£75.00
Change light bulb	£30.00*	Service not available
Change electrical fittings	£50.00	£75.00
Unblock sink, bath, or hand wash basin (internal and external)	£50.00*	£75.00
Replacement internal door (not painted)	£75.00*	Service not available
Replacement of external timber door (excluding cost of frame)	£400.00*	Service not available
Replacement of external composite or timber door (excluding cost of frame)	£750.00*	Service not available





Type of repair	Cost to you (Including administration fee and VAT)	
	Monday - Friday 8am - 5pm	Monday - Friday 5pm - 8am Saturday and Sunday all day Bank holidays
Replacing a hand wash basin	£300.00	Service not available
Replacing a bath	£300.00	Service not available
Replacing any part of a toilet	£300.00	Service not available
Replacing single or double glazed unit (all sizes)	£75.00*	Service not available
Heating - no electricity at metre or advise on use	£50.00	Service not available
Communal TV - fault on own equipment	£66.00	Service not available

\* Advanced payment required





Your local Care and Repair Agency may be able to help you if you are over 60 or disabled. Discounted rates are available if you are in receipt of a means tested benefit. You will be asked some questions to see if you are eligible for a discounted rate for non-emergency repairs.

## **Making a payment**

We will require a payment for the work before it is carried out (unless it is affecting your health and safety). You can pay for the work by any of the following methods:

### **Debit / credit card**

Debit / credit card payments can be made over the telephone by ringing 0300 555 0500.

### **Website - My home**

Click on the 'My account' button on the menu then click 'Make a payment'. You can visit My home on the home page of our website: [chp.org.uk](http://chp.org.uk).

### **Post Office**

You can pay by cheque, cash or debit card at any Post Office in England using your payment card.

## **PayPoint outlet**

You can pay by cash or debit card (but not cheque) at any PayPoint in England using your rent payment card.

## **Cheque**

Post a cheque made payable to 'Chelmer Housing Partnership' to Myriad house, 33 Springfield Lyons Approach, Chelmsford, CM2 5LB. Please write your rent reference number and address on the back of the cheque so that we can identify your payment.

## **What happens if you cannot pay the bill?**

If you cannot pay the whole bill in at once, you may be able to pay instalments. Contact the Income Management team on 0300 555 0500 to discuss your options.

If you do not pay your bill, we will take action against you to recover the money. This can include court action or the use of a debt collection agency. You may also be prevented from moving home through the transfer process with an outstanding debt.





## Accidental damage

If you accidentally damage the fixtures and fittings (excluding your personal belongings) in your home we may reduce the charge to £25, which represents the excess you would have to pay on the buildings insurance.

To protect yourself against accidental damage to your possessions (including carpets, furniture, curtains, laminate flooring), you should take out contents insurance as these are not covered by us.

## Criminal damage

If damage is caused by criminal activity you will be asked to pay the charge in advanced. We may reduce the charge to £25, at a later date, if you provide written confirmation from the police with an incident number to confirm the incident was reported to them. An incident number is not acceptable on its own.

This does not apply to lost or stolen keys.



Please contact us if you would like a copy of this document in large print, on CD or in another language.

Proszę się z nami skontaktować, żeby otrzymać ten dokument w wersji dużym drukiem, na płycie CD lub w innym języku. (Polish)

倘若您需要本擋以大字體、音頻格式(CD)或另外一種語言提供、請聯絡我們。(Cantonese)

Bu belgeyi büyük boyutlu baskı olarak, CD ortamında veya başka bir dilde edinmek istiyorsanız lütfen bizimle irtibata geçin. (Turkish)

Kreipkitės į mus, jei norėtumėte gauti šio dokumento kopiją stambiu šriftu, jo garso įrašą kompaktiniame diske arba jei norėtumėte jį gauti kita kalba. (Lithuanian)

আপনি যদি এই নথিটির একটি কপি বড় অক্ষরের ছাপায়, সিডি তে অথবা অন্য একটি ভাষায় পেতে চান, অনুগ্রহ করে আমাদের সাথে যোগাযোগ করুন। (Bengali)

## IF YOU HAVE ANY QUERIES PLEASE CONTACT US:

Tel 0300 555 0500  
Text relay 18001 0300 5550 0500  
Email [enquiries@chp.org.uk](mailto:enquiries@chp.org.uk)  
Write to Myriad House,  
33 Springfield Lyons Approach,  
Chelmsford, CM2 5LB



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