



If you want to be involved in influencing our services you can join “Your Voice - Your Choice” our tenants panel. For further information see our “Your Voice - Your Choice” leaflet.

This leaflet is one of a series of information sheets provided by Easthall Park Housing Co-operative.

Others that have been provided include:

1. Service Standards
2. Alterations and Improvements
3. Repair Priorities
4. Keeping your home in good repair
5. Succession to a tenancy
6. Abandoned Houses

The full range of these information sheets can be obtained from our reception or by visiting our website: www.easthallpark.org.uk

We always welcome your views and comments about improving our service.

If you would like this leaflet in another format, for example in large print or on tape, or in another language, please contact reception.

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RECHARGEABLE REPAIRS

INFORMATION SHEET 7



In accordance with Easthall Park Housing Co-operative’s Tenancy Agreement we have responsibilities to keep your house wind, watertight and fit for habitation.

As a tenant you too have repair responsibilities and this leaflet outlines what these are and how you may be recharged for works carried out by the Co-operative.

Reporting a Repair

You must report to us as quick as possible any damage to your home or the common areas around it.

This can be done as follows:

- Telephone 0141 781 2277
- By letter
- By email: general@easthallpark.org.uk
- Via our website: www.easthallpark.org.uk
- At the office
- To staff out on estate

Outside office hours you can contact our emergency services on 0141 564 2585. This though should only be used in genuine emergencies. You may be charged for misuse.

Your Repair Responsibilities

You are responsible for taking reasonable care of your home. This includes carrying out minor repairs and internal decoration.

Examples of minor repairs you are responsible for include:

- Door nameplate
- Choked sink, wash hand basin or toilet (if caused by tenant)
- Internal door locks and fittings
- Electric plugs
- Garden huts
- Replacing lost or broken keys
- Replacing smoke detector batteries

RECHARGEABLE REPAIRS

INFORMATION SHEET 7

Agreement to Pay

When we are notified of a repair that is rechargeable, a provisional charge will be provided to the tenant. If the recharge is accepted by the tenant, then payment should be the full amount or as much as possible.

For emergency work it will be necessary to carry out work without the tenants agreement. In these instances, an account will be sent out immediately to the tenant.

In many circumstances, unless staff are notified, it can be impossible to identify that a repair is required due to neglect or accident until it is attended to by the contractor. Where this occurs prior agreement to pay cannot be obtained and tenants will be invoiced for this.

Cost of Repair

The cost that will be passed to the tenant will be the actual cost of the repair plus a charge for administration. The administration charge will be waived if cost fully paid within 28 days.

Payment Arrangements

Tenants will receive an invoice for all recharge costs.

For non-emergency work, tenants will normally be expected to pay the full amount or as much as possible in advance of the work being carried out.

If a payment plan is required for an outstanding amount staff will agree an appropriate arrangement.

Non-Payment

Where a tenant has failed to make payments to a rechargeable repair, despite reminders from the Co-operative, court action will be considered to recover the costs.

Also a failure to clear the charge or maintain an appropriate payment arrangement, can lead to the suspension of certain repairs.

Tenants Own Repairs

Tenants may wish to carry out, or arrange the rechargeable repair themselves and this will normally be acceptable providing the following conditions are met:

- The work is carried out to a professional standard, acceptable to the Co-operative
- The tenant arranges inspection of completed work by the Co-operative staff

End of Tenancy Repairs

Where tenants end their tenancy and move out leaving repairs, which are their responsibility, the Co-operative will seek to recover the costs from the individual concerned. We will however make sure that when you hand in your 28 day notice you are fully advised of what repairs are your responsibility to carry out prior to returning the keys.