



RECHARGEABLE REPAIRS

WHAT IT MEANS?

Sometimes you may need to pay (be recharged) for repairs or damage to your property. This ensures fairness, keeps homes safe, and protects community housing.

WHEN YOU WILL NOT BE CHARGED



- The damage was caused by a crime, and you reported it to the Police with a crime reference number.
- You've been a victim of domestic abuse, hate crime, or anti-social behaviour, and it has been reported.
- The issue is due to fair wear and tear.
- You go into residential care and cannot pay.
- A faulty security fob is returned.
- You have support needs and the damage is linked to these.
- Brighter Futures uses discretion due to vulnerability or exceptional circumstances.

WHEN YOU MAY BE CHARGED

- Damage is caused by you, your family, visitors, or pets.
- Fixtures or fittings are removed without permission.
- Properties, gardens, or communal areas need clearing/cleaning after you leave.
- You fail to give access for repairs after proper notice.
- You call out-of-hours staff for a non-emergency.
- You refuse specialist equipment/materials after ordering.
- Keys or fobs are repeatedly lost.



HOW IT WORKS?

1. **Assessment**- Damage is checked by staff/contractor.
2. **Quotation**- Costs explained in a meeting with Housing & Property teams.
3. **Invoice**- Sent within 30 days. Payment plans available.
4. **Appeal**- You can appeal in writing within 14 days, with evidence.

