

**Rechargeable Repairs Policy**

**(add date approved by MC)**

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| **Policy Manual Section:** |  |
| **Policy Number:** |  |
| **Scottish Social Housing Charter Reference:** | 1. Equalities 2. Communication3. Participation4. Quality of Housing5. Repairs, Maintenance and Improvement11. Tenancy Sustainment13. Value for Money  |
| **Date Approved by Management Committee:** |  |
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| **Govan Housing Association can provide this document on request, in different languages and formats, including Braille and audio formats.**  |

# Rechargeable Repairs

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| **1** | **Purpose of Policy** |
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| 1.1 | This policy sets out the circumstances under which Govan Housing Association would recharge our customers the cost of carrying out certain repairs/works and the systems used to charge the customer and recover the monies. |
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| 1.2 | This policy sets out clear guidance on when discretion can be applied and exercised. |
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| **2** | **Aims & Objectives** |
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| 2.1 | Govan Housing Association is committed to providing a repairs and maintenance service that is fair, transparent and above all equitable. The Association is also committed to ensuring that its existing stock is maintained to a high standard and remains fit for purpose. |
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| 2.2 | Govan Housing Association recognises that all communal areas should be in a good and attractive condition and that all customers are aware of this policy and how it applies. |
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| 2.3 | The Association has a duty to recover costs of work from customers where the tenancy agreement or the nature of the works identifies that it is their responsibility. |
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| 2.4 | The Association accepts that accidental damage may occur to properties and will consider when the customer could not reasonably have foreseen such damage. |
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| 2.5 | The Association differentiates between accidental damage and deliberate carelessness. For example, a burst hose at the rear of a washing machine, unseen by the customer, may cause accidental damage. Leaving a waste hose linked over the sink, which dislodges causing damage, is carelessness. If what was classed in the first instance as an accident re occurs, the customer will be liable for the cost of the damage. |
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| 2.6 | The repair may also be due to alterations to the property undertaken by the customer, whether approved by the Association or not. Permission to alter the property does not remove the customer’s responsibility to ensure a fitment is working. |
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| 2.7 | The Association will give the customer or former resident the opportunity to carry out the necessary work themselves and thus avoiding being recharged. The Association must, therefore advise the customer of their responsibility for the repair within five working days of the works being identified, and give them a further five working days to put right. NB: It is not appropriate to give the customer an option to arrange repair works of a health and safety risk. These repairs will always be completed by the Association and the customer would be liable for any appropriate costs. |
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| 2.8 | The Association willseek to recover rechargeable repairs costs by all reasonable means.  |
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| 2.9 | Each individual rechargeable case will be assessed taking account of all the circumstances surrounding the damage or cause of repair. In certain cases the Association may waive all or part of the charge. Customer Service Officers will be responsible for determining where discretion is to be exercised and for recording the reasons for this. |
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| 2.10 | Considerations in whether to levy a recharge will include:* Age of customer
* Customer’s understanding of their responsibility
* Any vulnerability indicators
* Particular circumstances under which the repair was carried out
* The nature of the repair carried out
* Any history of previous rechargeable repairs
* The existence of any other debt such as rent arrears or outstanding repair recharges and customer’s payment record towards them
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| 2.11 | On identification of a rechargeable repair, clear and consistent information and advice shall be provided to the customer. This will involve explaining to customers their repair responsibility, with particular reference to the Association’s Scottish Secure Tenancy Agreement. |
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| 2.12 | The Property Services team will provide a full breakdown of common repair charges which our contractor(s) charge and will inform the Customer Service Officer of expected charges (including VAT) to advise the customer. |
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| 2.13 | Appendix 1 sets out clear guidelines on the responsibilities of the Association and the customer in relation to repairs, as well as identifying what would be classed as rechargeable repairs. |
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| **3** | **Equalities & Diversity** |
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| 3.1 | Govan Housing Association is committed to equality and diversity and will not discriminate in the operation of this policy on the basis of age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex or sexual orientation. The Association will regularly test this policy for Equal Opportunity implications and take appropriate action, where necessary. |
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| 3.2 | In line with our commitment to equal opportunities, this policy can be made available free of charge in a variety of formats including large print, translated into another language or on audio tape. |
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| **4** | **Legal & Regulatory Framework** |
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| 4.1 | LegislationWhilst this Policy sets out to explain Govan Housing Association’s approach to rechargeable repairs it must do so in the context of legal and regulatory requirements. Therefore the following relevant legislation has been taken into account in the development of this Policy: * Housing (Scotland) Act 1987 and (amended) Act 2001
* The Housing (Scotland) Act 2014
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| 4.2 | Regulatory GuidanceThe Housing (Scotland) Act 2010 asks Ministers to consult on and then set the outcomes that social landlords should achieve. The Scottish Social Housing Charter will be the document which contains these outcomes. In formulating this policy the following Charter outcomes have been taken into consideration: ***1: Equalities -*** Social landlords perform all aspects of their housing services so that every customer and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services. ***2: Communication -*** Social landlords manage their businesses so that customers and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.***3: Participation -*** Customers and other customers find it easy to participate in and influence their landlord’s decisions at a level they feel comfortable with. **4: Quality of Housing -** Social landlords manage their businesses so that customers' homes, as a minimum, when they are allocated are always clean, tidy and in a good state of repair, meet the Scottish Housing Quality Standard (SHQS), and any other building quality standard in place throughout the tenancy; and also meet the relevant Energy Efficiency and Zero Emission Heat Standard.**5: Repairs, Maintenance and Improvements -** Social landlords manage their businesses so that customers' homes are well maintained, with repairs and improvements carried out when required, and customers are given reasonable choices about when work is done.***11: Tenancy sustainment -*** Customers get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the landlord and by other organisations. ***13: Value for Money -***Customers, owners and other customers receive services that provide continually improving value for rent and other charge that they pay. |
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| **5** | **Defining Rechargeable Repairs & Categories** |
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| 5.1.1 | **Accidental or Deliberate damage to property**  Repairs that are caused by damage to fixtures and or fittings either internally or externally to the property or scheme, by any customer or customers visitor or guest, that cannot be attributable to normal wear and tear or use. This can include (but is not limited to):* Wilful damage or neglect caused by a customer or one of their visitors – e.g. damage to doors, windows or locks.
* Electrical faults caused by a customers own appliances or lack of credit in prepayment meter.
* Heating faults caused by lack of credit in prepayment meter.
* Blocked drains, sinks, toilet’s caused by food waste, excessive build up of grease from cooking, sanitary or incontinence items.
* Broken windows – unless a crime number is provided
* Deliberately damaged fixtures and or fittings.
* Unauthorised alterations or building works.
* Deliberate acts of vandalism or neglect.
* Forced entry – should a customer become locked out of their property and appropriate procedures are not followed for emergency access.
* Lost or stolen keys – unless a crime number is provided.
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| 5.1.2 | The Association recognises that on occasion repairs can arise as a result of crime and / or vandalism by persons unknown. In instances such as these customers are requested to report any incident to their local Police and obtain a crime reference number. Works will not be recharged if this crime reference number is provided. |
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| 5.2.1 | **Missed Appointments and Forced Accesses**The Association also reserves the right to charge for any additional costs related to repairs and maintenance requests:* Failure to permit access to a contractor on an agreed date.
* Forced Access for Gas Safety or any other repair purposes as deatailed in the Scottish Secure Tenancy Agreement.
* Failure to inform the Association if the repair is no longer required or necessary.
* Reporting of non existing repairs – malicious reporting.
* Misuse of the out of hour’s service for non-emergency repairs reporting
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| 5.2.2 | If Police Scotland force entry to a property to execute a legal warrant in relation to a customer or resident, this will be referred to the Customer Services Officer for consideration of tenancy action and the customer will be recharged the cost to secure the door and repair any damage. |
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| 5.2.3 | If any other emergency services force entry to a property following a reported welfare/safety concern, this will not be recharged. |
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| 5.3.1 | **Loss of keys/fobs**Each new customer will be issued a minimum of two keys for their main entry door(s), two keys for the front common close door (if applicable) and one back door close key (if applicable). |
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| 5.3.2 | Any customer who loses their house keys / Fobs must pay for their replacement and any damage to gain entry to the property. |
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| 5.3.3 | There will be no charge for replacement back close door keys. |
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| 5.3.4 | Where a customer’s keys have been stolen there will be no charge for gaining access and replacement of locks/keys if the theft has been reported to Police Scotland and a reference number provided to the Customer Services team. |
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| 5.4.1 | **Property Condition** In line with the Scottish Secure Tenancy Agreement, customers are responsible for ‘taking reasonable care of the house’ which includes ‘carrying out minor repairs and internal decoration’ as well as ‘keeping the house in a reasonable state of cleanliness’. |
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| 5.4.2 | Customers who have allowed their property to fall into disrepair and poor condition through neglect, failure to make payment in order that rechargeable repairs are carried out or failure to report repairs will be referred to the Customer Services (Housing) Team who may wish to initiate tenancy action. |
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| 5.4.3 | The Customer Services Team will support customers fully, working with relevant partner agencies where appropriate, to bring the property to an acceptable standard. If a customer fails to engage to resolve the issue and improve the standard of the property, the Customer Service (Housing) Officer may initiate legal action to obtain an order to force access and carry out necessary works. The customer would be recharged the cost of the legal fees and the improvement works.  |
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| 5.5.1 | **Estate Management and use of Common Areas** We will identify the need for gardens and/or communal areas of tenanted properties to be cleared/maintained through regular estate inspections. Initially Customer Services (Housing) staff will inform the customer that it is a condition of their Scottish Secure Tenancy agreement that any garden or share communal area should be maintained to an ‘acceptable level’ in accordance with their tenancy agreement and our Estate Management policy. Customers will be advised that we reserve the right to undertake any required work on their behalf and recharge them if they are unable or unwilling to undertake the work themselves.  |
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| 5.5.2 | Should there be a Health & Safety risk, e.g. waste bags, bikes, prams blocking escape routes within a close, and the person responsible cannot be identified – we reserve the right to recharge each household in the close an even portion of the total cost for uplifting and disposing of these items. |
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| 5.6.1 | **Legal Fees** If a customer fails to adhere to their tenancy agreement and court action is raised, the Association may seek to recover the court expenses from the customer through our Legal procedures. |
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| **6** | **Voids & Tenancy Changes** |
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| 6.1 | When an ‘End of Tenancy’ notification is received, the Customer Service Team will make all reasonable efforts to arrange a ‘pre-termination inspection’, also attended by Govan Home Team where possible. |
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| 6.2 | Where unauthorised alterations, damage or neglect is identified during the inspection process, the customer will be advised of the work required to be carried out to bring the property back to our **Lettable Standards** and the timescale to complete this, prior to re inspection. See our **End of Tenancy Process & Void Management Policy.** |
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| 6.3 | Once the keys for a property have been returned by the outgoing customer a void inspection will be carried out by the Property Services Officer. Where outstanding or additional “rechargeable” items are discovered at this stage photographic evidence will be retained on file for future reference. On completion of a Void Inspection that identifies potentially rechargeable items that are the responsibility of the former resident, the Property Services Officer (Inspections) will consult with the Customer Services (Housing) Officer with responsibility for that former tenancy on the prospects of collectability. |
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| 6.4 | Examples of when a Customer Services (Housing) Officer may deem rechargeable repairs at the end of a tenancy as uneconomical to collect may be in cases of abandonment, death, customer in prison, eviction, moved to residential care. |
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| 6.5 | The Customer Services (Housing) Officer will make an informed and evidential decision to pursue the rechargeable repairs and this will follow the Rechargeable Repairs process. |
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| 6.6 | In the case of internal transfers, the customer should be given the opportunity to rectify the faults or pay the costs of the remedial works. The transfer will not be granted until the work has been carried out to a satisfactory standard by the customer or costs have been paid in full. |
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| 6.7 | In the case of tenancy change requests whereby the main customer is changing – for example Assignation or Mutual Exchange - if unauthorised alterations, damage or neglect is identified during the inspection process, the customer will be advised of the work required to be carried out, and the timescale to complete this, prior to re inspection. |
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| 6.8 | The outgoing customer should be given the opportunity to rectify the faults. However unless there is a Health and Safety reason rechargeable repairs will not be carried out. The tenancy change request will not be granted until the work has been carried out to a satisfactory standard by the outgoing resident or the incoming customer has been made aware of the faults and their liability for them. Any decision in relation to this will be confirmed in writing. |
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| **7** | **Repayment of Rechargeable Repairs** |
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| 7.1 | Customers will be charged the full cost of carrying out the work, including labour and materials and any VAT that is due. |
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| 7.2 | A payment plan can be agreed to pay a repair bill if the customer is unable to pay the full balance outright. |
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| 7.3 | If a customer disputes the total cost of the rechargeable repair cost, they should be directed to the Appeals section of this policy. |
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| 7.4 | In certain circumstances, a rechargeable repair debt may be deemed by the Customer Services Officer as uneconomical to pursue If a Customer Services Officer makes the decision that a rechargeable repair debt is uneconomical to pursue, this will be logged on the Association’s Housing Management software and our write off process will be implemented. |
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| 7.5 | We will check to see if the customer owes other debts to us. Where this is the case, debts will be prioritised and efforts to collect them will be co-ordinated. In these circumstances the Customer Services (Housing) Officer has discretion to adjust the instalment level for the repayment of rechargeable repairs. |
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| 7.6 | The repayment of rent and service charge arrears will take priority over the collection of recharges. |
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| 7.7 | Details of all unpaid rechargeable repairs will be recorded. In the event that a tenancy request is received from another landlord, they should be made aware that the debt is outstanding and the customer has failed to pay. |
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| 7.8 | If an arrear is outstanding for a rechargeable repair and a subsequent rechargeable repair is requested, this new repair will not be carried out by the Association until the account has been cleared. This will not apply if there are health and safety implications, if repairs are required to keep the property wind and water tight or if the repair is covered by right to repair legislation. |
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| 7.9 | If a customer owes money to the Association, then this will be deducted from any payment due to be paid to them e.g. decoration allowances, or will be deducted before the return of any credit on an account |
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| 7.10 | Any credits/payments will be credited to rent arrears first, then any other debt, recharges. |
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| 7.12.1 | **Write Offs** Write off reports detailing debts deemed as unrecoverable are presented to Management Committee quarterly for approval and any rechargeable repairs being passed for write off should be included within this report. |
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| 7.12.2 | Where a customer has died any recharge will be treated as an unpaid debt to be recommended for write off. |
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| **8** | **Roles & Responsibilities** |
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| 8.1 | To ensure the Recharge Policy is applied consistently and to ensure we provide a quality service for our customers the Association’s staff and Management Committee have clearly defined areas of responsibility: |
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| 8.2 | **All Staff*** Have a basic understanding of what constitutes a Rechargeable Repair.
* Inform customers of any repairs which may be deemed as a Rechargeable Repair.
* Keep accurate records of all correspondence with customers regarding rechargeable repairs and log these on the Association’s Housing Management software.
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| 8.3 | **Property Services Department*** Identifying rechargeable repairs in the course of their inspections or contact with customers.
* Determining repairs actions on complex cases
* Logging rechargeable repairs, arranging appointments, raising works orders & liaising with contractors and Customer Services team.
* Referring cases where discretion may be required to the Cusomer Services team.
* Determining whether a Health and Safety risk exists which requires a rechargeable repair.
* Inspecting the standard of ‘rechargeable’ work carried out by the customer.
* Initiating insurance claims for criminal damage.
* Checking circumstances prior to authorising invoices and coding these as rechargeable.
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| 8.4 | **Customer Services Department*** Identifying rechargeable repairs in the course of their inspections or contact with customers.
* Notifying customer(s) of rechargeable repair and logging this on Housing Management software, raising sub account.
* Dealing with customer /former customer queries regarding recharge invoices issued.
* Exercising discretion on not recharging.
* Implementing procedures for recovery.
* The pursuit of rechargeable debts.
* Agreeing repayment arrangements.
* Dealing with balance queries.
* Taking any payments of debt made at Reception.
* Posting recharge payments to appropriate sub-account.
* Monitoring recovery.
* Write offs.
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| 8.5 | **Finance Department*** Raising recharge invoices
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| 8.6 | **Management Committee*** Approving Policy
* Approving Write Offs
* Exercising control over the activities of the Association
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| 8.7 | Staff should refer to the Recharge Process. |
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| **9** | **Contents Insurance** |
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| 9.1 | The Association’s Scottish Secure Tenancy Agreement strongly recommends that customers take out contents insurance. Our building insurance will not cover any damage to customer’s personal property regardless of the cause of the damage. |
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| 9.2 | If, for example, a customer’s furniture is damaged by an external leak, they will not receive any compensation for the damage and must make a claim on their own contents insurance unless they can demonstrate that Association has been negligent. |
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| 9.3 | Govan Housing Association discusses home contents insurance with new customers at sign up appointments and continually promotes this in newsletters, social media and the association website.  |
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| 9.4 | There are Home Contents Insurance providers who sell services specifically for social housing customers.  |
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| 9.5 | Some Home Contents Insurers can also provide cover for incidents in which customers may be liable such as:* Replacement and installation of locks for outside doors and windows and alarms if keys are lost or stolen.
* Damage to the landlord's fixtures and fittings which the customer is legally liable for, caused by an insured event.
* Damage to fixed items or home improvements a customer makes, caused by an insured event.
* Accidental damage to fixed glass in windows and to doors, , splashbacks, and fixed sanitary ware to the home which the customer is responsible for.
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| 9.6 | Customers are advised to contact any member of staff if they are unsure of why they should arrange for contents insurance. |
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| **10** | **Factored Owners** |
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| 10.1 | The Association will not carry out internal rechargeable repairs on behalf of factored owners. Only common repairs are done for factored owners and these are charged through the factoring policy and processes.  |
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| 10.2 | From time to time opportunities to participate in Association contracts may be offered to owners. Depending on their nature and scope charging may be required in advance, charged through the factoring process or through a payment arrangement. |
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| **11** | **Appeals and Complaints** |
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| 11.1 | All appeals must be lodged within five working days of the customer’s receipt of the rechargeable repair invoice or confirmation that they are liable for the charge. |
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| 11.2 | If customers find the delivery of service does not meet what is set out in this policy they should contact the Association to discuss these matters. This will then be assessed as per our complaints policy. |
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| 11.3 | The appeal process is to contact the Scottish Public Services Ombudsman (SPSO) if they remain dissatisfied. |
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| **12**  | **Review** |
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| 12.1 | This Policy is scheduled for review every 3 years and will take account of: - * Legislative, regulatory and good practice requirements
* Association performance

The views of customers, other residents, our Service Scrutiny Panel, staff and members of our Management Committee.  |
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# Appendix 1 – Repair Responsibilities

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| **Repair Area**  | **HA** | **Customer** | **Comment**  |
| **Outside Your Home**  |  |  |  |
| **Roof**  |  |  |  |
| Roof structure and covering (tiles)  |   |   |   |
| Chimneys  |   |   |   |
| Gutters & rainwater pipes  |   |   |   |
| Fascias, soffits, barge board  |   |   |   |
|   |   |   |   |
| **Walls and Canopies**  |   |   |   |
| External walls and render  |   |   |   |
| Timber cladding  |   |   |   |
| Foundations  |   |   |   |
| Door & window canopies  |   |   |   |
|   |   |   |   |
| **Doors**  |
| Where customer’s doors are forced by police or due to lockout customers will be recharged.  |
| Nameplate  |   |   |   |
| Bell (where fitted by Rosehill)  |   |   |   |
| Lost / broken key or fob  |   |   | Available to purchase from Rosehill  |
| Spy hole viewer  |   |   |   |
| Letterbox  |   |   |   |
| Doors (external) including ironmongery  |   |   |   |
| Door entry system and handset (where fitted by Rosehill)  |   |   |   |
| Damage caused by burglary  |   |   | Crime number required from police  |
|   |   |   |   |
| **Windows**  |
| Glazing (smashed or cracked) due to accidental / malicious damage  |   |   | Recharge to customer  |
| Glazing (smashed or cracked) due to vandalism or burglary  |  |   | Crime number required from police  |
| Glazing (failed double glazing unit)  |   |   |   |
| Frames & catches  |   |   |   |
|   |   |   |   |
| **Outside Spaces**  |
| Customers are responsible for fences and other garden features erected by themselves.  |
| Individual garden maintenance  |   |   |   |
| Gardens to tenements  |   |  |   |
| Open space maintenance  |   |   |   |
| Dividing walls or fence (if owned by Rosehill)  |   |   |   |
| Gates (if owned by Rosehill)  |   |   |   |
| Bin stores  |   |   |   |
| Paths & steps forming access  |   |   |   |
| Rotary drier & Clothes poles  |   |   |   |
| Garden sheds  |   |   |   |

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| **Repair Area**  | **HA** | **Customer**  | **Comment**  |
| **Inside Your Home**  |
| **Windows**  |
| Window handles & catches  |   |   |   |
| Cills  |   |   |   |
| Window vents  |   |   |   |
|   |   |   |   |
| **Internal doors**  |
| Doors including ironmongery  |   |   |   |
| Easing & adjusting door  |   |   |   |
| Adjusting door due to floor coverings  |   |   |   |
|   |   |   |   |
| **Internal Walls**  |
| Customers are responsible for minor plaster filler repairs and damage caused to taping or plaster due to excessive force during wallpaper stripping.  |
| Internal walls  |   |   |   |
| Major plaster repairs  |   |   |   |
| Minor plaster repairs  |   |   |   |
| Hairline cracks in plaster  |   |   |   |
| Wall tiles (if fitted by Rosehill)  |   |   |   |
| Skirting boards  |   |   |   |
| Decoration including gloss/ stain work  |   |   |   |
|   |   |   |   |
| **Floors and Stairs**  |
| Concrete floors  |   |   |   |
| Floorboards and joists  |   |   |   |
| Carpets, laminate, vinyl  |   |   |   |
| Threshold strip  |   |   |   |
| Stairs  |   |   |   |
| Handrails & banisters  |   |   |   |
|   |   |   |   |
| **Ceilings**  |
| Repairs and renewals  |   |   |   |
| Patch repairs  |   |   |   |
| Hairline cracks  |   |   |   |
| Decoration  |   |   |   |
|   |   |   |   |
| **Electrical**  |
| Customers are responsible for all fittings installed by themselves and where their appliances trip circuit breakers.  |
| Wiring circuit, sockets &switches, fuse box, MCB  |   |   |   |
| Light fitting (internal and external)  |   |   |   |
| Light bulbs and starters  |   |   |   |
| Plugs and fuses  |   |   |   |
| Smoke and Carbon Monoxide alarm  |   |   |   |
| Extract Fan  |   |   |   |
| Communal TV aerial  |   |   |   |
| Individual TV aerial (loft)  |   |   |   |
| Individual TV aerial (pole/ roof mounted)  |  |   |   |
| Communal satellite dish  |   |   |   |
| Private satellite dish  |   |   |   |
| Internal TV point (installed by Rosehill)  |   |   |   |
| Telephone points (installed by Rosehill)  |   |   |   |

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| **Repair Area**  | **HA** | **Customer**  | **Comment**  |
| **Plumbing**  |
| Customers will be requested to unblock WCs, sinks or WHBs where they have caused the blockage, otherwise they will be recharged.  |
| Blocked sinks, baths or toilet  |   |   | Recharge if customer caused blockage  |
| Pipe bursts & leaks (significant & minor)  |   |   |   |
| Hot & cold water supply  |   |   |   |
| Taps & tap washers  |   |   |   |
| Connection of washing machine  |   |   |   |
| Washing machine supply valves  |   |   |   |
| Replacement sink plugs & chains  |   |   |   |
| Downpipes & gutter  |   |   |   |
| Choked drains (excluding sewers)  |   |   | Recharge if customer caused blockage  |
|  **Heating**  |
| Customers are responsible for the programming of their heating system  |
| No heating  |   |   |   |
| No hot water  |   |   |   |
| Gas leak to Rosehill pipework  |   |   |   |
| Repairs to gas boiler  |   |   |   |
| Radiators, pipes & valves  |   |   |   |
| Gas fires (if owned by Rosehill)  |   |   |   |
|  **Kitchen**   |
| Electric cookers including initial connection  |   |   | Fused spur provided by Rosehill  |
| Gas cooker including initial connection  |   |   | Capped gas pipe provided by Rosehill  |
| Cooker socket (fused spur)  |   |   |   |
| White goods e.g. washing machine, fridge  |   |   |   |
| Kitchen units and worktop  |   |   |   |
| Sink and drainer  |   |   |   |
|  |  |  |  |
|  **Bathroom**   |
| Customers are responsible for all fittings installed by themselves and where fittings are chipped or cracked customers will be recharged.  |
| Bath  |   |   |   |
| Wash hand basin  |   |   |   |
| WC (seat, bowl & cistern)  |   |   |   |
| Shower (installed by Rosehill)  |   |   |   |
| Shower curtain / screens (installed by Rosehill)  |   |   |   |
|  **Other**  |
| Vermin  |   |   |   |
| Bees & wasps (where accessing the property)  |   |   |   |
| Ants & beetles  |   |   |   |
| Personal belongings (furniture, floor coverings etc)  |   |   |   |
| Anything caused by neglect or malicious damage  |   |   |   |
| Anything owned by the customer and installed by them  |   |   |   |
| Anything that was left in the property by a previous customer that you agreed should be left  |   |   |   |