

Chippenham Housing Co-op Rechargeable Repairs Policy

Information for tenants:

1. **The objective** of the rechargeable repair policy is to clearly define rechargeable items in accordance with other policies e.g.: maintenance policy, tenancy agreement.

Chippenham Housing Co-op (CHC) tenants and members have certain personal responsibilities in relation to repair, maintenance and care of their homes.

The Co-operative (CHC) is not responsible for all repairs. We are primarily a self-help, self-financing (through rent collection) co-operative and tenants are expected to play their parts. CHC aims via the rechargeable/recoverable repair policy to recover any rechargeable repair from tenants if necessary.

2. Definition:

a) Rechargeable and recoverable repair is the result of neglect or unauthorised work or damage caused by a tenant, member, occupier or a third party.

3. Rechargeable Repairs include:

- a) Repairs which have to be carried out that should have been the tenant's responsibility.
- b) Replacement or repair as a result of alterations carried out by the tenant
- c) Necessary repairs due to tenant allowing disrepair to go unreported
- d) Lost keys and damage caused by forcing entry due to loss of keys.
- e) Rechargeable costs caused by abortive call outs or missed confirmed appointments.

The maintenance sub-committee or Co-op officers will review each situation in order to assess if a rechargeable repair is appropriate. Tenants will be invoiced when recoverable charges are necessary.

4) General:

Please note:

Any work requiring gas installations or electric installations must be carried out by a registered certified engineer or electrician and work must be previously approved by the maintenance officer or by an officer of the Co-operative.

Improvement work should not compromise Fire Safety regulations and Fire Protection in your home.

All tenants are required to seek permission at management committee meeting for any improvement works made to their home and such work and permission will be recorded in the minutes.

5) Planning alteration or improvement to your home:

a) If you plan to commission alteration or improvement to your home, permission must be granted by management committee and recorded in minutes.

Permission to carry out an improvement will not be unreasonably withheld but such improvement must be compliant with social housing new standards current legislation as well as compatible with the Co-op policies as a whole (e.g. laminated floor installation) and be approved by the Co-op.

Payments for improvement are not repayable by Chippenham Housing Co-op.

b) Chippenham Housing Co-operative is not responsible for any repairs, maintenance or replacement of the improvement or alteration that may be necessary in the event of anything going wrong.

c) To complete a repair, it may be necessary to remove or damage your 'improvement' to gain access to an area behind your alteration. If it is the case, the Co-op will not be liable for replacing or make good your 'improvement' alteration as a result of this work.

d) It is important to note that you should not cover any existing access panels, hatches, bath panels and other main safety structures to allow for inspection or for repair work to be carried out.

6) Tenants' responsibilities:

Chippenham Housing Co-op is not responsible for all repairs around the home. The Co-op expect tenants and members to take responsibilities for a range of minor and decorative jobs as part of self-help, **most of these responsibilities are also part of the tenancy agreement, such as below:**

- Keeping the home in good and clean decorative order and to decorate all internal parts of the premises as frequently as it necessary to keep them in good decorative order. agreement
- Taking reasonable precaution to prevent damage to the property by fire, the blocking of drains and clearing any sink blockages and not to put solid waste or waste that could become solid, e.g. cooking fat, into the sinks or other drainage system.
- Any fittings, appliances or alterations supplied or carried out by the tenant, including TV aerials, plumbing in washing machines and dishwashers and adapting doors to accommodate carpets.
- Any repairs caused by neglect or forced entry in the event of the tenant or members or guests are locked out, remain the responsibility of the Co-op but the tenant will be recharged for the full cost of the work and possibly a fee for extra administration.
- Repairing or changing toilet seats.
- Maintaining showers and avoiding water damage to surroundings due to neglect.

- Keeping the premises well-ventilated to avoid damp and mould conditions developing.
- Any fittings such as plugs and chains to sinks, wash-and basins and baths.
- Replacing light bulbs and electrical fuses
- Replacing flooring in the home except for kitchen and bathroom flooring
- Looking after their own property keys and replacing them if lost.
- Replacing, fixing internal locks and window locks and replacing door handles.
- Replacing electric plugs, fuses or batteries for smoke alarms and others.
- Fitting draught excluders.
- Fitting hat and coat rails, curtain rails.
- Ensuring that hallways are kept clear and clean.
- Ensuring that household waste is disposed in appropriate secured rubbish bags in outside bins provided and bins area are kept in good clean state.

Chippenham Housing Co-op reserves the right to carry out a repair or to recharge the tenant for the cost of reinstating any damage or if damages occur to your home which is unexplained or repeated.

It is strongly recommended for the tenant to take out insurance against such risks. Your home contents insurance should also include the cost of damage as a result of water damage to yours or to your neighbour's premises and to any damage caused by a break in.

7) Discretionary repairs:

Chippenham Housing Co-operative may provide additional support with repairs in certain circumstances as approved by management committee.

8) Aim of Rechargeable policy:

This rechargeable repair policy aims to clarify in simple terms where the responsibility of the Co-op and the tenant lie.

The tenants and members are reminded at all time that Chippenham Housing Co-op is self-financing, its rent being its only source of income. Following the guidelines above and being mindful of what we can contribute to self-help and the upkeep of our home, will reduce unnecessary expenses and ensure that the Co-op continue to provide and maintain clean, safe and affordable high standard homes.

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