



Recharges

Information for council tenants

Many of our tenants are unaware that some of the works we carry out are their responsibility. If we come to your property to repair something which is your responsibility, then you will be charged. This is called a recharge.

This leaflet tells you:

- About repairs which are your responsibility
- When the council will recharge you for works
- How to avoid recharges
- What to do if you receive a recharge invoice
- How to request a rechargeable repair
- About the home contents insurance scheme

Repairs that are your responsibility

Your tenancy agreement states that you must keep your home clean, tidy and in a good state of repair. You must pay us the cost of repairing any damage you cause to the property and fittings.

At the end of your tenancy, if you leave your home, garden or garage in a state of disrepair or leave behind any belongings or rubbish, we will carry out the work required and charge you for it.

When the council will recharge you for works

Any works carried out on your home where the responsibility for repair or maintenance lies with you will be recharged.

This includes for example:

- Toilet and sink blockages caused by inappropriate waste.
- Electrical faults caused by faulty appliances
- Broken windows. Where you believe that a window was damaged through vandalism, you must report the matter to the police immediately and get an incident number. Where the council confirms that the damage was caused by vandalism, you would not be charged for the repair work.

- Damage to fixtures and fittings. Any willful or accidental damage to fixtures such as baths, toilets, sinks and internal doors will be recharged to you.
- Gas safety checks. We carry out a yearly gas safety check on your boiler, if you do not respond to appointment requests and we have to break-in to the property in order to carry this out, then a charge will be made.
- Clearing your home at the end of a tenancy.
- Clearance of waste items from landings and communal spaces.
- Removal or replacement of non-standard items from a property at the end of a tenancy.

Please note this list is not exhaustive. For more information see the [Repairs Handbook](#).

How to avoid recharges

To avoid unnecessary recharges, you should:

- report repairs and keep your property well maintained
- dispose of waste products such as nappies, hygiene products and cooking fat using appropriate methods
- know your responsibilities as explained in the [Tenants' Handbook](#)
- seek written permission from your housing officer before making any alterations
- clean and clear your home and any garden spaces before ending your tenancy

How to request a rechargeable repair

You can request a rechargeable repair in the same way as you would request any other repair. We will check whether or not the works carried out are your responsibility and advise you if they are.

Home contents insurance

Home contents insurance can, in some cases, help to cover the cost of rechargeable repairs. Dacorum Borough Council offers a home contents insurance scheme for council tenants. More information on this can be found on [our website](#).

What to do if you are recharged

If you are recharged you will be expected to pay.

There are several ways you can pay for your recharge, for all of these you will need your recharge reference number:

- By telephone. Call 01442 228000 and ask for 'Housing Recharges'. We can take payment over the phone by debit card or credit card. Please note credit cards will be subject to a surcharge.

- Online. To pay your recharge online please go to the [online payment portal](#).
- By post. You can send a cheque to:

**Housing Recharges
Dacorum Borough Council
The Forum
Marlowes
Hemel Hempstead
HP1 1DN**

Please remember to write your name, address and recharge reference number on the back of the cheque.

- In person. You can pay your recharge using the payment machine at The Forum, or by bringing your recharge letter to a post office or a shop that has the PayPoint symbol.
- By standing order. Please complete the Recharge Standing Order Form found on the [Tenants' Handbook](#) page of our website and take it to your bank.

If you are worried that you cannot pay your recharge, you should talk to us in the first instance. Call 01442 228000 and ask for Recharges to make an arrangement.

For more information about recharges please contact the Recharge Officer by email: recharges@dacorum.gov.uk or telephone **01442 228000** and ask for **Recharges**.

To report a repair which you know is rechargeable, please go to the [online repairs reporting tool](#), or contact **Cardo** on **0800 0186050** and select **option 2**.