

# Recharge Policy



This policy explains how you can keep your home in the same condition as when you moved in.

We will recharge if there is damage to your home caused by accidents, neglect or deliberate actions.

## Rechargeable items include but are not limited to:

- Deliberate damage (vandalism)
- Accidental damage (flood or fire)
- Items left behind at the end of your tenancy which require removal (sheds, outbuildings etc)
- Neglect (including delays in reporting the repair)
- Unauthorised or poorly done alterations
- Removal of refuse or waste from communal areas and land such as garage sites or as a result of hoarding
- Unblocking toilets and drains
- Repairs as a result of neglect or damage from a third party
- Repairing gardens (including hedges, shrubs, and boundary fences and tree maintenance.
- Removal of items placed on our land without our consent (car etc)
- Lost or broken keys/communal keys or lock changes
- Charges for out of hours services, if we have evidence you deliberately mislead us to give you an out of hours service for a repair that is not an emergency
- Costs for missing three appointments without a valid reason

## We will give you the chance to carry out or arrange the recharge work yourself except where:

- Failure to carry out an immediate repair would result in further damage happening to the property or privately owned property
- In our opinion, it is damaging to the appearance of an estate, for example, a boarded-up window
- When the safety and security of you or your community is at risk

We will let you know what recharge costs apply to you. These may include repair, administrative, overhead, legal costs and VAT. If the final costs are not known or increase from the original estimates, these may be applied later, or additional invoices may be issued.

You will not be able to move to a new home or mutually exchange before any damage is fixed or payments are made.

We will review any exceptions on a case by case basis. We wont recharge you for:

- The cost of repairing criminal damage
- Forced entry by emergency services during a medical emergency

If you are unhappy that a repair is rechargeable or with the cost, you have the right to appeal. This must be made within 14 days of invoicing. All appeal decisions are final.

If we have been unable to collect an overdue recharge payment, we may involve a debt collection agency.

Please let us know if you or someone else in your household has any vulnerabilities.

You can report any recharges by phone, email, Live Chat or My Livin app. Recharges can also be identified during our inspections or visits.

### What next?

[Read the full policy at livin.co.uk/policies](http://livin.co.uk/policies)    [Not satisfied with this service? Let us know at livin.co.uk/complaints](http://livin.co.uk/complaints)

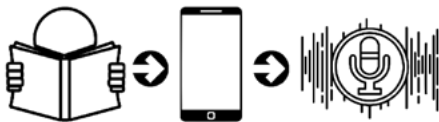
Contact us by phone if you need a copy of this policy or more information about feedback and complaints, we will be happy to post this out to you.

Please let us know if you need additional support to read this document.

We can provide this document in over 250 languages. Our most common are:

عربي (Arabic)    Български (Bulgarian)    Hrvatski (Croatian)    čeština (Czech)    پسراف (Farsi)  
Magyar (Hungarian)    polski (Polish)    Português (Portuguese)    Română (Romanian)  
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