

Service Standards - Rechargeable works

Tai Ceredigion's mission statement

"To be a first class bilingual landlord and employer that puts tenants first, provides quality homes and benefits communities and the local economy".

Standard

Tai Ceredigion will recharge tenants or former tenants where there has been deliberate damage or neglect by the tenant, a member of their household, a visitor to their home or by a pet.

The charges are based on actual cost of the work (and will include the cost of travel), a minimum charge of £100, plus administration charge of £15% and VAT.

Examples of where these recharges would apply:

- broken glass panes
- damaged smoke alarms
- damaged electrical fittings
- broken or cracked kitchen units or worktops
- replacement of key fobs or loss of keys
- damage or removal of internal doors
- damage to external doors, through forced entry (except if a Crime Reference is obtained)
- where an urgent responsive call is requested and no access is available when contractor calls
- overgrown gardens
- personal effects and rubbish left at a property
- broken appointments (3 in total)
- re-commission of oil boilers where oil tank has run dry

This list is not exhaustive but gives an indication of when a recharge will be applied. It is important that all tenants take responsibility for looking after their homes and ensure that they are not faced with additional charges whilst living there or when they move out.

If you are unsure as to whether these charges may apply to you, you can contact Customer Services who will be able to clarify where the responsibility lies.

If you are aware that damage has been caused to your property that is your responsibility to repair, or you need help with tidying your garden, please contact Medra services, who will be able to give you an estimate for any work that needs to be done.

A copy of the Rechargeable Works Policy is available upon request on 0345 606 7654 or e-mail post@taiceredigion.cymru

These Standards will be reviewed regularly, at least every three years

