

There are some repairs which you are responsible for and which are not covered by your rent. We usually ask you to arrange for these repairs yourself, however, we understand that this can be both expensive and difficult to organise. Therefore we offer a service where we'll do these repairs for a competitive price, as long as you pay in advance. This resident summary gives you information about this policy.

This summary applies to all rented tenants with:

- Southern Housing Group Ltd,
- James Butcher HA Limited
- Southern Housing Home Ownership Ltd.

### **What repairs am I responsible for?**

The repairs that you are responsible for are detailed in your Residents' Handbook and in your tenancy agreement. They include minor repairs, like unblocking sinks and replacing toilet seats, to fixing damage to internal doors and windows. They can also include repairs which are a result of negligence or damage caused by you or members of your household.

### **Requesting a rechargeable repair**

When you report a repair that is your responsibility the Service Centre will advise you to complete it yourself. However, depending on the type of repair, we may offer to carry out the repair on your behalf. If you want this to happen, all you have to do is tell us when you've paid for the repair in full and we'll send out a contractor to do the work.

If your repair is classed an emergency, we'll carry it out immediately. However, we'll still expect you to pay for it.

### **How much do I have to pay?**

We won't recharge you for the full cost of the repair or for our administration costs. Instead, the amount you pay is based on a list of competitive prices, depending on the nature of your repair.

When you report the repair to the Service Centre they'll tell you exactly how much it costs. They'll also set up a sub account and send you a special PayMate card so that you can pay this amount easily.

**For more information on how to pay with your PayMate card, please refer to 'You and your rent' in your Residents' Handbook.**

### **Payment difficulties**

If you have problems paying for the repair, we may agree a payment plan with you. However, if you have not paid the full amount within two months, we'll cancel the charge on your sub account and refund any payments you may have made. You can always ask us to do the repair once you can afford it.

### **Cancelling a rechargeable repair**

If you no longer want us to carry out the repair, please contact the Service Centre on **0300 303 1771 quoting your job reference number**. We'll cancel any charge on your sub account and refund any money you may have paid. However, in this case we'll expect you to carry out the repair yourself, and will follow up to check that this has happened.

Cont'd

# Rechargeable repairs

## Resident Summary

### Repairs after you leave your property

If you are planning to move you should call us to see if you can have repairs carried out under this policy. According to the terms and conditions of your tenancy agreement you are expected to leave your property and its fixtures and fittings in a good and clean condition. If you leave it in a condition that requires us to carry out repairs, redecoration, or clearance, that are your responsibility, we may recharge you for the full cost.

The decision to do this is made on a case-by-case basis but will take account of age, health, disability or other vulnerability, which may prevent you from making a payment.

We may also ignore costs where damage is the result of vandalism or violence, provided that it has been reported to us and the police as soon as the incident has occurred.

### Discretionary circumstances

In exceptional cases there may be occasions where we use our discretion to waive the cost of rechargeable repairs.

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### Contact us

If you live anywhere in the UK except the Isle of Wight, phone us on **0300 303 1771**

If you live on the Isle of Wight, phone us on **0300 303 1772**

#### All residents

**Service Centre** opening hours  
8am to 8pm, Monday to Friday

Email us at  
[service.centre@shgroup.org.uk](mailto:service.centre@shgroup.org.uk)

Write to us at **Service Centre,**  
**Southern Housing Group,**  
**PO Box 643, Horsham RH12 1XJ**

Visit our website at  
[www.shgroup.org.uk](http://www.shgroup.org.uk)

For help with translations, or if a large type, Braille or audio summary would be useful, please contact the Service Centre.

#### Arabic

لمساعدتك في الترجمة يرجى الاتصال بمركز الخدمة على هاتف 0300 303 1771.

#### Bengali

অনুবাদ সাহায্য পেতে হলে সার্ভিস সেন্টারে 0300 303 1682 নম্বরে ফোন করুন।

#### French

Si vous souhaitez recevoir de l'aide avec vos traductions, appelez le 0300 303 1771.

#### Somali

Wixii ah caawimo turjumaan ka soo wac Xarunta Adeegga telefoonka 0300 303 1771.

#### Spanish

Si necesita que le ayudemos con alguna traducción, llámenos al 0300 303 1771.

#### Turkish

Tercüme konusunda yardım için 0300 303 1683 'den Hizmet Merkezi'ni arayın.

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