

Rechargeable Repairs - Your Questions Answered

From time to time it may be necessary for Eastlands Homes to charge you for certain work that has to be carried out to your property.

When this can happen:

- If the damage has been caused through neglect, misuse or vandalism by you or anyone who visits your home.
- If an unauthorised installation has to be put right.
- If you do not have a police crime number for any vandalism caused to your home.

What items count as a rechargeable repair?

- Replacing locks/keys and door frames (following forced entry) due to loss or theft of your keys.
- Any internal or external damage such as broken windows, holes in doors and plasterwork, caused by you or anyone who visits your home.

How will I know if the repair will be recharged to me?

If you are currently a tenant of Eastlands Homes:

- You will be informed that the repair is rechargeable when you report it to Eastline.
- If a member of staff visits you at your home and identifies any damage caused by neglect or vandalism which has no police crime number.

If you are moving out of the property:

A Housing Officer will arrange to visit you before you leave to carry out a property inspection. You will be informed of any potential recharges and you will be given the opportunity to put them right yourself.

Once you have left the property a further inspection will be carried out. If you have not put right any damage - or more damage has occurred - we will carry out the work and charge you for the cost.

How do I pay for work done?

- If you are a current tenant you must pay the full amount before the repair can be carried out.
- If you have moved out you will be sent an invoice for the full cost of the work, once it has been completed. You will be given 28 days to pay the bill in full.

If you feel you cannot pay the full bill immediately you should contact us to discuss how you can repay it. In certain circumstances you may be able to pay in instalments - please contact us to discuss this option.

Contacting **Eastlands Homes: Call Eastline** (0161) 274 2390, **8.00am – 5.30pm weekdays**

Write or visit: Eastlands Homes, Eastlands House, Victoria Street, Openshaw, M11 2NX

Reception open 8.45am – 4.30pm weekdays

Fax (0161) 274 2133 • **email: eastline@manchester.gov.uk** • www.eastlandshomes.co.uk

What if I disagree with the bill?

If you disagree with the bill, you can write to us, phone Eastline or speak to us in person at Eastlands House.

We will investigate your reasons within five working days and respond to you in your preferred method of communication.

If you are dissatisfied with the outcome of the investigation you can ask for the matter to be formally reviewed using our complaints procedure.

What happens if I don't pay my bill?

If you don't pay your bill, Eastlands Homes will take action against you, which may include:

- Court action that may prevent you from obtaining credit in future
- A debt collection agency to recover the cost