

Rechargeable Repairs Guide for Customers

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Director of Property Services:

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Responsible Officer:

Head of Repairs

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1. Introduction

You'll be responsible for repairs where deliberate, accidental damage or neglect has occurred which has been caused by you, a member of your household, visitors, pets or others including lodgers and subtenants, and are not due to general wear and tear of materials.

Where you fail to carry out identified work, install a defective system into your home, install fixtures or fittings without our permission, carry out work yourself that fails to meet current legislation or expected standards; or cause emergency repairs to be necessary due to your actions, you'll be charged.

Repairs relating to gas and electricity must be completed by Vico Homes to satisfy health and safety requirements and current legislation. We may carry out and charge for repairs considered necessary for health and safety reasons or in emergency situations, arising from the misuse of the home.

Examples of work not attributed to fair wear and tear which we may charge for include, but are not limited to, the following:

- damaged sinks or toilets;
- broken windows or doors;
- kitchen units damaged, painted or vinyl wrapped;
- floods from washing machines;
- lost keys or access control fobs;
- missing or damaged smoke alarms.

Appendix 1 shows the costs associated to the most frequent rechargeable repairs.

2. How to pay

Payment can be made using a credit or debit card by phoning us on 0345 850 7507. Payment can also be made by cheque sent directly to us at Merefield House or by cash at any Post Office or PayPoint outlet using the invoice barcode or by setting up a Direct Debit or by paying online on our website. A payment in advance of the repair being completed may be requested.

3. Disagreement with recharges raised

Current customers

If you wish to dispute a rechargeable repair, please call the employee stated on the correspondence relating to the recharge.

If we are called out to deal with a repair between the hours of 8 pm and 8 am any day of the week and all day on Christmas Day, Boxing Day or New Year's Day and the repair is not a genuine emergency we will charge the full costs of the call-out.



The provision of a crime number does not prevent a recharge being raised

If you contact us about an invoice for a rechargeable repair and this charge is a result of the police being involved and you provide a crime number, the invoice will remain payable until the Repairs Team has reviewed and confirm that an invoice should not have been raised.

Former tenants

If any rechargeable items are disputed by a former tenant, this will be investigated by the Homesearch Liaison Officer or appropriate Senior Homesearch Officer. Appeals must be made in writing (including email) within 21 days, and a written decision will be sent to the former tenant within one month of the appeal letter being received.

If the former tenant is not satisfied with the outcome of the appeal, they can request a review of the decision by writing (including email) to the appropriate Homesearch Manager within 21 days of the review decision. A full response will be provided within one month of the receipt of a request for review.

Complaints

We want you to be happy with the services you receive. However, sometimes you may feel you want to complain about our service or something you feel we have done or failed to do. You can complain in a variety of ways such as:

- online at [Making a complaint | Vico Homes](#)
- by emailing contact@vicohomes.co.uk
- by letter, to any of our Hubs or to Vico Homes, Merefield House, Whistler Drive, Castleford, WF10 5HX;
- by calling on 0345 8 507 507; or
- in person at one of our Hubs at Wakefield or Pontefract.

Alternatively further information can be found on our website here at [Welcome to Vico Homes | Vico Homes](#)



Appendix 1 Rechargeable repair costs

These prices may alter with emergency call out outside of core operational hours.

Table of most frequent rechargeable repairs	Price including VAT
Plumbing – make safe	£82.12
Joinery – make safe	£82.12
Electrical – make safe	£82.12
Gas – make safe	£82.12
Board up – make safe	£91.83
Lock change – price per lock (such as loss of keys)	£98.10
Removal of windows to allow furniture to be delivered (this must be organised in advance)	£223.42 per visit
Misuse of the Emergency Repair Service - this will include where it is found that there is no credit on a utility meter	£82.12
New internal door	£171.13
New external door	£958.32
New external (fire) door	£958.32 to £1,235.04
Blocked drain due to misuse	£82.12
Electrical – renew door entry fob	£106.45
Electrical – renew smoke alarm	£116.82
Electrical – renew outside light	£147.40
Electric cooker connection	£147.11
Gas cooker connection	£149.73
Gas cooker disconnection	£77.87
Annual gas service – Combi boiler	£86.25
Gas service – Additional appliance	£35.94
Full Electrical Inspection Condition Report	£291.81
Out of Hours call out	Full cost of call

