

Handy Guide to Recharges

There are some repair that you, as a St Vincent's customer, have a responsibility for, generally these include:

PLUMBING AND HEATING

- Replacement plug and chains on baths, basin and sinks.
- Bleeding (releasing air) of radiators to restore heat - You can purchase a radiator key from most hardware stores at a minimal cost
- Re-lighting pilot light on gas boilers.
- Having appliances (e.g. washing machine, dishwasher etc) plumbed in by a qualified plumber.
- Rectifying damages to your home/neighbours as a result of a leak from your appliances.
- Unblocking waste pipes from toilets, bath, basin, sinks etc.
- Replacing broken/cracked toilet seats, bath panels, baths and wash hand basin/pedestal.

ELECTRICAL

- Replacing electrical plugs and fuses.
- Resetting of circuit breakers.
- Replacement of light bulbs, florescent tubes and starters.
- Installation and testing of you own electrical appliances. This must be conducted by a qualified electrician.
- Changing of batteries to smoke alarms.
- Repair/renewal of TV aerials (except for communal aerials).

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JOINERY

- *Easing of doors to accommodate new flooring or carpet.*
- *Fitting extra locks, catches or safety devices.*
- *Erecting and removing shelves.*
- *Fitting or securing curtain rails, coat hook, towel rails etc.*

DECORATION AND CLEANING

- *Maintaining all internal decoration to a clean standard.*
- *Filling of minor cracks/holes to plasterwork and woodwork.*
- *Cleaning windows internally and externally (external & communal window cleaning should be covered by your service charge, if you live in a purpose built block please refer to your Tenancy Agreement for confirmation).*
- *Maintaining garden areas for which you have exclusive use.*
- *Disposing of rubbish.*
- *Wiping down condensation to avoid mould growth.*
- *Pest infestation e.g. ants, wasp nests, cockroaches, mice etc.*

KEYS AND LOCKS

- *For the costs incurred in gaining access to your home in cases where you have locked yourself out or lost your keys etc.*
- *The replacement of lost or mislaid keys.*
- *If all keys are lost you must also replace the lock.*

BROKEN OR CRACKED WINDOWS

- *Repairing and replacing damaged windows and doors etc*
- *Any repair arising out of a break-in or vandalism (except in cases where the incident has been reported to the police and a crime reference number has been obtained).*
- *Any damage caused to your home either negligently or accidentally, caused by you or other occupants or a visitor to your home.*

RECHARGING YOU FOR REPAIRS

Sometime we will carryout some of the repairs which are your responsibility, this may be done to protect the structure of the building or to maintain the appearance of the property. In such cases, we will charge you for the cost of the repair; this is referred to as a 'rechargeable repair'.

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REPORTING REPAIRS

Repairs should be reported without delay by telephoning us on **0845 606 6565** and speaking to one of our Customer Service Advisor. When reporting a repair please provide us with the following information:

Your full name and address.

Your telephone number (including the dialling code)

Full details of the repair.

A time when our contractor can carry out the repair/s.

IMPORTANT

PLEASE REMEMBER, if you fail to cancel an appointment or if you are not at home when the contractor calls, you will be charged a minimum of **£35.00** for the visit, this is referred to as an 'abortive visit'.



If you have any queries regarding recharges please contact one of our Customer Service Advisors or the Income Administrator on **0161 772 2120**, who will be happy to help.
