

Housing Recharge Policy

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Related documents	Rechargeable Repairs Procedure Rechargeable Works - Guidance for staff to be read alongside the Recharge Policy Reactive and Planned Maintenance Policy Tenants Handbook Tenancy Agreements

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1. Introduction

This policy sets out the basis on which we recover the cost associated with rechargeable work. This policy covers all circumstances, services and work considered rechargeable.

Canterbury City Council (CCC) (the council) is committed to providing an efficient service that meets all its legal and contractual obligations. This Recharge Policy sets out the items that current and former tenants, leaseholders and those who have received other financial assistance may be charged for in respect of repairs, maintenance, neglect or abuse of a council home.

Each year CCC spends thousands of pounds cleaning, clearing and repairing properties due to neglect, damage and unauthorised changes caused by tenants, their families and guests. Most of these costs are rechargeable to the tenant and leaseholder.

The council's Tenancy Agreement [Your tenancy agreement | Canterbury City Council](#) sets out the legal position for both tenant(s) and the council in terms of their respective repair and maintenance responsibilities for the property, the structure and exterior of the building and communal areas. It confirms the requirement for tenant(s), those living with them and their visitors to take reasonable care to prevent damage to the property, decoration, fixtures and fittings, council supplied furniture (if applicable), communal areas and neighbouring properties. It states the action that may be taken where tenant(s) fail to meet this requirement.

The Lease Agreement sets out the legal position for both Lessees and the council in terms of their respective repair and maintenance responsibilities for the property, the structure of the building and its communal areas. [Buying or selling a council leasehold property | Canterbury City Council](#)

The council recognises that the vast majority of tenants and leaseholders understand their responsibilities and will look after their homes. However, there are a small number of residents who do not value their homes or take responsibility for ensuring they comply with the terms and conditions of their Tenancy/Lease Agreement relating to property standards. This Policy provides guidance to tenants, leaseholders and the council on their respective obligations. Each case will be dealt with on its own merits. This policy gives the council the tools to be able to recharge Residents who do not comply and thereby help to keep costs and service charges as low as possible.

This policy is based on the assumption that rechargeable works are not the same as tenant requested works (TRWs). TRWs are works requested by a tenant or leaseholder that falls within their responsibility and do not have an impact on the security of the local area (eg broken external windows). TRWs are not automatically carried out by the council and tenants are advised of this when a request is made.

2. Our aims and the purpose of this policy

- 2.1 Canterbury City Council (CCC) aims to operate as an effective value for money (VFM) organisation through our fair and responsible collection of income from rechargeable works. This policy seeks to identify the services and work considered rechargeable and sets out the circumstances in which we will recharge. The Policy sets out which repairs the council (as landlord) is responsible for and which repairs are the responsibility of the tenants/ leaseholders /former tenants. [Your tenancy agreement | Canterbury City Council](#)

The aims of the Recharge Policy are to:

- Promote a responsible attitude from residents towards their property.
- Pursue those who are negligent or deliberately cause damage. To do this proactively through the provision of information and support, and reactively by ensuring that costs, where justified, are recovered.
- Ensure rechargeable items are explained clearly and dealt with efficiently and fairly.
- Recover the costs of rechargeable items, where justified, from current and former tenants, other occupants in leased accommodation and those who have previously received short term recoverable financial assistance and leaseholder(s).
- Maximise income by recovering debts owed for rechargeable items in the interest of both the council and its tenants and leaseholders, whilst having regard to the council's overall statutory duties (including to vulnerable persons) such as through the provision of affordable repayment plans.

The council aims to treat all customers fairly, and with respect and professionalism. To this end, the council will ensure that no individual is discriminated against on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief (including political opinions), sex or sexual orientation and that in the appliance of this Recharge

Policy the council will comply with its duties under the Equality Act 2010 including their public sector equality duty (section 149).

Specifically, this policy is designed to guide staff in the following areas:

- recognising and understanding the existence of rechargeable work and to clarify exactly what costs are rechargeable to the tenant, and when.
- knowing how to raise and recover rechargeable debts and provide incentives for prompt payment.
- ensuring that a consistent and fair approach is adopted in relation to the raising and collection of these debts.
- ensuring that income collected through rechargeable costs is reinvested appropriately in the housing service.

3. Relevant legislation

3.1 Through the implementation of this policy, CCC will act in

accordance with the relevant legislation as detailed below (this list is not exhaustive):

- The Landlord and Tenant Act 1985, Section 11 (Repair obligations).
- The Housing Act 1985, Section 97 (Permission to undertake alterations).
- Housing Act 1985, Section 96 (Right to Repair)
- Housing Act 1996 Section 135
- Secure Tenants of Local Housing Authorities (Right to Repair) Regulations SI 1994/133, as amended by Secure Tenants of Local Housing Authorities (Right to Repair) (Amendment) Regulations SI 1994/844 and Secure Tenants of Local Housing Authorities (Right to Repair) (Amendment) Regulations SI 1997/73.
- Housing Act 1985 Section 97 and Section 99A; Secure Tenants of Local Authorities (Compensation for Improvements) Regulations 1994 SI 1994/613.
- The Public Health Act 1961, Section 35 (Filthy or verminous properties).
- The Equality Act 2010, Section 29 (Provision of services).
- The Local Government (Miscellaneous Provisions) Act 1982 Section 41 (lost and uncollected property)

4. What is rechargeable work?

- 4.1 For the purpose of this policy, rechargeable work is defined as any work CCC has to do to ensure a property is safe and/or suitable to be re-let, for which the **tenant** or leaseholder is responsible. The tenancy agreements of the council set out what repair work tenants are responsible for.

[Your tenancy agreement | Canterbury City Council](#)

*For a list of tenant repair responsibilities see **Appendix (a)** and the [Tenants Handbook](#)*

- 4.2 Where a tenant has caused damage that is beyond normal wear and tear, the cost of repairing this is also deemed to be rechargeable. This includes damage caused by members of the tenant's household, family members, friends or other visitors and pets.
- 4.3 Other costs may be recharged at the end of a tenancy for the correct disposal of rubbish, clearing and/or cleaning a property or garden or for any other work needed to bring the property back to a lettable state.

5. Other recharges and costs

- 5.1 **Unauthorised alterations** by a tenant(s) where the council cannot grant retrospective consent. This is defined as any works that are required to bring the property back up to an acceptable level in accordance with the Decent Homes Standard and the Property Lettings Standard taking into account all relevant legislation relating to Health and Safety.
- 5.2 **Replacement of lost/stolen or broken door keys** and entry fobs including the cost of gaining entry to change the locks. This includes garage and shed locks and keys.
- 5.3 **Storage of a former tenant(s) goods following eviction** or the ending of a tenancy

The property should be left clean, tidy and empty. If items are left in the property, the former tenants will be responsible for meeting all reasonable removal and/or storage charges. They will be stored for a maximum period of one month and the former tenants notified that this has been done by writing to them at their last known address. If the items are not collected within one month of notification, the council will dispose of the items. The former tenants will also be liable for the costs incurred in disposal of the items.

In both cases, the council will apply the provisions of section 41 of the Local Government (Miscellaneous Provisions) Act 1982 (lost and uncollected property). Following items being removed the timescales set out in section 41 will apply. The council will take ownership of the items and the tenant(s) will be charged for any costs incurred by the council relating to the removal, storage, disposal or other costs relating to their property.

5.4 Access to properties

The council is required to fulfil certain legal obligations (such as the completion of gas servicing, electrical and gas safety checks). If access to the property is denied and legal action is taken, the tenant(s) will be responsible for costs incurred, where awarded (eg the cost of gaining entry and legal fees)

5.5 Clearance of bulky items from housing land/communal areas

If a Housing Officer deems it necessary for a bulky item to be removed and the tenant(s) fails to remove it, the responsible tenant(s)/leaseholder(s) will be recharged accordingly. If a bulky item(s) has to be removed from a communal area (such as clearance of waste from blocks of flats), the responsible tenant will be recharged accordingly.

5.6 Residents can request removal of bulky items online [Donate or get rid of unwanted items | Canterbury City Council](#) Charges will apply.

5.7 Costs associated with clearing and repairing a filthy or verminous property during the course of a tenancy (as defined under section 35 of the Public Health Act 1961).

5.8 Removal of trees/hedges

These are for costs of tidying gardens that have been neglected or left overgrown by a tenant(s).

5.9 Any other circumstances that cause an unreasonable cost to the council.

6. Prevention

6.1 An aim of this policy is to reduce the amount of rechargeable works CCC carries out, to avoid unnecessary costs being recharged to tenants and also to the council.

We aim to do this by:

- (i) Providing clear information and advice on tenant repair and maintenance responsibilities when tenants are let a property and when identified throughout the life of a tenancy.
- (ii) Providing information on tenant repair and maintenance responsibilities when tenants go onto the mutual exchange, transfer or housing waiting list.
- (iii) Promoting a more positive, joined-up approach to tenancy audits and pre-term visits; to help tenants understand their responsibilities and what they could be recharged for.

7. Identifying rechargeable repair(s)

7.1 Rechargeable repair(s) will be identified in any of the ways set out below. This is not an exhaustive list and rechargeable repairs may be identified in other areas. Where rechargeable repairs are identified, they will be dealt with in line with this document.

7.2 *Through programmed inspection of the property*

7.2.1 When a tenant(s) has been offered alternative accommodation, a housing officer will complete a transfer inspection at the tenancy address. This process only applies to prospective tenants for council new build properties according to the Local Lettings Plan.

7.2.2 Mutual exchange - A housing officer will visit the property and advise the tenant(s) what improvements need to be made in order for the exchange to progress.

7.2.3 Pre-termination visit - Rechargeable repairs will be identified as far as practically possible before the property becomes vacant.

7.3 *Through reactive visits*

When the council's employees/contractors are called to address a repair, the repair will be inspected to identify if the damage/repair has been caused either by negligence or deliberate damage. Where this has occurred, it will be reported back to the Housing Maintenance Manager, or other officer nominated for the purpose by the Head of Housing Services, for consideration to recharge for the call out and repair.

7.4. *Through information received from external bodies (eg the Police, Social Services, Council Contractors)*

In certain circumstances, requisitions for repairs may be raised by external organisations and highlighted as rechargeable. In these cases, details of any required repairs carried out will be sent to the Team Leader (Reactive Repairs), or other officer nominated for the purpose by the Head of Housing and Community, for recharge consideration.

7.5 *Through self-reporting*

When a tenant (s) reports their own repair to the council's Repairs Team, the Team will make a decision based on the information presented, or held on their own records, and the customer's circumstances, when considering whether a repair is rechargeable.

7.6 *Through reports to staff or out-of-hours contractors*

In an 'out-of-hours' situation, staff or contractors will be asked to make a decision based on the information presented or held on our own records and the customer's circumstance. If the repair is deemed an emergency, work will be carried out, and a retrospective recharge will be considered. The resident will be made aware of this.

8. Recharging

8.1 If a tenant does not do the work that they are responsible for during the term of their tenancy, CCC will arrange for it to be done when they leave and recharge the cost of this back to them. CCC will also carry out repair work where failing to do so would create a health and safety risk to a current tenant (see 7.3) or to a property or neighbour. CCC will endeavour to collect the full cost from the tenant.

8.2 Creating a recharge

- (i) CCC will recharge the tenant by sending an invoice for the rechargeable work as soon as possible. This will state what we are recharging for and the total cost payable. CCC will raise an invoice even when we have no forwarding address to ensure that we have accurate records of the costs associated with the rechargeable work.
- (ii) Any cost recharged will be fair, accurate and reasonable, and will be substantiated with documentary evidence. Wherever possible we will seek to obtain the tenant's agreement

accepting responsibility for the damage or work needed prior to ordering this work.

- (iii) Tenants will be charged according to a rechargeable works schedule of costs (see section 11 for details) that sets out the cost of each type of repair or job. Tenants will also be expected to pay an administration fee and, where applicable, VAT will be added at the current rate.

- 8.3 When a repair is identified and it is considered to be rechargeable, taking into account the circumstances outlined in sections of this policy the tenant(s) or leaseholder(s) will be advised of their responsibility to have the work carried out and that it will be at their cost.
- 8.4 In some circumstances, tenant(s) or leaseholder(s) are not obliged to have the rechargeable work undertaken by the council; they can complete it themselves to an appropriate standard that is satisfactory to the council or, if the task is specialised (such as lighting, hot water, heating or electrical), they must hire a specialist to undertake the work required. The individual must have proper and adequate public liability insurance cover and be properly and appropriately registered for the applicable trade; for example, qualified and registered electricians, gas safety professionals and recognised tree fellers. The tenant(s) must notify the council in advance if they intend to employ a specialist contractor in order to obtain prior consent. The work must be completed to a standard accepted by the council and an inspection may take place to ensure this.
- 8.5 When a repair request is received or identified and it is considered to be rechargeable, taking into account the circumstances outlined in sections 5, 6 and 7 but the tenant(s) or leaseholder(s) is unable to arrange for the repairs to be completed (eg late at night or lost keys), then, with agreement of the tenant(s) or leaseholder(s) to accept the recharge, the work will be ordered in the normal way and coded to 'recharge'. If possible, full payment in advance will be taken. If not, once completed, an invoice will be issued for the cost of the works for payment by the tenant(s)/leaseholder(s)/former occupier.
- 8.6 When a repair request is received or identified and it is considered to be rechargeable, taking into account the circumstances outlined in sections 5, 6 and 7 but the tenant(s) or leaseholder(s) or former occupier is unwilling to arrange for the repairs to be completed (either by recharge or making their own arrangements) and as a consequence will put other tenant(s), leaseholder(s) or visitors at

risk, then the repair shall be ordered in the normal way, coded to 'recharge' and an invoice sent to the tenant(s)/leaseholder(s) /former occupier as soon as possible after the completion of the works.

- 8.7 When a repair request is received or identified and it is considered to be rechargeable, taking into account the circumstances outlined in sections 5, 6 and 7 and the tenant(s) or leaseholder(s) is deceased, an invoice will be raised against the estate.

9. Rechargeable Repairs - Void Properties (when you end your occupation, tenancy or mutually exchange)

- 9.1 The council will charge tenant(s), former tenant(s), former occupiers and leaseholder(s) in line with section 8 and 9 of this Policy for the cost of making good any damage, replacement of missing fixtures and fittings, unauthorised alterations and removal of anything left in the home, garage or garden at the end of the tenancy. Due allowance will be made for expected fair wear and tear.

- 9.2 Particular attention will be given to:

- Missing items (such as fire doors)
- Property alterations.
- Damage other than fair wear and tear
- Clearance of rubbish, floor finishes etc.
- Clearing out of lofts
- Clearing gardens including removal of sheds (sheds in good condition may be left if agreed at pre-tenancy inspection by a Housing Officer)
- Removal or lopping of trees where it is the tenant(s) responsibility and it has not been maintained
- Repairs to pathways, fencing, outbuildings or property where damage has resulted as a consequence of unmaintained trees which are deemed tenant(s) responsibility
- Removal or making good tenant(s) fixtures /fittings

- 9.3 Where possible a final inspection of the property will be carried out by a housing officer before the property is vacated to ensure all rechargeable repairs have been completed to the council's satisfaction.

- 9.4 Where it has not been possible to carry out an exit interview or final inspection, (for example when a tenant(s) has passed away), an inspection will be carried out as soon as possible after the property has been vacated and any repairs required dealt with as outlined in

section 8. Care will be exercised to ensure necessary repairs can be attributed to the outgoing tenant(s) and did not occur since the property became vacant. where it is attributed to the outgoing tenant the cost will be attributed to their estate.

- 9.5 Each case will be considered on its merits, and discretion may be exercised depending on the particular circumstances, for example, where vulnerable persons are involved.

10. Recharges and housing needs register

- 10.1 Where a tenant or former tenant applies to join the housing needs register, if they owe rent or other charges from either a current or former tenancy they will only be considered for an offer of a home at the discretion of the council. The council usually expects applicants to clear the arrears completely before they will be considered for an offer. Other registered providers have their own rules about arrears see s 2.2 of the [Allocations Policy](#)
- 10.2 Tenants of any local authority or registered provider with (former or current) arrears of rent or repairs recharges inclusive of all costs and fees, unless they are less than four weeks and can prove that they have paid and are maintaining a sustained repayment plan for six months, and have cleared a minimum of 50% of the total debt, or unless those arrears have accrued for reasons beyond their control.

11. Exemptions to recharges

11.1 Circumstances in which CCC may not recharge

- There may be circumstances when CCC decides not to recharge a cost. CCC officers will exercise discretion before making a decision on whether or not to recharge. This will be clearly documented.
- CCC may decide to waive a recharge on the basis of a tenant suffering extreme vulnerability or hardship or where the cost of collecting the debt is likely to exceed the value of the recharge. CCC may exercise discretion in these cases and a decision to waive a recharge will be based on supporting evidence.
- Where a decision has been made to waive the recharge, it will still be recorded to ensure accurate accounting with regard to the rechargeable work. The cost of the work will be met through the repairs budget.

- 11.2 Examples of when we would and would not recharge are:

- When a tenant has passed away, and there is no estate to pay the cost; or when a tenant goes into residential care and has no means to pay.
- When a tenant has been a victim of a serious crime and has reported this to the police. This must be substantiated by a crime reference number and can provide supporting evidence from the police.
- If a security key fob is faulty and is returned to CCC for replacement.
- CCC will also recharge tenants or former tenants for any other action, service or circumstance that results in unreasonable cost to CCC, for which the tenant is responsible.

12. Calculating the cost and payments of recharges

12.1 Once a rechargeable repair has been identified, a report will be compiled highlighting each item, details of the repair(s) and an estimated cost. This will be used to create an invoice for the cost of completing all of the listed works.

12.2 The costs of recharges are based on the repair costs (usually in accordance with the schedule of rates supplied by our contractors, unless a specialist repair service is required) and may vary. The schedule of rates used will have been tendered by the council following procurement regulations.

12.3 An administrative fee of 10% of the total rechargeable amount will be added to the cost. Fees are chargeable as set out in the table below or such other amounts as from time to time may be agreed by the council.

12.4 The council may choose to also recover its reasonable overheads for specifying, procuring and supervising rechargeable works

12.5 If there are multiple debts owed by the tenant(s), the payment of rent arrears will always be the priority debt.

12.6 Where resident(s) are unable to pay the amount due for a recharge in full, a repayment plan can be set up using Direct Debit in the particular circumstances of the case, agreed at a reasonable/affordable level.

12.7 The council offers multiple ways for resident(s) to make payment of their invoices. These include: 24 hour automated telephone line using a credit/debit card, online payments on our website, bank transfers, Standing Orders and Direct Debits and cheques

12.8 Where an invoice is raised against an estate and there are no funds available, the executor/administrator of the estate, next of kin or other persons managing the financial affairs must provide a copy of the deceased's closing bank statement.

12.9 Residents should not need to wait for a reminder to pay outstanding charges if they know that the payment is due.

13. Collecting debts

13.1 CCC will ensure tenants are treated fairly and, wherever possible, recover the whole debt from the tenant in a timely and efficient manner.

13.2 Non-payment of debt

In exceptional cases, and where it would be cost-effective to do so, CCC may seek a judgement from the courts for persistent non-payment of recharges. The council may seek court costs and legal fees. This depends on individual circumstances and the balance outstanding.

14. Disputes and appeals

14.1 Subject to any legislative requirements, disputes of recharges must be received in writing by the responsible officer within 21 days of the invoice being sent. The investigation will be carried out by a senior officer who is not involved in the original decision.

14.2 When a dispute is lodged, the council will aim to make a decision in writing to the tenant(s)/leaseholder(s)/former tenant within 21 days. The tenant(s)/leaseholder(s)/former tenant will be notified of what evidence they must provide to the council within the same time scale. It is the tenant(s)/leaseholder(s)/former tenant(s) responsibility to provide the requested evidence. If not received, then it will be assumed that the tenant(s)/leaseholder(s)/former tenant(s) no longer wishes to pursue the matter.

14.3 The council will fully investigate any disputed rechargeable costs. If after investigation the original costs are upheld, the tenant(s)/leaseholder(s)/former occupier or person responsible will be advised that steps will need to be taken to repay the amount owing; or if they remain dissatisfied with this, a complaint may be lodged within 21 days of the review decision, which will be investigated through the council's formal complaints process.

- 14.4 The cost of a recharge may be waived (in full or in part) in exceptional circumstances where evidence can be provided to justify such a waiver, for example, if the tenant(s)/leaseholder(s)/former occupier has a disclosed prolonged or considerable disability, severe mental impairment or learning difficulty. When a recharge would result in considerable financial hardship, or where damage is caused by an act of domestic violence or anti-social behaviour directed at the resident, or as a result of a hate crime, the council may seek to arrange an affordable repayment plan in appropriate circumstances.
- 14.5 The council has the right to refuse to carry out Rechargeable Repairs providing that by doing so, the council is not placing the tenant(s)/leaseholder(s)/former occupier or any other residents at risk of harm and the council is not acting in breach of any legal obligations to the tenant(s)/leaseholder(s)/former occupier.

Reasons to refuse may include where requests for additional works come from a tenant who has not made or kept up with payments owing to Canterbury City Council.

If the tenant is not satisfied with the decision, they have the right to make a complaint through our formal complaints procedure. The complaint will be investigated and responded to by a manager independent from the original decision-making process.

15. Enforcement

If an invoice has been issued but the Resident fails to pay the sums owed, the matter will be dealt with in accordance with the council's current debt recovery procedures.

16. Equality and diversity

- 16.1 CCC acknowledges the need to provide an effective service, but one that is sensitive to tenants' needs. Through the implementation of this policy, CCC will treat tenants courteously, fairly and objectively at all times. Pre-term tenancy visits and other routine visits will be carried out with respect to any particular cultural or religious practices and in accordance with their human rights.

17. Monitoring and review

- 17.1 The policy will be reviewed on a regular basis, or in response to relevant changes in government legislation, in accordance with other service policies, organisational structure, development of good practice, in or to address operational issues.

18. Definitions-glossary

- 18.1 **Bulky waste** – Any build-up of items, which have not been disposed of in the correct manner including but not limited to: fly tipping, contaminated waste, white goods, unwanted furniture and appliances and general waste whether it is left in the property, garden or communal areas.
- 18.2 **Communal areas** – These include shared entrances, halls, stairways, passages, balconies, yards, lifts, fire escapes, roads and paths leading from or to your home, grassed, cultivated, drying and play areas, forecourts and other shared areas within a development boundary. This list is not exhaustive.
- 18.3 **Leaseholder(s)** – The person(s) who has purchased a property with a Lease Agreement and who shares communal areas of a development with other residents.
- 18.4 **Rechargeable repair(s)** – Repairs that are the result of damage or negligence to the property and/or its fixtures and fittings internally or externally by a tenant(s) or leaseholder(s) or a member of the tenant(s)/leaseholder(s) household or an invited visitor to the property and/or communal areas or where a repair falls outside the scope of the council's ie landlord's legal responsibilities.
- 18.5 **Resident(s)** – means leaseholder(s) and/or tenant(s) and occupants placed in temporary accommodation under the council's Private Sector Leasing Scheme.
- 18.6 **Tenant(s)** – The person(s) to whom the council has granted the tenancy. If you have a joint tenancy, 'the tenant(s)' includes all joint tenants.
- 18.7 **Those that have received financial assistance** - This usually relates to homeless applicants or those threatened with homelessness for example short term loans to assist with housing payments, rent deposit scheme, removal costs or any other costs incurred by the council that may be deemed rechargeable.

Version History

Version Number	Release Date	Reviewer	Summary of Changes	Approval Status
1				

Appendix (a) – List of tenant repair responsibilities

General tenant repair responsibilities

General repairs and maintenance including:
• All internal decorations - including repairing surface cracks, holes in walls and ceilings
• Maintaining double glazed windows and doors, ensuring they are cleaned and oiled to keep them working properly
• Minor repairs to internal doors and frames including adjusting doors to close over carpets (for exceptions see separate tenancy agreements)
• Repairing or replacing locks, latches, keys, handles, bolts and letter boxes, numbers, peep holes, security chains, knockers and bells
• Repairing and adjusting kitchen units, cupboards, drawers, doors, shelves and worktops
• Replacing broken tiles anywhere in the property
• Pest control to keep the property free of rats, mice, fleas,

Plumbing and drainage including:
• Clearing blockages in sinks, baths and waste pipes
• Replacing broken toilet seats
• Replacing the chain and plugs on sinks, baths and basins
• Clearing any blockages in external gullies (except in shared areas to flats)
• Blocked Toilets (we will recharge if tenants have caused damage)

Electrics including:
• Changing plugs on electrical appliances
• Internal light bulbs, fuses, and fluorescent tubes (unless in a bathroom or communal areas)
• Replacing light bulbs and fluorescent tube and starters
• Damage to smoke alarms
<i>Any electrical work must be done by a qualified NICEIC approved electrical contractor</i>

Private gardens including:
• Repairing footpaths, yards and patios that are not the main access to the front door

• Cleaning the frames of double glazed doors and windows
• Repairing or replacing gates and fencing (except fences that border a pavement or public footpath)
• Replacing clothes posts, pulleys and washing lines (except in designated shared drying areas)
• Keeping air bricks clear and clean
• Keeping gardens tidy by cutting the grass and trimming any hedges

Repairing damage (beyond normal wear and tear):
• Tenants are responsible for repairing damage to the property caused by neglect or misuse (including replacing any broken items) – even if the damage is accidental

[Who is responsible for council house repairs | Canterbury City Council](#)
[Council leaseholder repair responsibilities | Canterbury City Council](#)

[Tenant handbook | Canterbury City Council](#)
[Reactive and planned housing maintenance policy](#)