

APPENDIX A

GUIDE OF CHARGES

Recharges for repairs following willful or accidental neglect or damage or due to poor maintenance knowledge. All rechargeable works will incur a 15% SHS administration charge.

Request by resident to be let into their flat / house because they are locked out*: (In the event of a staff member on site, this charge may be waived)	£110.00
Cost for replacement lock together with two keys:	£150.00
Cost for replacement padlock together with two keys:	£100.00
Door entry fob*:	£30.00
Petite button*:	£26.00
Broken window panes (resulting from resident damage):	At cost
Reinstatement resulting from unauthorised alterations / DIY including any external works:	At cost
Removal of graffiti and rectifying willful damage:	At cost
Eradication of wasp / bees and other household pests (not including squirrels, rodents, cockroaches and bedbugs):	At cost
Court costs, injunctions and legal fees incurred by Sutton Housing Society:	At cost
Failed appointments / abortive contractor's costs:	At cost
Cost of repairs that are due to willful damage, abuse and/or neglect. On occasion, when damage has been reported to the Police and crime reference number is provided, SHS may not recharge:	At cost

Recharge Policy

Call out to “no power” to flat (if no credit on ‘pay as you go meter’):	£62.00
Call out to reset an electrical fuse box tripped by faulty appliance:	At cost
Request to replace light bulb / tube / starter:	£62.00
Call outs in connection with smoke alarms (general needs properties only):	£100.00
Blocked drains / sinks / showers / toilets by disposable nappies, sanitary towels, incontinence pads etc:	£62.00
TV reception problems if residents’ equipment faulty:	£62.00
Costs of removing and disposing of household contents including furniture:	£240.00 per tonne or part thereof
Costs or removing and storing of household contents including furniture:	£240.00 per tonne or part thereof, plus £50 per week storage
Removing and disposing of dumped items from property or left in communal areas of SHS land:	£240.00 per tonne or part thereof

*Indicates that payment can be taken by SUM UP immediately where possible and therefore no invoice would be issued.

Hazardous bulk items will have an additional charge per item as detailed below:

Mattress	£50.00 each
Car tyre	£30.00 each
Car battery	£40.00 each
Fridge or fridge /freezer	£100.00 each
TV / Monitor / CRT	£60.00 each
Fluorescent lamps	£30.00 each
White goods – washing machine/tumble dryer/dishwasher/cooker	£50.00 each
Gas bottles	£100.00 each
Fire extinguishers	£100.00 each

Any other costs, or resident responsible items as defined under the terms of the Tenancy Agreement.

The above list is not exhaustive

It is recommended that residents take out contents insurance as some recharge items may be covered.