

APPENDIX A

GUIDE OF CHARGES

Recharges for repairs following wilful or accidental neglect or damage or due to poor maintenance knowledge. SHS charges will be invoiced at cost. Contractor charges will incur a 15% SHS administration charge.

Request by tenant 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)	£60.00
Cost for replacement lock together with two keys:	£80.00
Cost for replacement padlock together with two keys:	£60.00
Broken window panes (resulting from resident damage):	£200.00
Repairs to faulty plumbing/appliance to tenants own washing machine/ dishwasher etc:	£60.00
Repairs to tenant improvements, e.g. shower installations (Min charge):	£60.00
Reinstatement resulting from unauthorised alterations / DIY including any external works:	At Cost
Removal of graffiti and rectifying wilful damage:	£70.00
Eradication of wasp / bees and other household pests (not including squirrels, rodents, cockroaches and bedbugs):	£75.00
Court costs, injunctions and legal fees incurred by Sutton Housing Society:	At Cost
Failed appointments / abortive contractors costs:	£60.00
Cost of repairs that are due to wilful damage, abuse and/or neglect.	At Cost
On occasions, when damage has been reported to the Police and Crime reference number is provided, SHS may not recharge.	
Call out to "no power" to flat: (if no credit on 'pay as you go meters')	£60.00
Call out to reset an electrical fuse box tripped by faulty appliance:	£60.00
Request to replace light bulb / tube / starter:	£60.00

Recharge Policy

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Call outs in connection with smoke alarms (general needs properties only):	£60.00
Blocked drains / sinks/ showers/ toilets by disposable nappies, sanitary towels, incontinence pads etc:	£60.00
TV reception problems if tenants' equipment faulty:	£60.00
Costs removing and disposing of household contents including furniture:	£201.96 per tonne or part thereof
Costs or removing and storing of household contents including furniture:	£201.96 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:	£201.96 per tonne or part thereof

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

Mattress	£31.77 each
Car tyre	£12.70 each
Car battery	£31.77 each
Fridge or fridge /freezer	£38.13 each
TV / Monitor / CRT	£31.77 each
Fluorescent lamps	£19.06 each
White goods – washing machine/tumble dryer/dishwasher/cooker	£31.77 each
Brown goods – computer equipment/hi fi/games consoles	£31.77 each
Gas bottles	£63.53 each
Fire extinguishers	£63.53 each

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

**The above list is not exhaustive
It's recommended that tenants take out contents insurance as some recharge items may be covered.**