

STANDARD CHARGES 2012-13

Repair Item	Routine	High Priority	Emergency	Emergency Call Out
Clear choked drain – sink/bath (fault code DW8/DW10)			£104	£146
Replace toilet (fault code TL14)	£116	£151	£157	£201
Replace cistern (fault code TL20/TL22)	£102	£136	£141	£183
Clear choked toilet (fault code DW12)			£93	£136
Replace wash hand basin (fault code BA10/BA12/BA14)	£202	£237		
Replace bath (fault code BA2)	£430	£466		
Re-secure bath panel (fault code BA6/BA8/BA10)	£27			
Renew internal door handle (fault code DF26)	£27	£60		
Repair or renew internal door (fault code DR12, DR14 & DF26)	£105	£143	£151	£198

STANDARD CHARGES 2012-13

Repair Item	Routine	High Priority	Emergency	Emergency Call Out
Clear blocked external drain (fault code DW6/DW8/DW10/DW12)			£84	£128
Gain access and replace Lock (fault code DF8, DF10 & GA10)	£48	£82	£90	£133
Gain access and replace cylinder to multi point lock (fault code DF12)	£71	£96	£104	£146
Board up window – wooden or steel barricade (fault code WN6)	£27	£62	£67	£109
Replace glass – transom window (fault code WN2)	£61	£95	£102	
Replace glass – bathroom window/ glass door panel (fault code WN2/WN4)	£105	£139	£146	
Replace glass – bedroom/living room window (fault code WN2)	£149	£163	£169	
Renew internal door latch (fault code DF24)	£35	£69		
Renew multipoint lock on door (fault code DF12)	£155	£193	£201	£248

Housing & Property Services Contact Details

You can report a repair by phoning **01349 886602** or calling at your local Service Point during Office hours.

Emergency calls only are dealt with by phoning **0845 7002005**.

To request this information in an Alternative format e.g. large print, Braille, computer disc, audio tape or suitable language, please contact Housing & Property Services on **01463 702209** or email housingandproperty@highland.gov.uk

TENANTS RECHARGEABLE REPAIRS

Although we carry out most repairs to your home, sometimes there are repairs that you will have to pay for or do yourself. This leaflet explains what they are and how you can pay.

WHAT DO I HAVE TO PAY FOR?

- ◆ Repairs that are your responsibility. These are set out in your tenancy agreement and in the Repairs Book
- ◆ Repairing damage that is caused by you, anyone living with you or a visitor to your home
- ◆ Work that is needed when you move out of your home if it has not been caused by fair wear and tear

HOW MUCH DO I HAVE TO PAY?

- ◆ There are standard charges for some repairs
- ◆ You will be given an estimated cost for other rechargeable repairs
- ◆ You will be charged the full cost for work that is needed when you move out of your home. This is only for repairs that are not caused by fair wear and tear

IS THERE ANY TIME WHEN I WON'T HAVE TO PAY?

- ◆ If you have a disability that causes wear and tear on your home, for example, a wheelchair might damage walls
- ◆ If damage is caused through no fault or your own and is the subject of a police report
- ◆ If there are special circumstances. In this case, a decision will be made by a Principal Housing Officer
- ◆ If you chose to do the work yourself. If you do, it should be done to a good standard and the Council may inspect the work
- ◆ Routine repairs will be logged as faults only and may be inspected by a Maintenance Officer. Work orders will only be issued if you agree to pay in advance for the work

HOW CAN I PAY?

- ◆ You will be able to pay in advance for certain repairs
- ◆ You will be sent a bill for the work soon after the work is done
- ◆ Payment can be made by debit or credit card; bank credit transfer; by telephone, online or by standing order; at PayPoint outlets, at Payzone outlets and at Post Offices
- ◆ For payments and related queries please call **01463 702394**