



A Guide for Rechargeable Repairs

When you moved into your Saffron home

Your tenancy agreement and the Saffron Tenant Handbook sets out the rights and obligations of Saffron and its tenants in relation to repairs to your home.

Where a repair is not considered normal wear and tear, for example if damage has been caused by you, members of your household or visitors, there is likely to be a charge. In most cases any charge would be payable in advance of the work being ordered but if the repair is covered by Right to Repair legislation or is in the home of a particularly vulnerable person we will make arrangements for you to pay after the work has been carried out.

You can pay your bill by:



Phone if you pay by credit or debit card.



Cash, cheque or card at a post office - using your Saffron payment card



Cash, cheque or card at a PayPoint using your Saffron payment card



Online by visiting: <http://www.saffronhousing.co.uk/residents/make-a-payment/other-payments/>



In person by cash, cheque or card by visiting Saffron Barn, Swan Lane, Long Stratton, Norfolk NR15 2XP





What you might have to pay

For repairs that are your responsibility, known as rechargeable repairs, you will either be required to make payment when you report the repair or be notified of the amount you will be charged and sent an invoice. This will depend on the type of repair you are reporting. Below are a few examples, for the full list please go to our website.

Carpentry

- Board up Window (office hours) = £30
- Board up window (out of hours) = £100
- Renew window handle = £25
- Replace internal door = £76
- Replace external door (non Fire) = £430
- Replace timber fire door = £135
- Gain access and/or Lock Change (office hours) = £40
- Gain access and/or Lock Change (out of hours) = £95
- Garage lock change (office hours) = £40
- Garage lock change (our of hours) = £95
- Refix kitchen door or drawer = £25

Plumbing works

- Blocked Sink/Bath/Basin/Drain/Waste (office hours) = £60
- Blocked toilet Sink/Bath/Basin/Drain/Waste (out of hours) = £84
- Repair burst/ damaged pipe work (office hours) = £36
- Repair tenants damaged pipework (out of hours) = £84
- Renew damaged toilet pan = £66
- Renew damaged basin = £102
- Renew damaged bath (Inc. panel) = £250
- Renew damaged toilet cistern = £102
- Damaged inset sink top = £140

Glazing

- Renew double glazed unit = £75
- Renew single glazed unit = £43

Electrical works

- Electric test: tenant damage = £85
- Replace/renew smoke or CO detector/alarm: = £46
- Partial loss of power: tenant appliance failure (office hours) = £35
- Partial loss of power: tenant appliance failure (out of hours) = £84
- Broken/damaged electrical socket = £26

Miscellaneous

- Aborted call/missed appointment (office hours) = £25
- Aborted call/missed appointment (out of hours) = £84

**Please note: these charges are accurate at time of publishing and are subject to an annual review and potential increase.*





Tenants opting to do the repair themselves

You will still have the option of employing your own tradesperson to carry out repairs that you are responsible for. Before doing so, give us a call and let us know what you intend to do so we can inform you of the relevant qualifications they should have and the completed certificates you will need to provide.

Please note that supported housing scheme tenants must only use Saffron or a Saffron approved contractor for any lock changes to their home so that we can continue to manage individual properties effectively within these schemes.

Please also bear in mind that ...

If we were to attend your property to repair your heating/hot water and find that the reason for the fault is that there is no credit on your payment card gas meter, then you will be recharged as it is your responsibility to maintain your payments with the supplier.

As a reminder an emergency repair is:

- total loss of power
- severe storm damage
- blocked sewers
- the property needs securing
- flooding, including major plumbing faults
- total loss of heating – at certain times of year and for vulnerable tenants (temporary heating may be supplied)

We will only carry out essential work to stop the situation from becoming worse. It will normally be the next working day when emergency repair work takes place.

**Always check your tenant handbook if you are uncertain, it can be found on our website
www.saffronhousing.co.uk**





Saffron wants to make sure you are happy and safe in your home and we hope we can work together to make that happen.



call us on 01508 532000



email: repairs@saffronhousing.co.uk



report a repair via our website www.saffronhousing.co.uk



advise your Area Housing Officer or any other member of staff who is visiting your home



write to Housing Repairs (for non-urgent works only)



visit us in person at our offices

Tell us if you need a repair

**Our offices are open
Monday to Thursday 8.45am - 5pm
Friday 8.45am - 4.15pm**

**When our offices are closed you
will be directed to our
Out of Hours Service for emergency repairs**

