

Cheltenham Borough Council

Recharge Policy – Tenant Summary

What is this document about?

This summary explains which repairs Cheltenham Borough Council (the Council) will recharge you for, how you can pay and what to do if you do not agree with the charge.

What is this policy about?

Sometimes tenants cause damage to their homes. If the damage is not normal wear and tear, the Council may ask the tenant to pay for the repairs. This is called a recharge.

When might you have to pay?

- You or someone in your home damages the property
- You make changes to your home without asking the Council first
- You leave the property in poor condition when you move out
- You call the emergency repair service when it's not a real emergency

Examples of things you might pay for:

- Broken doors, windows or toilet seats
- Lost keys or lock changes
- Rubbish left in the home or garden
- Unsafe DIY work (for example fitting a shower or removing walls)

What if you're moving out?

Before you leave, the Council can check your home. If repairs are needed and you do not fix them to a good standard, you may be charged.

Special cases (you might not have to pay):

- If the damage was caused by a crime (like burglary) and you report it to the Police
- If the damage was caused by domestic abuse
- If your health or age makes it hard for you to do repairs yourself

How do you pay?

The Council will send you a bill. You should pay within 14 days or contact the Income Team to make a payment plan.

What if you do not agree with the charge?

You can tell the Council. They will look at your case and decide if the charge is fair. If they decide it is not, they may cancel it.

Who can you contact if you need help or more information?

If you need further information or any support please contact the Council's Income Team:

- Telephone – 0800 408 0000
- Email – incometeam@cheltenham.gov.uk
- Website – Cheltenham.gov.uk