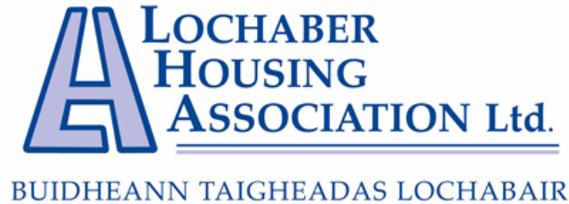


What happens if I do not pay?

It is our policy to take legal action against tenants who do not pay for rechargeable repairs, no matter what the cost of the original repair. This means that if you do not pay for the repair, you could be taken to court and you could end up with additional legal and administrative costs.

If you are having difficulty paying, please contact us so that we can arrange an affordable repayment agreement with you.



101 High Street
Fort William
PH33 6DG

Useful Contacts

To report a repair during office hours
Telephone: 01397 702530

To report an emergency repair out of office hours
Telephone: 01349 886691

Lochaber Citizens Advice Bureau:
Dudley Road
Fort William
PH33 6JB
Telephone: 01397 705311

Rechargeable Repairs

When will I be charged for a repair?

What if I lose my keys?



Your Voice
approved

When will I be recharged for a repair?

If a repair is needed because you have neglected your home, or you have intentionally damaged it then we will charge you for the cost of repair. If the damage has been caused by a member of your household, or by your guest, you will still be charged for the cost of the repair as you are responsible.

An example of a rechargeable repair would be where you have broken a window, or a blocked sink where the blockage is caused by you or someone on your property.

What about vandalism?



If the repair is the result of deliberate damage that has been reported to the police, and you can provide us with an incident number, we won't recharge you for the repair.

What if I lose my keys?

If you have to break windows or force doors because of lost keys, you will be responsible for the damage. If we have to break into the property for you, you will have to pay for the work.

You should keep a spare key in a safe place, or leave it with someone you can trust.

If your keys have been stolen, you should contact



the police and obtain an incident number.

We will not recharge you for a locks change where it is the result of your keys being stolen and you have given us an incident number.

When will you tell me if I'm to be charged for the cost of a repair?

You will be advised when you report the repair if it is likely that you will be charged for it and you will be advised in writing within

2 weeks

of reporting the repair if we intend to recharge you for it and why.

Once the repair has been completed we will send



you an invoice for the cost .

How much time do I have to pay for a rechargeable repair?

Once you have received the invoice, you have

30 days

to pay for the repair. If you cannot afford to pay the full amount, please contact us to arrange to pay in instalments.