

For more information about  
rechargeable repairs go to

[vha.org.uk](http://vha.org.uk)

Or phone our customer service  
team on **0151 261 2100**

**Produced By**

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***Rechargeable  
Repairs***

# Aren't all Repairs Free?

Most repairs to your home don't cost you anything.

But our repairs budget isn't unlimited and to ensure you get the best value for your money we may charge for some repairs.

## Why Charge?

so responsible tenants aren't penalised for the actions of others

to make best use of the repairs budget we have to maintain your homes

### Remember

home contents insurance protects you if there is accidental damage in your home

# Reasons for Recharges

We may charge for repairs if :

- ♦ caused by you, a member of your family or a visitor to your home
- ♦ it's the result of abuse or negligence by you, a member of your family or a visitor to your home
- ♦ it's the result of a crime but you haven't reported this to the police
- ♦ caused gaining entry to your home because you forgot or lost your keys
- ♦ we have to put something back that you removed without permission eg a fire
- ♦ You miss an appointment without telling us

There may also be a charge if the repair is your responsibility

