

## **Charges for Missed Repairs Appointments**

Impact Housing recognises the importance of operating an effective repairs service and is committed to ensuring our properties are maintained to a high standard.

All contractors who work on Impact's behalf will charge a call out fee if a tenant misses an appointment which has been verbally confirmed or confirmed in writing. As this is a charge incurred by Impact, our policy is to re-charge this fee to the tenant. This provides a fairer service for all, and enables us to continue maintaining our properties to the required standard.

If a tenant has made an appointment for a repair, gas service follow-on works etc and find they cannot keep this appointment they should contact Impact Housing straight away to rearrange. No charge will be made for a rescheduled appointment.

If an appointment is missed without good reason then a charge will be raised by Impact Housing and a letter forwarded to the tenant by the Income Management Team. Income Management will send out a payment card for recharges only if there are no rent arrears, or will contact the tenant to increase payments if there are arrears – payment options will be provided by Income Management. Unpaid recharges or arrears of £250 or over may lead to non-urgent works being held back.