

We have recently updated our Rechargeable Repairs Policy to make it clearer and more transparent about which repairs we are responsible for as your landlord, and those which our residents will be expected to pay for.

For further information, please refer to our Frequently Asked Questions below, which aim to answer some of the more common questions our tenants may have.

What is the Rechargeable Repairs Policy?

Our Rechargeable Repairs Policy is a company policy, which clearly sets out Salix Homes' rules and guidance for rechargeable repairs, which is a repair that tenants are required to pay for.

The policy has been updated to make it clearer and more transparent about which repairs we are responsible for as your landlord and which repairs are the responsibility of tenants.

Whilst Salix Homes is responsible for most repairs in your home, there are certain repairs that fall under your responsibility and these are known as rechargeable repairs.

What is defined as a Rechargeable Repair?

Rechargeable Repairs are often the result of neglect, misuse, accidental or deliberate damage.

These could include things like lock changes due to lost keys, reglazing broken windows and unblocking toilets that have been blocked as a result of misuse. Rechargeable Repairs do not relate to repairs that are required due to general wear and tear or planned improvement work.

We have worked closely with our Customer Committee to make these policy changes, which aim to make it clearer at the time of booking whether your repair is defined as a 'rechargeable repair' and what the cost will be.

Can I pay by card or cash?

We can process your payment using any debit or credit card, however we do not accept cash payments. Payments can be made at the point of booking via our Customer Service Centre on 0800 218 2000.

Is there a discount if I pay straight away?

Yes. Customers will be asked to pay the full cost of the repair upon booking via credit or debit card. The cost of the repair will be reduced by 50% where payments are made upfront.

If you're unable to pay the full cost upfront, you'll be able to pay in instalments, but we will require an upfront fee of £10 or 10% of the cost of the repair (whichever is greater).

What if I don't have a bank card?

If you do not have a bank card linked to your account, you will still need to arrange payment. At the time of reporting the repair, you'll be advised of the cost of your repair and provided with details about how to pay at your local Post Office or Payzone site.

Once this is complete you'll need to call our Customer Service Centre, and we'll confirm we have received the payment and make arrangements to book the repair.

What if I need the repair, but cannot afford to pay?

If you cannot afford to pay the upfront cost, but still require the repair such as in an emergency situation where you have lost your keys for example, then we will offer the option of a payment plan over a maximum of 12 months.

Where customers agree to a payment plan, we still expect an initial payment of 10% of the repair cost or a minimum payment of £10 and this will be determined by whichever cost is greater.

Where you agree to a payment plan, you will not benefit from the 50% cost reduction unless you have cleared the balance within 90 days from the date the repair was reported.

Why have I been charged for misuse of the repairs service?

Customers who misuse the repairs service will be charged £60

There are a number of instances where we would issue a charge for the misuse of our repairs service. Examples include where we have been called out to attend an 'emergency' repair, which we later determine is not an emergency. This could include being called out for a blocked toilet, when you have use of another toilet in your home.

Another example would be where you call to request assistance with lost keys, but we arrive to find you have located your keys and no longer require our help, but you did not call to let us know.

We're sure you'll agree that the cost to Salix Homes for misusing our repairs service, as well as the impact this has on the availability of resources to tend to genuine emergency repairs, can be better spent investing in your homes and communities across Salford.

If you are unsure why you have been charged a misuse fee, you can contact our Customer Service Centre to ask for an explanation.

Where can I find a list of costs for repairs?

Download our list of the most common rechargeable repairs and the associated cost on our website. This list is not exhaustive and should be used as a general guide only. Further details about the cost of the repair can be obtained at the point of booking via our Customer Service Centre.

If I pay for my repair, do I get a priority appointment?

No – paying for rechargeable repairs does not allow you to receive a quicker or different service. Should your repair be defined as an emergency, we will of course attend within our normal emergency attendance targets, where we currently aim for arrival within two hours of reporting the emergency repair.

The repair I need is not straight forward – how do I find out the cost?

We understand that not all repairs are simple, and some circumstances are quite unique. Our cost list is a general guide on the most common repairs, however, we will provide you with a quote for more complex repairs which may not be listed. Please call our Customer Service Centre to discuss your repair in the first instance.

I don't want to pay for the repair – what are my options?

We will not carry out any repair that we define as rechargeable without upfront payment or a payment plan agreement, unless it's an emergency. If the repair poses a significant health and safety risk and is deemed a rechargeable repair, we will carry out the repair, but invoice you for the cost after the repair is complete.

If you do not want to pay for a repair that is rechargeable you are entitled to make arrangements to carry out the repair yourself. If you choose to make arrangements yourself, one of our surveyors will visit the property within 28 days of the work being complete to check it has been done to a satisfactory standard.

What will happen if I don't follow my payment plan?

Your payment plan is an agreement between yourself and Salix Homes. If you default on your payment plan or fail to make a payment, we may use a debt collection agency to recover the debt and/or pursue legal action.

If you are struggling to pay, please contact us in the first instance to discuss your situation and we may be able to consider extending the length of your payment plan to help you.

If you are experiencing financial difficulty, or are struggling to pay your rent or bills, we may also be able to offer additional help and support. Our Income Management Team are available to offer support and advice and can be contacted on 0800 218 2000.

I agreed to arrange the repair myself but have been unable to do so – what happens now?

Please contact our Customer Service Centre to let us know you have been unable to make arrangements.

The same policy outlined above will apply and if you wish for Salix Homes to carry out the repair, we will need to take an upfront payment for the cost or agree a payment plan before we attend.

Why have I been charged for a missed repair appointment?

We reserve the right to charge for missed repairs appointments if you haven't told us you need to rearrange.

Missed repair appointments increase waiting times for our customers and are an unnecessary drain on resources that could be used to invest in homes and communities. Should you agree to an appointment, but are not at home when we attend, we may charge you £20 for each missed appointment.

We understand that plans change. If you cannot keep your repair appointment, call our Customer Service Centre and let us know. You can also quickly and easily cancel via our MySalix customer portal, and depending on the repair, you may also be able to immediately re-arrange the appointment to a more convenient date.

Please help us provide a better repairs service for everyone by letting us know as soon as possible if you no longer need your appointment or will not be home. By doing this you will also avoid the risk of being charged for your missed appointment.

I do not agree with the charge – what should I do?

If you feel that you disagree with being charged for your repair, you can write to our Repairs and Maintenance Manager at enquiries@salixhomes.co.uk or post to Diamond House, 2 Peel Cross Road, Salford, M5 4DT.

Please include an explanation as to why you feel you are not responsible for the repair and provide as much documentary evidence as possible to support your appeal. Your submission will be reviewed and you will be contacted to confirm the outcome. Should you not agree with the outcome following this review you will need to follow our [complaints procedure](#).

I have been charged but have not received the 50% discount rate – why?

We offer a 50% discount on the cost of repairs where full payment is offered upfront before we attend. This discounted rate is not applicable on partial payments or payment plans unless the full balance is cleared within 90 days of the repair being reported.

I already reported the repair and an operative attended but I have now been told I will be charged – why was I not told when reporting the repair?

In some instances we will not be able to identify rechargeable repairs at the time of reporting. Our team of repairs operatives and inspectors have a duty to identify and report back on repairs that should be charged.

If the repair is not deemed an emergency, you will be given the option to either carry out the repair yourself or make a payment. When reporting your repair, you need to make us aware if it is not caused by general wear and tear or if you're aware that damage or neglect has occurred, as this will enable us to provide the right advice first time.

Access the [My Salix Customer Portal](#) or call our Customer Service Centre on 0800 218 2000.

