
Recharges and Resident Responsibility for Repairs

Rented Properties only

Repair responsibilities – Hanover and Residents

We expect that over time, some maintenance to properties will become necessary as a result of reasonable wear and tear. This remains Hanover's responsibility.

Residents are responsible for any accidental or deliberate damage to a property. For example, if you cracked the wash-basin by accidentally dropping something into it, if you damaged a wall with your mobility scooter or if you blocked the toilet by putting something inappropriate down it these repairs would be your responsibility and we will expect you to make good any damage.

You are also responsible for ensuring that your property is left in good condition at the end of the tenancy. This is in your conditions of tenancy which also states that you should redecorate as often as necessary.

Where you have repairs or redecoration work to do, you may choose either to do the work yourself, or have it done by someone else eg a friend, relative or contractor. We will assist you where we can to find a suitable contractor, but this will be a private arrangement between you and the contractor.

All work must be done to Hanover's satisfaction and must comply with any relevant building regulations. To find out what building regulations apply, contact your Local Authority. All gas and electric work must be carried out by appropriately qualified contractors.

Are you applying to move to another Hanover property?

If you have requested a transfer to another Hanover property, your property must be in a condition suitable to be let to the next tenant. Your estate manager will check that you have completed any necessary repair work before your transfer is considered. This includes cleanliness and decoration.

When you move out (see also [Helpsheet 6 on Ending a Tenancy](#))

At the end of your tenancy your property must be left in a fully lettable condition regardless of the condition when you moved in. You should leave the property fully cleaned, clear of all rubbish and unwanted items and with the decorating to a suitable standard for the new tenant. You or your representatives should carry out all necessary work before the tenancy ends.

Your estate manager will inspect your property when you give notice and advise of any necessary work as far as they can tell at the time. Please remember that a final inspection can only be done once the property is empty. The final inspection may therefore require work which wasn't pointed out to you at the pre-inspection.

What if you do not do the necessary work?

If any work is needed after termination of a tenancy, we will assess the costs using a Schedule of Rates which lists the Hanover costs of the most common repairs. We will recharge the cost to you. You can ask your estate manager to show you the current schedule which is contained in [Helpsheet 94](#). If there is any credit on your tenancy account at the end of tenancy, we will use this credit to offset any rechargeable costs. If the tenant has died, any rechargeable costs are legally due to be paid from their estate.

Making payment

We will invoice you or your representative for the cost of the repairs.

Payment for recharges can be made at any time:

- By using a debit card and calling Income Management on 0330 131 9846.
- By online payment (see [Payment Methods Helpsheet 65](#)).
- By using a swipe card associated with the tenancy.
- If none of these options are available please speak to the Income Management team on 0330 131 9846
- Where payment is not made, Hanover will take appropriate action to recover any money due, which may include legal action and the use of debt collection agencies

Note: there is a separate [Helpsheet about additional and replacement keys](#).