



Rechargeable Works

What you need to know

At Freebridge, we carry out repairs to keep your home safe and in good condition.

Most repairs are covered by us. However, there are times when you may need to pay for certain repairs. This leaflet explains when that might happen.

What are rechargeable works?

Rechargeable works are repairs that we charge to a customer.

This usually happens when damage has been caused accidentally, through neglect, or because something has not been used in the right way.

When might I be charged?

You may be charged for repairs if damage is caused by:

- You
- Someone in your household
- Visitors
- Pets
- Anyone working in your home on your behalf

This includes damage to your home or shared areas.

Examples of rechargeable works

You may be charged for things like:

- Damage to fixtures and fittings
- Missing items provided by Freebridge (for example, doors)
- Damage caused by not looking after your home properly
- Works carried out without permission

Your responsibilities

As a customer, you are responsible for:

- Looking after your home
- Using fixtures and fittings properly
- Reporting repairs as soon as possible
- Asking for our permission if you want to carry out work yourself

Reporting problems early can stop them getting worse and help avoid extra costs.

When will I not be charged?

You will not be charged if:

- The issue is due to normal wear and tear
- The repair is our responsibility
- The problem is linked to previous work we have carried out

How we decide

Before making any charge, we will:

- Review the repair history of your home

- Check whether we may have contributed to the issue

If we are responsible in any way, we will not charge you.

We also take your personal circumstances into account when making decisions.

If you think a charge is wrong

If you disagree with a charge, please contact us.

You can also use our complaints or compensation process if needed.

Why this policy is important

This policy helps keep things fair for everyone.

It means customers who look after their homes are not paying for damage caused by others.

Find out more

For more information, including a full list of repair responsibilities, please visit our website or get in touch with our team.

Find out more from our full policy on Our Policies page of our website: freebridge.org.uk/who-we-are/our-policies or you can scan the QR below:





For our full policy, you can head to our policies page on our website freebridge.org.uk/who-we-are/our-policies, or you can scan the QR code with your mobile phone