

# Rechargeable Repairs Policy

## Child-Friendly Version



**We want to make sure all homes are safe, clean, and nice to live in. Sometimes things break or get damaged, and this policy helps explain who should fix them and when, and who has to pay for the works.**



**We will fix big things like walls, roofs, and pipes we installed. We will do this as quickly as we can and use good materials. You need to tell us if something breaks in your home. You also need to take care of your home – keep it clean, don't damage things, and make sure it's warm and let fresh air in.**



**If something is broken or messy, you might have to pay for it. This includes things like lost keys, broken doors, or messy gardens. If you change something in your home without asking, we might change it back and charge you.**



**If you don't let us in to do important checks or repairs, and we have to break in, you might have to pay for that too. If you're moving out, you need to leave the home clean and in good shape. If not, we will fix it and send you the bill.**

**You won't have to pay if the damage wasn't your fault – like if someone else broke it and you told the police and us.**



**If you do have to pay, we will tell you how much it costs. If you can't pay all at once, we can help you set up a payment plan. But if you don't pay, we might take action to get the money back.**



**Clackmannanshire  
Council**

[www.clacks.gov.uk](http://www.clacks.gov.uk)

**Comhairle Siorrachd  
Chlach Mhanann**