



Recharges

We are changing the way we deal with recharges.

For some recharges, customers will now need to pay £50 in advance of any work being carried out.

Frequently Asked Questions (FAQs)

When will I be recharged and why?

A recharge is an amount of money that you might need to pay back to us. This would happen as a result of you, a member of your household or a visitor causing damage to the inside or the outside of your property, which is not due to wear and tear. This can include accidental damage too, depending on what has happened.

If you report any damage, a member of our team will discuss this with you and agree a way forward.

How much will the costs be?

We can't always confirm how much the cost will be before a member of staff has attended to inspect your property. We will try our hardest to ensure you are aware of the full costs before the repair is carried out and the advance payment is made. Any advance payments made will be taken off the total cost of the works required.

What happens if a recharge is identified while a member of staff is on site?

If this happens, you need to ring our Contact Centre on 0161 393 7117 to make the advance payment so the repair can go ahead.

If the repair needs to happen immediately due to health and safety, this will go ahead and the recharge will then be logged and you will be sent an invoice.

What happens if I don't agree with being recharged?

If you are unhappy with the decision to recharge for a repair or service, you have the right to appeal within **14 working days** from the date the invoice was issued. All requests to appeal should be emailed to tellus@fcho.co.uk in the first instance.

We will acknowledge your appeal and it will be investigated. You will be notified of the outcome of the investigation and once it has been through our approval process, and if successful, you will receive a refund.