

# Recharges

What tenants can expect from us



Family Mosaic is committed to providing value for money for our customers.

When we re-let an empty home we only want to spend money on the essentials and prepare the property for the next resident.

Sometimes when residents move out they leave rubbish and unwanted items behind, which costs us money to remove.

If any items are left behind for us to clear, we retain the right to re-charge part or all of the cost of disposal to the outgoing tenant. This includes flooring in poor condition.

Family Mosaic incur significant costs in clearing properties and gardens and if you leave items behind you will be charged. The current charge is £350

We also retain the right to charge you if you don't return all the keys and fobs you were given when you moved in.

An invoice for these costs will be sent directly to you at your new address. We will also use tracing agents and debt collection agencies. Debt that remains

## **Furniture Collection**

If you have items you no longer want, there are several ways to get them picked up. Try your Council first, as some will do this for free. If your items are in good condition, then you can find someone to collect and reuse them. Try the Furniture Donation Network, local charities or the websites Freecycle or Swapshop.

# Access to our services

There are a range of ways tenants can contact us:



## Dedicated Customer Care Line

0300 123 3456 and press option 2 to speak to a housing officer.



## Via email

[customercareline@familymosaic.co.uk](mailto:customercareline@familymosaic.co.uk)



## Via letter

Family Mosaic

Albion House, 20 Queen Elizabeth Street,  
London, SE1 2RJ or

Family Mosaic

Pembroke House, Northlands Pavement,  
Pitsea, Essex SS13 3DU.



## Through our web site

[www.familymosaic.co.uk](http://www.familymosaic.co.uk)

## Feel good about **coming home**

This document gives you information about **Recharges**. If you need any part of this document in **large print or Braille** please contact us on 0300 123 3456.

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