

# RECHARGEABLE REPAIRS POLICY

---

## 1. INTRODUCTION

- 1.1 This document outlines Reidvale Housing Association's policy in relation to the recharging of tenants and owners of repair costs incurred by the Association arising from neglect or vandalism.
- 1.2 The Association aims to deal with this matter in a pragmatic and liberal manner which ensures that tenants are dealt with in a fair and equitable manner without an unreasonable burden being placed on the Maintenance Budget.
- 1.3 Clear procedures and guidelines will be maintained to ensure a consistent and equitable implementation of this policy.

## 2. CRITERIA FOR RECHARGING REPAIRS

- 2.1 While it is perfectly legitimate to charge tenants for damage caused through neglect or carelessness the cost of pursuing relatively small amounts of money can be wasteful of staff resources.
- 2.2 In view of the above the Association will only recharge a tenant for repairs of less than £50 where there is a recurring history of damage.
- 2.3 In order to ensure that all tenants get charged the same cost for similar work all rechargeable repair charges are levied on the basis of the Association's Schedule of Rates. This schedule is updated on an annual basis to ensure appropriate charges are levied for all rechargeable repair work.
- 2.4 Tenants will be levied a 'Missed Appointment Charge' where a tenant has failed to provide access to a contractor when the access arrangements have been clearly agreed with the tenant beforehand.

## 3. TRANSFER APPLICANTS

Applications will not normally be considered whilst the applicant has an outstanding debt to the Association unless there are extenuating circumstances and appropriate arrangements have been made for repayment.

Each case will be considered on its own merits.

**4. OWNER OCCUPIERS**

All work carried out on an individual basis for owner occupiers will be recharged.

**5. REPORTING PROCEDURES**

5.1 The Housing Manager will provide a written report to the Housing Services Sub-Committee on an annual basis. This report will detail, as a minimum

- i) the level of rechargeable repairs
- ii) the amount of rechargeable repairs recovered
- iii) the amount of rechargeable repairs written off
- iv) the action taken

5.2 In accordance with existing procedures for debt matters cases will be presented anonymously.

**6. POLICY REVIEW**

6.1 The Policy will be reviewed and amended as necessary every five years.

6.2 The Policy was agreed by the Management Committee on 29 August 2012.