

RECHARGEABLE REPAIRS POLICY

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Prepared by:	Chris Hannon
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EIA Required?	<input type="checkbox"/>
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1 INTRODUCTION

1.1 Stockport Homes (SHG) Responsive Repairs service delivers a high quality, efficient and comprehensive service to all tenants.

1.2 Some repairs are required as a result of damage or neglect caused by the tenant and are defined as rechargeable repairs.

1.3 In line with the tenancy agreement, rechargeable repairs are the responsibility of the tenant, who should rectify any damage caused or arrange at their own cost for a private contractor to complete the repair.

1.4 SHG recognises that, in some specific circumstances, raising a rechargeable repair will not benefit the responsible tenant or the organisation and in these cases, a flexible approach will be taken.

1.5 This policy seeks to explain SHG's approach to identifying and managing rechargeable and should be read in conjunction with the Rechargeable Repairs procedure.

2 STRATEGIC LINKS

2.1 This policy links to:

- The Tenancy Agreement
- SHG Rechargeable Repairs procedure
- Property Alterations Policy
- SHG Lettable and Return Standard
- Empty Property Management – The Role of Property Management, Repairs and Housing Management policy and procedure.

3 IDENTIFYING RECHARGEABLE REPAIRS

3.1 Potential recharges will be identified in several ways, including:

- by a tenant reporting a repair to SHG via One Number Team
- by SHG when undertaking a visit to the property, such as a repairs or tenancy visit
- when the property is void
- by the Emergency Services.

3.2 If there is any doubt about the nature of the repair or the circumstances in which it arose, it may be necessary for SHG to inspect the repair and assess the required works.

3.3 A rechargeable repair can occur in cases where there is purposeful damage, such as cracked and smashed windows and other cases of neglect

where damage is caused to fixtures and fittings within properties managed by SHG.

3.4 A rechargeable repair will be deemed either urgent or non-urgent. An urgent repair is a repair that:

- constitutes a health and safety or security risk
- a requirement of the Housing Health and Safety Rating System (HHSRS)
- if not carried out quickly will result in further damage to a SHG property.

3.5 SHG reserves the right to complete these works, and the cost shall then be invoiced to the tenant.

4 DAMAGE CAUSED BY VANDALISM

4.1 In instances where damage is caused by vandalism, SHG will waive the recharge amount if the tenant provides a genuine police crime reference number.

4.2 A crime reference number will only be acceptable on two occasions however, after which the tenant will be charged any rechargeable repairs even when crime reference numbers are supplied (support measures must have been introduced by this stage).

5 TENANT'S RESPONSIBILITY

5.1 Repairs, where any damage has been caused by the tenant, their family or visitors, will be the responsibility of the tenant to repair such damage as per the tenancy agreement.

5.2 Tenants may choose to pay the SHG in-house repair team to complete their rechargeable repairs, providing an up-front and ongoing payment plan is agreed. In some circumstances, SHG may offer a discounted charge to tenants.

5.3 Tenants may also arrange for repairs to be completed themselves. When doing so, these should be done within 20 days of the repair being identified.

5.4 Repairs undertaken by the tenant should be carried out on a like for like basis, by a competent person/contractor and must be made available to be inspected on completion by SHG technical staff. This inspection will ensure that works have been completed to the correct specification and standard. An appointment to inspect the works will be carried out within two weeks of completion.

5.5 If, upon inspection, the works are found to be non-satisfactory or not completed, SHG may carry out the work and charge the tenant.

5.6 Recharges for fly tipping within properties covered by Caretaking Services, will be applied in instances where it has been proven they belong to a SHG tenant.

6 OTHER RECHARGEABLE REPAIRS

6.1 There are other recharges that can be applied in certain circumstances, such as (but not limited to):

- Damage caused by the Police (execution of a warrant). Any dispute would be between the tenant and the police.
- Those identified in void properties where the properties and the associated outside spaces are do not meet the Lettable and Return standard when vacated by a tenant.

7 DISPUTES

7.1 Tenants disputing costs or charges may appeal or challenge the charge within 60 days of an invoice date.

7.2 This process includes local resolution methods and, if necessary, review by a tenant panel as part of the appeals decision-making process.

8 RECOVERY OF RECHARGEABLE REPAIRS

8.1 Rechargeable repairs will be monitored and recovered from SHG's Customer Finance Team.

8.2 Non-recovered rechargeable repairs will remain on SHG's systems to ensure monies are pursued if the tenant or former tenant applies for a transfer or rehousing.

9 EQUALITY IMPACT ASSESSMENT (EIA)

9.1 An Equality Impact Assessment (EIA) screening form has been completed and the outcome has determined that a full EIA is not required.

9.2 SHG recognises that, whilst the impact is low, some tenants are more susceptible to rechargeable repairs than others and the impact of welfare reform could worsen a tenants' financial situation.

9.3 SHG enables tenants to set up payment plans for rechargeable repairs and any urgent repairs will be done even when a tenant cannot pay any amount in advance.

9.4 SHG will work with the tenant to ensure the best outcome for the tenant and the SHG managed property.

10 OWNERSHIP, MONITORING AND REVIEW

10.1 The Policy is owned by the Operations Directorate and will be monitored by the Operations Management Team.

10.2 The Policy will be reviewed on a two-yearly basis or as determined by changes in legislation or working practices.