



# **RECHARGEABLE REPAIRS**

# **POLICY**

**Policy Reference: Policy & Procedure/Rechargeable Repairs Policy**

**Adopted By Management Committee: March 2005**

**Scheduled for Review by Management Committee: March 2008**

**The Scottish Housing Regulator Performance Standard AS 2.1**

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## **1. INTRODUCTION**

Where there is a need for a repair, which is the tenant's responsibility, (i.e. as a result of vandalism, negligence, or where no action by the Association, could result in serious damage to the property and/or neighbouring homes) the Association will undertake for the tenant a rechargeable maintenance service (see Appendix 1). The advantages of using this service are that the work will be carried out to a good standard and the price will usually be more competitive, given the volume of repairs the Association carries out on an annual basis. Clear advice will be provided to tenants when such a repair is identified in relation to:

- Their responsibilities under the terms of the Tenancy Agreement with respect to payment of recoverable charges
- Obtaining their agreement prior to any work being instructed, unless in an emergency situation

Where a repair is inspected during a pre-inspection or carried out by a Contractor and it becomes clear that the repair is the tenant's responsibility, the tenant will be charged the cost of the repair. Similarly, where an emergency call out is made for a non-emergency repair, the tenant may be charged the cost of the call-out.

## **2. EQUAL OPPORTUNITIES**

2.1 In line with the Association's commitment to equal opportunities, this policy can be made available free of charge in a variety of formats, including large print, translated into another language or on audio tape.

## **3. RECHARGEABLE REPAIRS - PROCEDURE**

3.1 The procedure to deal with rechargeable repairs and collection of monies is contained within the Maintenance Procedure manual.

## **4. ACTION FOR NON-PAYMENT**

Where the Housing Services Officer has identified cases where there has been no response to reminders and home visits, the following should be considered: -

- a) Suspension of certain repairs (ie those repairs, which will not cause further damage to Association property)
- b) Small claims in action in sheriff court (where claim is for £75 or more).

Should further action be taken, the tenant will be notified in writing, which will also detail the right to appeal the decision.

## **5. REPORTS TO COMMITTEE**

A quarterly report on rechargeable repairs will be presented to the Housing Management & Maintenance Sub Committee. It will include: -

- a) no and type of rechargeable repairs
- b) balances outstanding
- c) payments received
- d) non payment report and recommendations for further action. (Court action by Committee approval only).

## **6. BAD DEBT PROVISION AND WRITE OFFS**

The HMMSC will consider a Bad Debt Provision and Write Offs Report in March and October every year, which will require to be approved by the Management Committee.

## **7. POLICY REVIEW**

The Rechargeable Repairs Policy will be reviewed every three years, or earlier as required, by the Management Committee.

## **APPENDIX 1**

### **EXAMPLES OF RECHARGEABLE REPAIRS**

The list below is not exhaustive and staff must use their judgement at all times.

1. damage to internal and external doors, cupboards, sanitary ware etc through misuse or malicious damage
2. lost keys – including full cost of forced entry and repair
3. choked sinks, baths, wash hand basins, etc where tenant misuse is the cause (e.g. hot fat poured away)
4. broken glass (unless the tenant has reported the incident to the police)
5. break-ins (windows or doors). Chargeable where tenant refuses to notify the Police.

The tenant is responsible for any such damage to the property whether caused by another occupant of the house or a visitor.