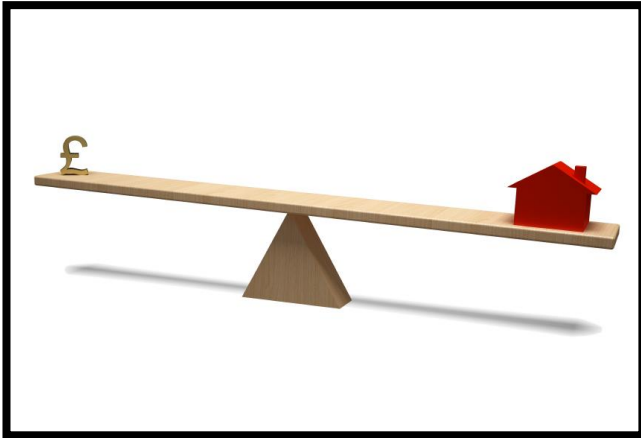


RECHARGEABLE WORKS POLICY



MONITORING INFORMATION:

POLICY/PROCEDURE/STRATEGY:	RECHARGEABLE WORKS POLICY
DATE APPROVED:	SEPTEMBER 2021
EXPIRY DATE:	SEPTEMBER 2024
OWNER:	TRANSACTIONAL FINANCE MANAGER
APPROVAL ROUTE:	EXECUTIVE MANAGEMENT TEAM

Rechargeable Works Policy

Introduction:

This policy sets out our approach to recharging the cost of carrying out work that is not the contractual responsibility of Teign Housing.

The Policy also sets out the approach to recharging for work which arises from damage or neglect by the customer and outlines the principles to be adopted when determining whether a repair is rechargeable and if so, whether such a recharge should be pursued.

Teign Housing aims to provide customers with a value-for-money repairs and maintenance service and to support this we need to ensure that customers are recharged for works which they are responsible for, or for works arising from negligent behaviour or deliberate misuse.

Rechargeable works will normally fall into one or more of the following categories:

- Works which are the customers own responsibility in accordance with their tenancy agreement, lease or licence.
- Works which arise as a result of misuse of the property
- Works which arise as a result of neglect or where a repair has not been reported
- Works arising as a result of unauthorised or inappropriate alterations to the property
- Works arising from damage to the property caused by a customer, a member of their household or visitor
- The cost of abortive visits to a property where an appointment has previously been made with the customer

This policy applies to all customers regardless of tenure and should be read together with the respective tenancy, lease or licence agreement.

Policy:

Teign Housing will:

Have a clear procedure for the implementation of this policy which will identify those circumstances in which we will pursue the recharging of customers. Undertake all repairs that constitute a risk to health and safety or the security of the property and will seek to recover the costs of these repairs where they are deemed to have been caused by:

- Neglect or misuse
- Inappropriate or unauthorised alterations or additions
- Damage caused through failure to report repairs
- Work that the customer is contractually responsible as
- determined by the appropriate tenancy agreement, lease or licence
- Ensure that a proactive structured and uniform approach is used to ensure the consistent and fair treatment of tenants and leaseholders.
- Ensure that members of staff advise of the intention to recharge once responsibility for the work has been established. Tenancy agreements and Leases clearly specify responsibilities.
- Be clear about the charges tenants are expected to pay.
- Ensure tenants are not disadvantaged and are supported by the provision of repayment plans for legitimate repairs.
- Ensure that rechargeable work debts are recovered effectively.
- The procedure will allow for discretion to waive repayment in certain circumstances, such as the vulnerability of the customer concerned, or where it would not be cost effective to pursue the charge.

Performance Standards:

Teign Housing will monitor its service performance against corporate targets agreed with staff and residents; aspire to recover all rechargeable repair costs and aim to continuously improve across all areas of the service.

The following policies are associated: Repairs and Maintenance, Void Property Management, Mutual Exchange, Equality and Diversity, Income and Debt Management, credit control policy.

Review:

As a minimum requirement, reviews of this policy and associated procedures will take place at intervals of no more than three years.