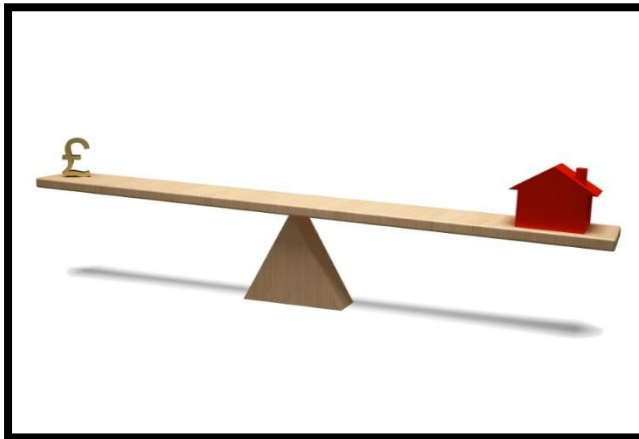


RECHARGEABLE WORKS PROCEDURE



MONITORING INFORMATION:

POLICY/PROCEDURE/STRATEGY:	RECHARGEABLE WORKS PROCEDURE
DATE APPROVED:	SEPTEMBER 2021
UPDATED:	MARCH 2022
EXPIRY DATE:	SEPTEMBER 2024
OWNER:	TRANSACTIONAL FINANCE MANAGER
APPROVAL ROUTE:	EXECUTIVE MANAGEMENT TEAM

Rechargeable works Procedure

1. Introduction and principles

Teign Housing will manage rechargeable works in line with the Rechargeable Works Policy.

The Terms and Conditions of Tenancy state that tenants must take proper care of their home keeping the property in a good and clean condition and use the fixtures and fittings responsibly. Leaseholders are responsible for the internal decoration and repair of their homes.

'Rechargeable repairs' are repairs that, according to the Tenancy Agreement, are the responsibility of tenants.

The Tenancy Agreement provides information on the types of repairs that are a tenant's responsibility. These include minor repairs and all repairs that are not caused by 'fair wear and tear' (see Appendix 1 for a list of specific repairs that tenants are responsible for). The Tenant or Leaseholder will be liable for any costs we incur for any repairs to property which are required because the tenant/leaseholder or a member of their household or anyone who has their permission to be in or on the property has caused damage deliberately or due to neglect. Indicative costs for common repairs are listed in Appendix 2.

If appropriate and insurable, repair work/costs may be claimed through Teign Housing's Buildings insurance policy. This may be referred/counter claimed to the Tenant or Leaseholder's Home Contents Insurance provider that should be held in accordance with the tenancy or lease.

Damage caused to the property because of violence, or other anti-social behaviour from a third party will not be recharged to the tenant/leaseholder if the incident is reported to the Police and a Crime Reference number obtained.

Where Domestic Violence is reported or alleged, a specific decision not to recharge for any individual occasion can be made by a Manager from Housing Services instead of a specific report to Police and Crime Reference number being obtained.

The costs of any remedial works undertaken will be considered and processed as rechargeable unless any written agreement states otherwise. However, recharges for works where costs are estimated to total under £100.00 (before additional admin fee and VAT if appropriate is added), will not be processed.

Discretion will be used in cases of vulnerability of the customer concerned, such decisions will be made by a relevant Manager.

Emergency and End of Tenancy remedial work recharges are initially raised on an estimated cost basis for expediency. When actual costs incurred are known, the finance team will review the estimate and adjust invoices as necessary. Tenants and leaseholders should pay the lesser of the actual cost incurred or the estimated cost.

2. Operational procedures

2.1 Routine Repairs and Property Maintenance

Emergency repairs/works - Works affecting the health and safety of occupants or the security of the property will be carried out by Teign Housing (or its contractors) as Emergency repairs. The works will be the minimum necessary to ensure the property is safe and secure.

In normal office hours the tenant will be clearly notified at the time of reporting the repair that they are going to be recharged. Out of normal office hours tenants will be clearly notified that they may be recharged. We will confirm that an emergency repair or call out is rechargeable once we receive feedback from the attending contractor.

The next working day an invoice request will be completed by Customer First Team, with the value being the cumulative total of the NHF Schedule Of Rate used on the job raised, as an estimated cost, and is subject to an administration fee and in some cases, Value Added Tax.

Follow on works, were required, will be undertaken in accordance with the following non-emergency works procedure.

Non-Emergency repairs/works - Repairs/Works required must be inspected, noted and photographed. The details are to be made available in Cx Repair Inspections and Documotive as appropriate.

Customer First or Housing Services will send confirmation to the tenant within 15 working days of establishing the full extent of works required:

- Detail of the works that are required.
- the timeframe within which the works should be completed.
- an estimated cost of the remedial work.

If remedial works are completed by the tenant this will be inspected by Templer HomeBuild or the Housing Services and confirmed that the works have been done to an acceptable standard, or not. If works are not completed by the tenant within the agreed time or to an acceptable standard, the tenant will be advised in writing of our intention to undertake the remedial work and recharge the costs and confirm that costs will be invoiced once the work is complete.

An invoice request will be completed immediately after remedial works are instructed to a contractor by Customer First Team or Templer HomeBuild, with the value being the total of the job raised, as an estimated cost, and is subject to an administration fee and in some cases, Value Added Tax.

No planned maintenance or improvement works will be undertaken on the property unless not doing so is prejudicial to health, until the matter is resolved. A Housing Management System alert will be set up Customer First or Housing Services to ensure that all staff are aware.

2.2 Changes of Tenancy

Terminations of Tenancy - Properties are visited and inspected by Templer HomeBuild once notice to Terminate has been verbally received, this visit also intends to obtain written confirmation of the notice to Terminate and reiterate the Tenancy repair obligations. Where rechargeable works are identified or unsatisfactory DIY is found during the visit, the tenant will be informed, and the work recorded and photographed.

When the tenancy ends Templer HomeBuild will immediately visit the property and within 3 working days provide an estimated cost of any outstanding or remaining remedial work, any required clearance of belongings or cleaning, along with supporting photographs, for review by Asset Management. Within 2 working days Asset Management will review and complete an invoice request with the value being the estimated cost subject to an administration fee and in some cases, Value Added Tax.

Transfer - Where an Internal Transfer is requested the property will be inspected by Templer HomeBuild as per standard pre-void inspections. Where rechargeable works are identified or unsatisfactory DIY work is found with remedial costs likely to exceed £200 (before additional admin fee and VAT if appropriate is added), the Transfer will be put on hold and the **non-Emergency** procedure adopted except in exceptional circumstances where the transfer is for housing management reasons and prior authorisation is required from the Head of Housing.

2.3 Repairs as a Result of Criminal Action

Repairs resulting from criminal actions will be reported to Police and Teign Housing's insurance provider if over the policy excess sum. Teign Housing will support the prosecution of the offender(s) if identified and seek compensation for any resulting damage and costs incurred.

3. Abortive costs

Costs resulting from repetitive missed appointments or denied access, of either staff or our contractor appointments, may be recharged at Teign Housing's discretion.

4. Complaints or appeals

If a tenant complains or appeals against being recharged, they will be asked to submit their complaint or appeal in writing to the Resolutions Manager who will review the case.

5. Risk

The principles and procedures set out in this policy help mitigate the following risks:

- A3 - Failure to manage property assets appropriately
- B1 - Reduced financial viability
- D1 - Failure to manage neighbourhoods appropriately

6. Implementation

The Heads of Service are responsible for ensuring that this procedure is implemented.

It is the responsibility of all Teign Housing's employees to ensure that their work is carried out in accordance with this procedure.

7. Monitoring and review

The procedure will be reviewed every 3 years to ensure it remains relevant and fit for purpose.

Appendix 1 - Tenant's responsibilities

Chains and plugs	On basins, baths, and sinks
Chimney sweeping	
Decoration (internal)	
Domestic appliances	Such as cookers, fridges, washing machines, dishwashers and leaks relating to these
Fences (dependant on Tenancy Agreement)	Unless forming boundaries to roads, footpaths, car parks or privately owned property
Fixtures and fittings	Including WC seats, cabinets, mirrors, towel rails and toilet roll holders, coat hooks and curtain rails
Floor coverings	Including adapting doors to accommodate carpets
Garden maintenance	Where your household has the sole use of the area. Including dustbins and refuse areas
Infestations	Including infestation by ants, wasps, bees, cockroaches, mice, rats, or fleas
Internal door locks	
Light bulbs/tubes/starters & dimmer switches	Including to external lights serving just that property for example - security lights. *Teign Housing may at its discretion assist with some types of bulb replacement (for example enclosed bathroom light fittings) for older customers or those who have problems with mobility.
Loss of keys	Including any repairs from forced entry if you get locked out
Outbuildings or sheds	Unless provided by Teign Housing
Re-lighting pilot lights	Including the resetting of any heating controls or programmers
Tap washers	Excluding mixer taps with ceramic disc cartridge type heads
Telephone points	
TV aerials and sockets	Unless communal
Washing lines	Non-communal post (unless concrete) or airier and lines
Waste blockages	To basins, bath and WCs
Water damage	If caused by the misuse of water
WC seats chains and pulls	

Appendix 2 - Rechargeable repair costs

Rates below are NHF Vers 6.1 and excluding administration fees and vat

For major repairs, clearances, or repairs/works not listed below, charges will be at cost, plus administration fees and VAT as appropriate.

RECHARGE TYPE	Cost	Unit
Gain access to dwelling (per door) and change lock, within office hours	£53.45	Each
Renew pvcu panel to door	£87.08	Each
Renew standard external double-glazed door and frame	£659.04	Each
Replace set/pair of internal door lever handles	£13.39	Each
Renew internal ply door including decoration	£196.03	Each
Renew internal fire rated door including decoration	£249.55	Each
Replace damaged kitchen work surface (requires the length to be replaced)	£31.48	Per metre
Replace light pendant	£16.23	Each
Replace wall mounted light switch or power socket	£9.47	Each