



Gardeen Housing Association Ltd
Building a Better Future

GARDEEN HOUSING ASSOCIATION

RECHARGEABLE REPAIRS POLICY

Policy Implemented From:	2023/24
Next Review:	2026/27

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1 INTRODUCTION

- 1.1 The purpose of this policy is to manage and control rechargeable repair work and recover costs of repairs and appropriate administration costs.

2 SCOTTISH SOCIAL HOUSING CHARTER OUTCOMES

- 2.1 The following charter outcomes and standards are directly relevant to this policy:
- 2.2 Charter Outcome 1 'Equalities': 'every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services'.
- 2.3 Charter Outcome 2 'Communication': 'tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides'.
- 2.4 Charter Outcome 5 'Repairs, Maintenance and Improvement': 'tenants homes are well maintained with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done'.
- 2.5 Charter Outcome 11 'Tenancy Sustainment': 'tenants get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the landlord and by other organisations'.
- 2.6 Charter Outcome 13 'Value for Money': 'tenants, owners and other customer receive services that provide continually improving value for the rent and other charges they pay'.

3 POLICY AIM

- 3.1 The aim of the policy is to minimise circumstances where tenants have to be recharged for repairs but apply charges where the Association has incurred costs which are the responsibility of the tenant.

4 EQUAL OPPORTUNITIES

- 4.1 Gardeen Housing Association is committed to equal opportunities for all sections of the community. Accordingly, no person will be discriminated against during the implementation of this policy on the grounds of: sex; marriage and civil partnership; age; disability; gender reassignment; pregnancy and maternity; race; religion or belief or sexual orientation.

4.2 In this context, the policy can be made available in a variety of different formats including large print, alternative languages and audiotape.

5 RECHARGEABLE REPAIRS

5.1 The Association will seek to minimise and control rechargeable repairs by:

- Not charging if the repair is due to wear and tear;
- Not charging where the repair is due to vandalism – provided that the damage has been reported to the Police and a crime reference number obtained;
- Ensuring that the tenant completes all necessary work to bring a house up to a lettable standard prior to termination or transfer to an alternative property (see void policy for more information on condition a property should be returned to Association).

5.2 The Association will however apply charges where:

- Repairs have been carried out due to tenant negligence, wilful damage, or carelessness;
- The tenant has used the out of hours emergency service for work that was not an emergency or was the tenant's responsibility;
- Repairs are carried out to common areas for which other owners share a responsibility under the terms of the titles to the property;
- Repairs are required because of forced entry by the Police;
- When a tenant fails to give access for repairs and the Association incurs a cost;
- Repairs where a failure to act by the Association could result in damage to the property and/or neighbouring properties.

6 DISCRETION TO RECHARGE

6.1 The Association recognises that recharging the cost of repairs to tenants may not always be appropriate. Accordingly, discretion is delegated to the Senior Housing Officer/Director to determine if a recharge should be applied and the full cost levied.

6.2 If the Senior Housing Officer/Director exercises discretion to waive the recharge, the reason for the decision should be recorded.

6.3 Factors to be considered in deciding whether or not to levy a recharge will include:

- Age of tenant;
- Tenant's understanding of their responsibility;
- Particular circumstances under which the repair was carried out;
- The nature of the repair carried out;
- Any history of previous rechargeable repairs;

- The existence of any other debt such as rent arrears or outstanding repair recharges and the tenant's payment record towards them.

7 REPAYMENT & FINANCIAL ADMINISTRATION

- 7.1 On identification of a rechargeable repair, clear and consistent information and advice will be provided to tenant. This will involve explaining to tenants their repair responsibility, with particular reference to Section 5.9 of the Association's Scottish Secure Tenancy Agreement.
- 7.2 Tenants will be issued with an invoice for payment for each rechargeable repair. Payment should be made within 28 days upon issue of the invoice.
- 7.3 When there is a rent credit on a current or former tenant's rent account this will be moved to the tenant's memo account to offset any rechargeable repairs debt. Any rechargeable repairs debt must be cleared in full before a rent credit refund is issued.

8 RECOVERY OF RECHARGES

- 8.1 In appropriate cases, according to the circumstances of the tenant, staff will agree a payment arrangement to pay the charge over a period of time.
- 8.2 Current tenants with outstanding rechargeable repair debts will be excluded from planned maintenance programmes until the debt is cleared in full.
- 8.3 Rechargeable repair debts may be written off in accordance with the Association's write off procedure.
- 8.4 Tenants will be given every opportunity to clear their debt, but the Association will, if appropriate, take Court action where no arrangement has been agreed or maintained. Former tenant debts over £100 where no payment plan is being adhered to will be referred to an independent debt collection agency.
- 8.5 A failure to clear the debt or enter and maintain an appropriate payment arrangement can lead to the suspension of certain repairs and may affect any housing application registered with the Association.

9 COMMITTEE REPORTING

- 9.1 A report on the management and administration of rechargeable repairs will be reported on a quarterly basis to the Management Committee.

10 COMPLAINTS

- 10.1 Any user that is dissatisfied with the service experienced should be encouraged to provide feedback. The Association's model complaints procedure sets out how we manage complaints.

11 POLICY REVIEW

- 11.1 This policy will be reviewed every 3 years.