



# REPAIRS RECHARGE PROCESS

**JULY 2020**

SW9 Version Control					
Document name:	<b>Recharge Process</b>	Status:	<b>Final</b>	Page 1 of 11	
Issue Date:	<b>July 2020</b>	Last Review:	<b>June 2023</b>	Next Review:	<b>July 2023</b>

## REPAIRS RECHARGE PROCESS

<b>Status (draft or final)</b>	<b>Final.v2</b>	
<b>Approver</b>	<b>SLT</b>	
<b>Date last approved</b>	<b>July 2020</b>	
<b>Procedure owner</b>	<b>Head of Operations</b>	
<b>Procedure author</b>	<b>Property Services Manager</b>	
<b>Review schedule (1, 2, or 3 years)</b>	<b>3 years</b>	
<b>Date last reviewed</b>	<b>July 2020</b>	
<b>Date of next review</b>	<b>July 2020</b>	
<b>Equality Impact Assessment (EIA)</b>	<b>Date completed</b>	
	<b>Short or long form</b>	

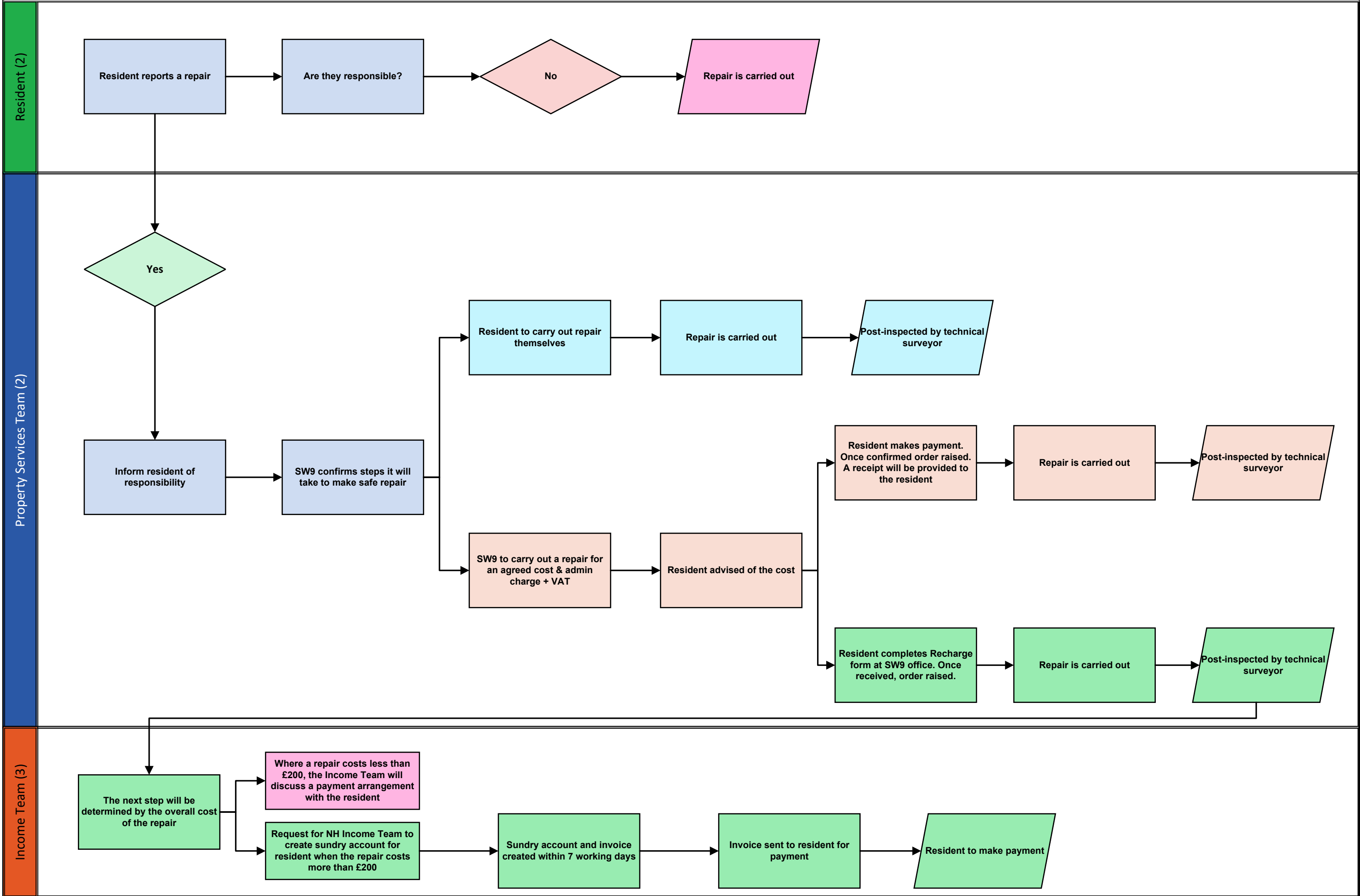
## Version Control – Change Record

**Guidance:** When a document has undergone **major changes** requiring approval, the version number must change – e.g. from V1.0 to V2.0. When a document has undergone **minor changes**, not requiring approval, only the number after the decimal point must change – e.g. from V1.1 to V1.2. When a document is reviewed but no changes are made, the number after the decimal point must still change.

<b>Date</b>	<b>Reviewed by</b>	<b>New version number</b>	<b>Summary of changes</b>
June 2020	Property Services Manager	Final.v2	Process updated to reflect SW9 CH structure

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# SW9 CH Repairs Recharge Process



## SW9 Repairs Recharge Process

### Introduction

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- 1.1 SW9 CH will carry out repairs to properties where we are legally obliged to do so.
- 1.2 In some cases, where the repair is the responsibility of a resident due to:
  - Damage caused by neglect
  - Misuse
  - Accidental damage
  - Abuse of a resident, their household members or visitors to their properties

**SW9 CH will seek to recover the full cost of repair(s) from the resident.**

### Responsive Repairs

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- 2.1 When a resident reports a repair, SW9 CH will assess a repair in order to determine where responsibility for the repair lies.
- 2.2 When it is established that a repair is the responsibility of a resident, SW9 CH will:
  - Advise the resident of the steps it will take to make safe the repair in order to address any health & safety issue(s)
  - Advise the resident that they are responsible for carrying out the repair(s), and inform them that they can arrange for it to be carried out themselves, but the repair will be pre-inspected to ensure that an acceptable repair has been carried out.
  - The resident will also be informed that SW9 CH can carry out the repair. They will be advised of the cost of the repair and expected to pay in advance.
  - If unable to pay in advance, they will be advised that they will be expected to sign the rechargeable repairs form at the SW9 office before a job is raised and the repair completed.

### Payment for Works

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- 3.1 On receipt of the Rechargeable Repairs Form, the Property Services Manager will check that the form has been correctly completed and sign the form
- 3.2 If a repair is to cost more than £200, The Repairs Team will request that a sundry account be created by the Network Homes Rents Team.
  - This will be created within 7 working days and will be linked to the residents address with a reference number.
  - The resident will be expected to make payment via the SW9 Income Team using this reference number.
- 3.4 In the event the resident accidentally pays the invoice into their rent/service charge account and this is identified it will be posted into the sundry account.
- 3.5 If the repair is to cost less than £200, the Income Team will set up a payment plan with the resident.