



# **Rechargeable Repairs Policy**

## **January 2025**

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## 1. Introduction

- 1.1 SW9 CH recognises, and is committed to, fulfilling its statutory and management agreement obligations, so repairs that we are responsible for are carried out within a reasonable timescale and to an acceptable standard.
- 1.2 In some instances, repairs may arise as a result of damage caused by residents and/or their visitors. In these cases, residents will be required to pay for the cost of any repairs SW9 CH incur in repairing/replacing items damaged by residents.
- 1.3 This policy sets out our approach to managing resident recharges.

## 2. Aims and objectives

- 1.1 This policy's aims and objectives are to:
  - Demonstrate SW9 CH's commitment to delivering Value for Money
  - Outline common repairs which are rechargeable
  - Outline the process of recharging tenants for repairs
  - Outline how recharges will be communicated to residents
  - Set out how costs will be collected

## 3. Policy statement

SW9 CH is committed to using the most cost-effective method in managing the recovery and collection of rechargeable repairs.

### 1.2 Responsibilities and Scope

- 1.2.1 This policy applies to all repairs carried out by SW9 CH that can be recharged to its residents.
- 1.2.2 Staff required to be familiar with this policy include:
  - **Neighbourhood, Leasehold, Income, Repairs and Estate Services Staff** - responsible for informing residents that they will be responsible for paying for repairs that they are liable for
  - **Property Services Manager** - responsible for confirming that residents should be sent invoices in respect of costs of repairs that they have agreed to pay and/or have been identified during inspections
  - **Finance Staff**- responsible for sending out invoices

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### 1.3 Definitions

1.3.1 A repair recharge is defined as:

**Repairs that are the result of damage** or negligence to the property and/or its fixtures and fittings, internally or externally, by a tenant or leaseholder, or a member of their household or guest.

1.3.2 Some of the most common rechargeable repairs are listed below **but this is not an exhaustive list**:

- Board up door or window (Unless the resident has provided a Crime Ref Number, or it was broken during a Welfare Check)
- Reglaze Glass
- Gain entry to UPVC door, and change euro profile type cylinder
- Force Entry, and make good damage (timber) (Unless the resident has provided a Crime Ref Number, or it was broken during a Welfare Check)
- Renew Yale type cylinder night latch cylinder
- Change Mortice Lock/latch including escutcheon, if required
- Renew Multi-T-lock cylinder
- Ease / adjust door, ironmongery, piece in timber to door/ door frame
- Clear blockage to bath, sink, wash hand basin, or shower (where the cause is due to wilful or accidental misuse e.g. nappies, wet wipes etc.).
- Abortive charge for attending light bulb not working if it turned out to be a blown lightbulb.
- Replacing resident damaged pendant, sockets, light switches
- Rubbish removal
- Trace and repair leaks in leasehold properties
- Repairs as a result of resident negligence
- Legal costs at a result of non-access e.g. gas servicing/repairs
- Replacement fobs
- Garden/tree works where it is the resident's responsibility

1.3.3 The schedule of rates (plus VAT) plus an administration fee will be used to determine the total invoice.

### 1.4 Prevention

1.4.1 SW9 CH aims to manage rechargeable works effectively and minimise the cost to residents.

1.4.2 We aim to do this by:

- Reminding residents at the outset of their tenancy of the repair obligations contained within their tenancy agreement and handbook
- Using visits to the homes of our customers to remind them of their obligations
- Raising awareness of our recharge process
- Taking legal action against residents who wilfully damage our property
- Supporting residents who hoard goods in their property
- Where possible, advising outgoing residents of their repair obligations as per their tenancy conditions

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## 4. Our Approach

- 4.1 Residents who are not ending their tenancy are informed when reporting a repair whether they are responsible for the cost. At this point they are advised of the cost and are expected to confirm that they will cover this. **Should they refuse, then SW9 will either not carry out the works or will carry out the works and pursue them for the cost. This may incur an additional legal cost to the resident.**
- 4.2 If unable to pay in advance, residents are required to sign a Recharge Agreement Form before SW9 CH will carry out a rechargeable repair for which they are liable.
- 4.3 There will be some instances where the repair would normally be the responsibility of the resident, which if not done would pose a health and safety risk. In these cases, SW9 CH will carry out the works and recharge the resident.
- 4.4 Tenants who end their tenancies are required to leave their property in good condition and remove all their possessions. On some occasions, tenants will provide us with advance notification of their intention to end their tenancies. We will seek where we can to inspect their property prior to their departure. We will use this opportunity to advise them of any repairs they are required to carry out.
- 4.5 Should the tenant leave with a notice period; SW9 will obtain a forwarding address from the tenant.
- 4.6 Should a tenant leave the property without a notice period and forwarding address, SW9 will use its best endeavours to locate the whereabouts of the tenant and seek to recover any costs which are deemed appropriate and were the tenant's responsibility.

A full inspection of a property will take place. In the following instances a recharge will be raised:

- Costs have been incurred in removing items left in a property
  - Costs have been incurred in cleaning a property
  - Costs have been incurred in clearing a garden
  - Costs have been incurred in carrying out repairs, for which the tenant is liable
  - Cost incurred for any legal action undertaken
- 4.7 Every effort will be made to come to an agreement with the tenant to settle the debt. However, should this not be possible, SW9 reserves the right to pass the debt to a collection agency.

## 5. Related Documents

- SW9 Recharge Process
- SW9 Responsive Repairs Procedure

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## **6. Legislation and regulation**

- 5.1 The legislation listed in this policy is not intended to cover all legislation applicable to this policy. To meet the required HCA Value for Money Standard outcome on adherence to all relevant law, SW9 CH will take reasonable measures to ensure compliance with any and all applicable legislation by reviewing policies and procedures and amending them as appropriate. The legislation listed within this policy was considered at the time of the development of this policy, but subsequent primary and secondary legislation, case law and regulatory or other requirements will be considered and the policy reviewed and adopted in accordance with the requirements set out therein, even should such subsequent legislation not be explicitly listed within this policy. Any queries relating to the applicable legislation should be directed to the policy author.

- The Housing Act 1985
- The Landlord and Tenant Act 1985

## **7. Equality and diversity**

- 6.1 We will apply this policy consistently and fairly and will not discriminate against anyone based on any relevant characteristics, including those set out in the Equality Act 2010

## **8. Review**

- 8.1 All policies should be reviewed every 3 years as a minimum, or sooner if there is a specific legislative, regulatory or service requirement or change in guidance, law or practice.

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<b>Policy author:</b>	<b>Property Services Manager</b>
<b>Policy owner:</b>	<b>Executive Director</b>
<b>Adopted from Network Homes: y/n</b>	<b>Yes</b>
<b>Review schedule (1, 2 or 3 years):</b>	<b>3 years</b>

<b>Date</b>	<b>Reviewed by (name and title)</b>	<b>Version</b>	<b>Summary of changes</b>
June 2020	Simon Hall, Property Services Manager	Final.v2	Updated to bring in line with audit recommendations
July 2024	Robert Carroll, Property Services Manager	Final.v3	3-yearly review