

RECHARGEABLE REPAIRS POLICY

1. Introduction

A rechargeable repair is a repair that is the responsibility of the tenant that has been carried out by the landlord. This includes tenant damage or failure to adhere to your obligations as a tenant as per the terms and conditions contained within the tenancy agreement.

2. Policy statement

Tenants are expected to maintain their properties to a reasonable standard and to adhere to the repair obligations as detailed within the tenancy agreement. In exceptional circumstances South Road Housing may carry out a repair on behalf of the tenant. The tenant would be recharged for this following the rechargeable repairs procedure.

3. Exceptions

Situations where a repair cost will NOT be recharged may include:

- Where a tenant has been the victim of domestic violence or anti-social behaviour, and this has been reported to the police
- Where a tenant has been a victim of a break-in and this has been reported to the police and a crime reference number obtained
- Where the Management Committee of South Road Housing use their discretion to waive the recharge on the basis of vulnerability or other sensitive issue

South Road Housing will NOT carry out a repair where the tenant still owes money from a previous recharge (except in emergency situations, or to comply with their legal responsibilities as a landlord).

4. Rechargeable items

- Anything considered tenants' responsibility as determined by their tenancy agreement
- Abortive call out (inspection or repair) to a property where an appointment has been made in advance with the tenant and they have failed to keep the appointment (a recharge will only be made if the contractor invoices South Road Housing for an abortive call out)
- Damage caused wilfully or by the neglect of the tenant, their family, visitors or pets
- Removing rubbish or carrying out gardening if the tenant fails to maintain

- Damage caused by DIY or erection/removal of satellite dishes.
- Repairs undertaken by South Road Housing to make good damage caused by a statutory body or utility company using powers as a result of the tenants neglect (e.g. fire brigade breaks down front door to put out chip pan fire)
- Repairs which are the responsibility of the tenant [refer to Tenancy Agreement] but which South Road Housing agrees to undertake following discussion with the tenant.
- Repairs undertaken in an emergency where the tenant has been verbally informed they will be recharged (e.g. tenant locked out)
- Repairs to make good damage to a vacant property, including clearing out former tenants belongings/rubbish
- To reinstate the unauthorised removal of South Road Housing fixtures and fittings
- To remedy an alteration/improvement which is deemed unacceptable and where permission in writing from the Management Committee has not been granted.

South Road Housing will recover the full cost of the repair from the tenant either as a one off payment or by agreed instalments.

South Road Housing is committed to recovering all rechargeable repair costs.

5. Transfers

When a tenant is accepted onto the transfer list a pre-void inspection will be carried out to inspect the condition of the property and to identify any potential rechargeable repairs.

Tenants will be informed at the inspection of any action necessary. This will be followed up in writing.

Tenants will be reminded that any repairs considered to be tenant damage must be remedied prior to an offer of accommodation being made. It will be necessary for these repairs to be re-inspected and approved.

6. Property Exchanges

If a tenant requests permission for an exchange and permission is granted the property will be inspected prior to any move.

For any repairs that are not considered to be fair wear and tear, it will be the responsibility of the existing tenant to either rectify the repairs or reimburse South Road Housing for the cost of carrying out the repairs.

An exchange will not be granted if there are any outstanding repairs that are the responsibility of the tenant.

7. Voids

If a tenant gives notice to leave a South Road Housing property, an inspection will take place within the 4 week notice period. At that inspection the tenant will be informed of any rechargeable repairs and BCHS Accord will make arrangements with the tenant to either rectify the damage within the notice period or reimburse South Road Housing accordingly.

8. Appeals

There will be no separate appeals process for rechargeable repairs. Any objections to the policy or procedure can be followed through South Road Housing Complaints Procedure.

9. Write offs

Rechargeable repair costs which are deemed “not collectable” will be submitted to the management committee on an annual basis. All requests for write off will be anonymous.