



H O U S I N G   A S S O C I A T I O N

# RECHARGEABLE REPAIR POLICY

**Approved by Committee:**      **9<sup>th</sup> April 2013**

**Date Due for Review:**      **April 2016**

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## 1. INTRODUCTION

This policy sets out how the Association will recover its rechargeable repairs costs from tenants to ensure the most effective use of the Association's maintenance budget.

## 2. AIMS OF THE POLICY

To ensure that the Association has a standard approach when determining what a rechargeable repair is.

To ensure that procedures are in place to effectively recover any rechargeable repairs costs that are due to be paid to the Association.

To provide the committee with rechargeable repair reports to allow an annual target to be set for recovery of costs

## 3. ACHIEVING THE AIMS OF THE POLICY

### Establishing What Is A Rechargeable Repair

The Association acknowledges that damage to property can be caused in a number of different ways. When a repair is reported that might be rechargeable the following factors will be taken into account

- (i) **Deliberate/Accidental Damage.** This is where a tenant, member of their household or visitor to the property has deliberately or accidentally damaged the Association's fixtures and fittings or any other parts of Ruchazie Housing Association's property . In cases of this nature the Association will recover the full cost of replacement/repair from the tenant.
- (ii) **Malicious Damage.** This is where somebody causes damage to the Association's property or fixtures and fittings and their actions are outwith the tenant's control. In cases of this nature the Association will carry the cost of completing the repair as long as the incident has been reported to the police and a crime number obtained.
- (iii) **Negligent Call Outs.** The Association operates an out of hours call out service. However, this service should only be used by tenants in an emergency. If a tenant unnecessarily calls out tradesmen the Association will invoice the tenant for the cost of the call out.

Examples of an emergency are

- Burst pipes
- Leaking roof
- No cold water or no hot water
- No central heating
- Smashed windows

- No electricity (phone Scottish Power first to check for area faults – 0845 27 27 999)
- Gas leak (phone Scottish Gas if you smell gas – 0800 111 999)

### **Effective Recovery Of Rechargeable repairs Costs**

To ensure that the Association recovers any costs incurred as a result of carrying out rechargeable repairs the following action will be taken

- (i) Any tenant reporting a repair will be advised at the time of reporting the repair whether it is rechargeable (except in cases of call outs where the Association will determine who is responsible as soon as we are aware that the call out service has been used). (Appendix 2)
- (ii) The Association also reserves the right to notify tenants if a repair is rechargeable at a later date if we become aware of additional information which was not available at the time the repair was reported.
- (iii) Tenants will be invoiced within 28 days of the repair being carried out and will be invited to contact the Association to discuss a repayment arrangement. Any agreed repaying arrangement will take into account each individual tenants financial circumstances and ability to pay (Appendix 3)
- (iv) Failure to respond to the initial invoice or maintain a repayment arrangement will result in personal contact being made with the tenant to discuss non payment i.e home visit/telephone contact.
- (v) Continued failure to pay a rechargeable repair will result in the Housing Services Sub Committee being asked to consider action for non payment to be taken against the tenant. This could involve suspension of certain categories of repair that will not cause further damage to Association property, or small debt action through the Sheriff Court.

### **Monitoring**

To ensure the effective monitoring of rechargeable repairs the

- (i) Property Management Assistant will prepare a monthly report detailing
  - The number of rechargeable repairs outstanding.
  - Total payments received for the month.
  - Total balance outstanding.
  - Number of people making payments.
  - Number of people failing to make payments.
  - Rechargeable repairs paid in full.
  - Any legal action

**Review**

This policy will be reviewed every three years to ensure its effectiveness.

**Date**

Dear (Tenant)

**Rechargeable Repair – Balance £**

Please find enclosed our invoice for the rechargeable repair on your property.

This amount is due to be paid in full within 14 days or alternatively you may contact me upon receipt of this letter to agree a paying arrangement.

Your co-operation in this matter is appreciated.

**Yours sincerely**

**INVOICE – RECHARGEABLE REPAIR**

**Name** \_\_\_\_\_

**Address** \_\_\_\_\_

**Date** \_\_\_\_\_

**Invoice No** \_\_\_\_\_

**Description of rechargeable repair**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Invoice Total**            =        £

**THIS INVOICE IS NOW DUE FOR PAYMENT**

## APPENDIX 2

**Date**

Dear (Tenant's Name)

### **Reminder – Rechargeable Repair – Outstanding Balance £**

I note with concern that you are not maintaining payments towards the outstanding rechargeable repair balance as previously agreed.

Please ensure that full payment is made within seven days of receipt of this letter otherwise I will have no alternative other than to refer your case to the Association's Housing Services Sub Committee who will decide what action to take against you. This could involve suspending repairs to your property of a non urgent nature or commencing small debt action against you in the Sheriff Court.

Yours sincerely



## APPENDIX 3

### Rechargeable Repairs Report – (Month)

Total No Of Repairs Outstanding (Previous Month)	
New Repairs (Current Month)	
No Of Repairs Where Payments Received	
No Of Repairs No Payment Received	
No Of Repairs Cleared In Full	
Total Payments Received	
Total Balance Outstanding	
Total No Of Repairs Outstanding At End Of (Month)	

### Further Action Taken

Final Warnings Issued	
Small Debt Action Raised	