



Mid-Wales Housing Association - Policy

Title: REACTIVE MAINTENANCE RECHARGEABLE REPAIRS

Policy Statement:

The Association will seek to recover the cost of a repair from the tenant (including past tenant) where the responsibility for the repair is clearly that tenants. Routine reactive maintenance repairs caused by fair wear and tear are the responsibility of the Association.

1. Definition

A rechargeable repair occurs when the Association carries out repairs which are the responsibility of the tenant and the Association intends to recover the cost of the repairs from the tenant.

The Association will recharge for reactive maintenance:

- 1.1. When there is wilful damage or negligence by the tenant or his/her visitors or family.
- 1.2. Unsatisfactory home alterations
- 1.3. Tenants appliances causing electrical faults
- 1.4. Call-outs for emergency repairs that were not essential
- 1.5. The Association may, at its discretion, recharge for works specified as the tenant's responsibility in the Tenants Handbook, by mutual agreement with that tenant.

2. Right to Carry Out the Work

Tenants will be given the opportunity of arranging for the work to be undertaken at their own expense. Where this is not possible / practicable then the Association will undertake the repair and arrange for the cost to be recharged to the tenant. All works arranged directly by the tenant are required to be undertaken in a professional manner and where necessary will be inspected by the Association once they are completed.

3. Charge Made

The Association has a range of standard charges for rechargeable repairs (appendix 1). The tenant will be told the likely cost in advance and requested to sign a declaration accepting responsibility for the work and agreeing to repay the charge. Non-standard repairs (outside the scope of appendix 1) will be costed on an individual basis and the tenant advised of the cost prior to commencement of the repair work.

4. Repairs at termination

Where a tenant has terminated the tenancy or abandoned the property with repairs and/or re-decoration outstanding (which are the former tenant's responsibility), the Association will undertake the required works to meet the re let standard and recharge the former tenant.

Comprehensive records including photographs will be taken for future reference. Former tenants re-applying for housing will be expected to reach an agreement to repay any outstanding recharge prior to being offered a further tenancy.

Key Performance Areas:

The Finance Section will maintain records of the debt outstanding as a result of rechargeable repairs and these will be monitored by Operational Management Team.

Strategic Aim:	To ensure the Association has an agreed fair and transparent method of recharging for repair works that are the tenant's or former tenant's responsibility.	
Reference No:		
Date of Issue:	November 2011	
Review Date:	November 2014	
Departments/ Sections Affected:	Asset Management, Housing Services and Finance	
Approved By:	Board of Management January 2012	
Lead Officer:	Director of Operational Services	
Statutory Compliance:		
Strategic Risk Factors		
Equality Impact Audit	<i>How does/will this policy ensure needs are met fairly, particularly with regard to race, gender, disability etc?</i>	N/A
	<i>Is it felt that this Policy might affect different groups adversely. If so what is the justification for this, and is it legally permissible?</i>	No groups or individuals are expected to be affected adversely
	<i>Have any representative groups in the locality been</i>	No

	<i>asked for their opinion and if so what was the outcome?</i>	
Tenant Engagement	<i>How does/will this policy ensure the needs of tenants are met?</i>	N/A
	<i>How is it felt this Policy will impact on the rights and obligations of tenants?</i>	This strategy will not affect tenants' rights and obligations,
	<i>Have tenants been consulted and were the outcomes of that consultation taken into account when considering the introduction of this Policy?</i>	The Tenants and Residents Forum has been consulted on recharge policies. As a result the position of recharging on broken windows has changed to reflect the view of this group.

Mid Wales Housing Association - Schedule of Recharge Costs

<u>Code</u>	<u>Description of Recharge</u>	<u>Total</u>	
RCSKR	Removal of household items/rubbish if skip required	£275.00	Per skip
RCSNR	Removal of household items/rubbish no skip	£82.50	
RCWGS	Disposal of White Goods (Cheaper if removed by PCC / CCC)	£99.00	Per item
RCDRM	Cleaning Exceptionally Dirty Rooms	£49.50	Per Room
RCDKB	Cleaning Exceptionally Dirty Kitchen or Bathroom	£66.00	Per Room
RCUSW	Unblock Sink Waste	£38.50	
RCUWC	Unblock Toilet Waste (if blocked with nappies, sanitary towels etc.)	£44.00	
RCWSR	Replace Tap Washer	£44.00	
RCRID	Repair Door if damaged by tenant (If Possible)	£38.50	
RCGFE	Gain Forced Entry	£82.50	
RCNDL	Replace Door Lock	£82.50	Per lock
RCHID	Rehang internal door	£33.00	
RCHLS	Repair Holes in Walls (up to 1 foot square):	£8.80	Per Wall
RCLGH	Repair Holes in Walls (larger than 1 foot square):	£33.00	Per Hole
RPSMK	Replace Damaged Smoke Detector	£60.50	
RCFCO	Misuse of Association Emergency Service	£110.00	
RCDIS	Disposal of Motor Vehicle	£220.00	Per Vehicle
RCMSA	Missed Appointment (we reserve the right to charge for repeatedly missed appointments)	£55.00	
RCLGB	Relight Gas Boiler due to no Gas/Electricity	£49.50	
RCSTR	Storage of items	£110.00	Per week
Replacement of items if damaged by tenant:			
RPWCS	Toilet seat	£38.50	
RPBHO	Bath	£256.30	
RPBP	Bath panel	£55.00	
RPWHB	Wash Hand Basin	£137.50	
RPWCO	Toilet	£159.50	
RPID0	Internal Door	£93.50	Per Door
RPIFD	Internal Fire Door	£203.50	
RPSBU	"Single" Kitchen Base Unit	£82.50	Per Unit
RPDBU	"Double" Kitchen Base Unit	£121.00	Per Unit
RPSWU	"Single" Kitchen Wall Unit	£55.00	Per Unit
RPDWU	"Double" Kitchen Wall Unit	£93.50	Per Unit
RPWTP	Kitchen Worktop	£82.50	Per Metre
RPSGD	"Single Glazed" Panel to Door	£66.00	Per Panel
RPDGD	"Double Glazed" Panel to Door	£121.00	Per Panel
RPSGW	"Single Glazed" Panel to Window	£55.00	Per Panel
RPDGW	"Double Glazed" Panel to Window	£132.00	Per Panel
RPSEF	Replace Standard Electrical fitting	£82.50	Per Fitting

Items not included above will be charged at Cost