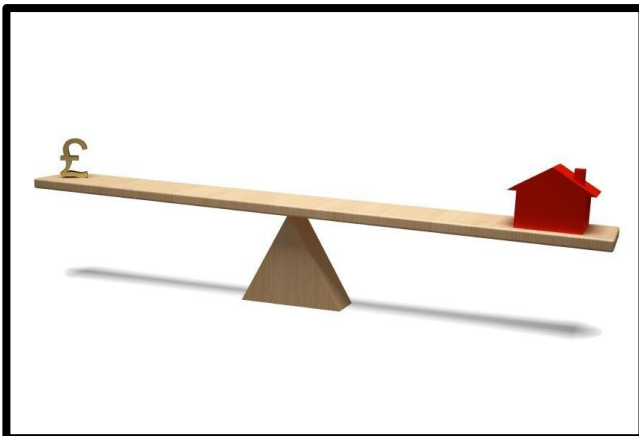


CHARGEABLE REPAIRS POLICY



MONITORING INFORMATION:

POLICY/PROCEDURE/STRATEGY:

CHARGEABLE REPAIRS POLICY

DATE APPROVED:

SEPTEMBER 25

EXPIRY DATE:

SEPTEMBER 28

OWNER:

HEAD OF CUSTOMER SERVICES &
COMMUNICATIONS

APPROVAL ROUTE:

EXECUTIVE MANAGEMENT TEAM

Chargeable Repairs Policy

Introduction:

This policy sets out our approach to charging the cost of conducting work that is not the contractual responsibility of Teign Housing and TemplerHomebuild.

The Policy also sets out the approach to charging for work which arises from damage or neglect by the resident and outlines the principles to be adopted when determining whether a repair is chargeable and if so, whether such a charge should be pursued.

Teign Housing aims to provide residents with a value-for-money repairs and maintenance service and to support this we need to ensure that the resident is charged for work which they are responsible for, or for works arising from negligent behaviour or deliberate misuse.

Chargeable works will normally fall into one or more of the following categories:

- Works which are the resident's own responsibility in accordance with their tenancy agreement, lease, or licence.
- Works which arise because of misuse of the property
- Works which arise because of neglect or where a repair has not been reported.
- Works arising because of unauthorised or inappropriate alterations to the property.
- Works arising from damage to the property caused by a resident, a member of their household or visitor.

This policy applies to all residents regardless of their tenure and should be read together with the respective tenancy, lease, or licence agreement.

Policy:

Teign Housing will:

Have a clear procedure for the implementation of this policy which will identify those circumstances in which we will pursue the charging of residents. Undertake all repairs that constitute a risk to health and safety or the security of the property and will seek to recover the costs of these repairs where they are deemed to have been caused by:

- Neglect or misuse.
- Inappropriate or unauthorised alterations or additions
- Damage caused through failure to report repairs.

Work that the resident is contractually responsible for as determined by the appropriate tenancy agreement, lease, or licence.

- Ensure that a proactive structured and uniform approach is used to ensure the consistent and fair treatment of tenants and leaseholders.
- Ensure that members of staff advise of the intention to recharge once responsibility for the work has been established. Tenancy agreements and Leases clearly specify responsibilities.
- Be clear about the charges tenants are expected to pay.
- Ensure tenants are not disadvantaged and are therefore supported by the provision of repayment plans for legitimate repairs.
- Ensure that chargeable work debts are recovered effectively.

There may be times when it will be appropriate for a charge to be reviewed when, for example, the value of the charge is being disputed or there are mitigating circumstances possibly relating to a vulnerability or disability. A resident can, therefore, contact us to discuss this with the Head of Commercial approving the reduction if felt appropriate. Such circumstances will be recorded and closely monitored, recorded and reported on as part of an annual report on Chargeable Repairs.

Performance Standards:

Teign Housing and TemplerHomebuild will monitor its service performance against corporate targets agreed with staff and residents; aspire to recover all rechargeable repair costs and aim to continuously improve across all areas of the service.

Related Documents:

- Repairs and Maintenance,
- Void Property Management,
- Mutual Exchange,
- Equality and Diversity,
- Income and Debt Management,
- Credit Control Policy.