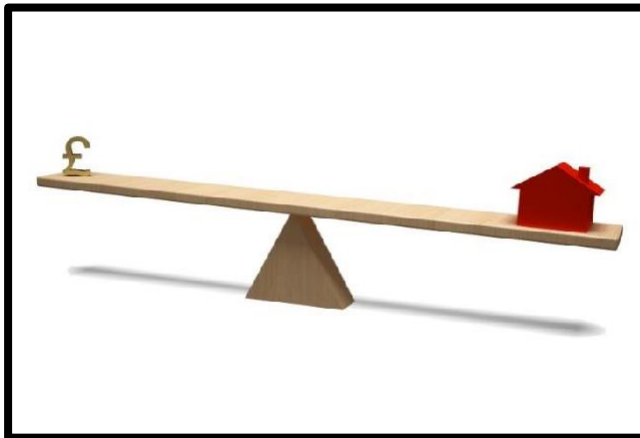


CHARGEABLE REPAIRS PROCEDURE



MONITORING INFORMATION:

POLICY/PROCEDURE/STRATEGY:

DATE APPROVED:

EXPIRY DATE:

OWNER:

APPROVAL ROUTE:

CHARGEABLE REPAIRS PROCEDURE

SEPTEMBER 2025

SEPTEMBER 2028

HEAD OF CUSTOMER SERVICES & COMMUNICATIONS

EXECUTIVE MANAGEMENT TEAM

Chargeable Repairs Procedure

1. Introduction and principles

Teign Housing and Templer Homebuild will manage chargeable works in line with this Chargeable Repairs Policy.

The Terms and Conditions of Tenancy state that tenants must take good care of their home, keeping the property in a good and clean condition and use the fixtures and fittings responsibly. Leaseholders are responsible for the internal decoration and repair of their homes.

Certain repairs, according to the Tenancy Agreement, are the responsibility of tenants.

Teign Housing recognises that sometimes these repairs may constitute a health and safety risk or impact the security of the property and as such, will need to be undertaken on a chargeable basis. We will always seek to take payment prior to the work orders being placed. Alternatively, a repayment plan will be agreed.

The Tenancy Agreement provides information on the types of repairs that are a tenant's responsibility. These include minor repairs and all repairs that are not caused by 'fair wear and tear' (see Appendix 1 for a list of specific repairs that tenants are responsible for). The tenant or leaseholder may be liable for any costs we incur for any repairs to the property which are required because the tenant/leaseholder (or a member of their household or anyone who has permission to be in or on the property) has caused damage deliberately or due to neglect.

If appropriate and insurable, repair work/costs may be claimed through Teign Housing's buildings insurance policy. This may be referred/counterclaimed via the tenant or leaseholder's home contents insurance provider, which should be held in accordance with the tenancy or lease.

Damage caused to the property because of violence or other anti-social behaviour from a third party will not be charged to the tenant/leaseholder if the incident is reported to the Police and a Crime Reference number obtained.

Where Domestic Abuse is reported or alleged, a specific decision not to charge for any individual occasion up to the value of £500.00 can be made by the Head of Commercial (THB) with the advice of the Head of Communities instead of a specific report to the Police and Crime Reference number being obtained. For any chargeable work over £500.00, the decision should be made by a member of the Executive Team.

Remedial work costs will be charged to all current tenants and leaseholders unless a written agreement states otherwise eg, tenancy agreement etc. We will not charge former tenants when works costs are estimated to total under £200.00 due to the uneconomical cost of pursuing the recharge.

If a tenant disputes the amount that has been estimated/charged, they can request that the Head of Commercial (THB) undertakes a review of the charge, in conjunction with The Head of Communities who will consider any mitigating circumstances that may relate to a particular vulnerability and/or disability (where there may be a duty to make reasonable adjustments). Discretion up to £500 may be applied if vulnerability or disability poses physical or emotional risk. The review would need to be undertaken, and a decision delivered to the tenant no more than 10 working days after their request for a review has been acknowledged. If, after a financial assessment we are satisfied the charge cannot be paid in full, we will then agree a payment plan which will need to be paid off within 12 months.

The Income Collection Procedure will be followed for collection of all chargeable debts and will be the responsibility of the Income and Lettings Manager.

We will aim to charge using the agreed National Housing Federation (NHF) Schedule of Rates. In some cases, the repair may require more work or time than the schedule of rates has built in. In these cases, costs will be estimated by a surveyor, and the tenant will be informed of the estimated costs in writing. It will be made clear that this is an estimate and may change once the final costs are known and have been agreed by Templer HomeBuild's Commercial Team. An invoice request will be raised immediately and sent to Teign Housing's Finance Team for the invoice to be raised.

2. Operational procedures

Emergency and end-of-tenancy repairs will be dealt with on a case-by-case basis. We will aim to charge for these using the schedule of rates. However, in some cases the repair may require more work or time than the schedule of rates build in and these will be priced up by a surveyor and the actual cost will be invoiced to the resident. An operative attending the job may decide that the repair is more than the schedule of rate cost and will advise Templer HomeBuild's Commercial Team of the revised cost to be provided to the resident.

Routine Repairs and Property Maintenance

Emergency repairs/works - Work affecting the health and safety of residents or the security of the property will be carried out by Teign Housing (or its contractors) as an emergency repair. The work will be the minimum necessary to ensure the property is safe and secure.

In normal office hours, the tenant will be clearly notified at the time of reporting the repair that they are going to be charged, and payment taken or a payment plan agreed. Out of normal office hours, tenants will be clearly notified that they may be charged. We will confirm that an emergency repair or call-out is chargeable once we receive feedback from the attending contractor. This will be recorded on Civica Cx

Within five working days, an invoice request will be completed by the Customer First Team, with the value being the cumulative total of the NHF Schedule Of Rates, as an actual cost, in addition to an administration fee and, in some cases, Value Added Tax (VAT).

Follow-on work, where required, will be undertaken in accordance with the following non-emergency works procedure.

Non-Emergency repairs/works

When Teign Housing or Templer HomeBuild staff identify repairs which are the tenant's responsibility, the tenant will be informed that they need to rectify the issue within an agreed timescale. Where we cannot determine the cost over the telephone, repairs/works required must be inspected, noted and photographed. The details are then to be made available in Civica CX Repair Inspections and EDRM as appropriate.

Where Templer HomeBuild agrees to undertake the work, Templer HomeBuild will send the actual cost of work to the tenant within 15 working days of establishing the full extent of work required and include: -

- Details of the works that are to be undertaken.
- The timeframe within which the works should be completed.
- The cost of the remedial work.

If remedial works are completed by the tenant, this will be inspected by Templer HomeBuild to confirm that the work has been done to an acceptable standard, or not. If works are not completed by the tenant within the agreed time or to an acceptable standard, the tenant will be advised in writing of our intention to undertake the remedial work and charge the costs, with payment taken up front or a 12-month payment plan put in place.

An invoice request will be raised after remedial works are completed by Templer HomeBuild, with the value being the total of the job raised, as an actual cost, and is subject to an administration fee and, where applicable, Value-Added Tax (VAT) within 15 working days.

Repairs as a Result of Criminal Action

Repairs resulting from criminal actions will be reported to the Police and Teign Housing's insurance provider if over the policy excess sum. Teign Housing will support the prosecution of the offender(s) if identified and seek compensation for any resulting damage and costs incurred. Any planned and improvement works may be halted (unless such work is prejudicial to health) until such matters are resolved. Such decisions will be made by the Head of Commercial.

Changes of Tenancy

End of Tenancy - Homes are visited and inspected by Templer HomeBuild once notice to end the tenancy has been verbally received. This visit also intends to obtain written confirmation of the notice to end the tenancy and go through any repair obligations that the tenant is responsible for.

If during this Pre-Void Inspection, there is any work /items that Templer HomeBuild agrees not to charge for then these will be written down on the charges sheet, which the resident signs, so it is agreed and recorded.

Where either chargeable works or unsatisfactory DIY is found during the visit, the tenant will be informed, and the work recorded and photographed. The tenant will be left with information explaining how the property is to be left and a leaflet explaining the illustrative costs of any charges which may be incurred. If the tenant is unable to undertake the work themselves, they will be informed of estimated charges and asked to sign the PVI (Pre-Void Inspection) form to agree to the estimated charge.

When the tenancy ends Templer HomeBuild will immediately visit the property and itemise the works and repairs to be undertaken. If chargeable works are identified beyond those recorded at the Pre-Void Inspection, THB will estimate the cost of putting this right and will write to the recipient within 10 working days.

This letter will include:

- Details of the chargeable works identified
- An itemised estimate of how much this work might cost
- Photographs of the chargeable works identified
- A clear statement that once the works have been completed and the costs finalised (including and administration fee and VAT if appropriate), an invoice will be sent and provide an estimate of how long this might take, generally 6 to 8 weeks.
- How the recipient can communicate with us to dispute or discuss the chargeable works identified to resolve any issues as early as possible in the process.

As soon as final costs for the works are known, THB will complete a “request to raise an invoice” form and submit this to the finance team for processing. The form must be completed correctly and be accompanied by supporting documentation, as agreed with the Finance Manager.

Transfer - Where an Internal Transfer is requested, the property will be inspected by Templer HomeBuild as per standard pre-void inspections. Where chargeable works are identified or unsatisfactory DIY work is found with remedial costs likely to exceed £200 (before additional administration fee and VAT, if appropriate, is added), the transfer will be put on hold and the **non-Emergency** procedure adopted.

Mutual Exchanges – The Community Housing Officer and Templer HomeBuild surveyor will visit the property to inspect and advise on the need for repairs to be undertaken prior to approving the mutual exchange. Repairs should be completed before the move is approved, and if they are not, the mutual exchange will be put on hold. If further chargeable repairs are found, these will be charged based on the actual cost, in addition to an administration fee and, in some cases, Value Added Tax (VAT). The invoice request will be raised by Templer HomeBuild within 15 working days. Tenants undertaking a mutual exchange sign a disclaimer agreeing that they are responsible for any repairs or other works that are the tenant’s responsibility but only come to light after they have moved.

Direct Match - Where chargeable works are identified or unsatisfactory DIY work is found with remedial costs likely to exceed £200 (before additional administration fee and VAT, if appropriate, is added), the direct match will be put on hold and the **non-Emergency** procedure adopted, except in exceptional circumstances where solutions are dependent on the transfer going ahead and approval granted beforehand by the Head of Communities and in agreement with the Head of Commercial, who may decide to waive any or part of the chargeable work.

Missed Appointments – Where the same tenant repeatedly fails to make appointments/deny access then a charge maybe raised which will also be subject to an administrative fee in addition to the time wasted by the member of staff be that a Teign Housing or a Templer HomeBuild member of staff.

3. Requests to review the chargeable repair costs

Where a tenant requests a review of the chargeable repair costs, this will be considered by the Head of Commercial (THB) who may seek the advice of the Head of Communities and then recorded as a service request by the CFT at Teign Housing. Due consideration will be given to whether there are mitigating circumstances relating to vulnerabilities and/or disabilities capable of being physically or emotionally at risk.

Reviews are to be completed within 10 days of them being acknowledged.

4. Risk

The principles and procedures set out in this policy help mitigate the following risks:

- ST9 – Failure to provide a good customer service

5. Implementation

The Heads of Service are responsible for ensuring that this procedure is implemented. It is the responsibility of all Teign Housing & Templar HomeBuild employees to ensure that their work is carried out in accordance with this procedure.

6. Monitoring and review

Chargeable repairs will be subject to an annual report where we will inform the Executive Management Team, the Residents' Forum and the Customer Experience Committee of progress in terms of; a) what has been charged b) what has been collected c) number of reviews undertaken and outcomes. This report will be prepared by the Income and Lettings Manager. The procedure will be reviewed every 3 years by the Head of Customer Service and Communications.

The Head of Repairs and Maintenance, together with the Head of Commercial, will be responsible for ensuring that letters are sent to tenants and invoices requests are sent to the Finance Manager who will act in a timely manner. Where the invoice request relates to a responsive repair then this will be sent from the Customer First Team Leader to the Finance Team. The Finance Manager will have oversight of the invoicing process.

Appendix 1 - Tenant's responsibilities

Chains and plugs	On basins, baths, and sinks
Chimney sweeping	
Decoration (internal)	
Domestic appliances	Such as cookers, fridges, washing machines, dishwashers and leaks relating to these
Fences (dependent on Tenancy Agreement)	Unless the fence forms the boundary to a road, footpath, car park or privately owned property
Fixtures and fittings	Including toilet seats, cabinets, mirrors, towel rails and toilet roll holders, coat hooks and curtain rails
Floor coverings	Including adapting doors to accommodate carpets
Garden maintenance	Where a household has the sole use of the area. Including dustbins and refuse areas
Infestations	Including infestation by ants, wasps, bees, cockroaches, mice, rats, or fleas – unless the entry point is due to a failing of Teign Housing
Internal door locks	
Light bulbs/tubes/starters & dimmer switches	Including external lights serving just that home, for example, security lights. *Teign Housing may, at its discretion, assist with some types of bulb replacement (for example, enclosed bathroom light fittings) for older tenants or those who have problems with mobility.
Loss of keys	Including any repairs from forced entry if locked out
Outbuildings or sheds	Unless provided by Teign Housing
Re-lighting pilot lights	Including the resetting of any heating controls or programmers
Tap washers	Excluding mixer taps with ceramic disc cartridge type heads
Telephone points	
Toilet seats, chains and pulls	
TV aerials and sockets	Unless communal
Washing lines	Non-communal post (unless concrete) or airier and lines
Waste blockages	To sinks, baths and toilets
Water damage	If caused by the misuse of water

