

Who this policy is for

This policy is for all residents of Wyedean Housing Association.

Introduction

When we carry out repairs that are normally the tenant's responsibility, we recover the costs from the tenant through a recharge. Before we carry out the work, we let the tenant know how much they'll need to repay and by when.

Tenants can pay their recharges in different ways. If they fail to repay us within the timescale agreed, we'll remind them what they owe and will continue to ask them for the money until they pay the recharge.

Definition of a recharge

We'll recharge tenants for repairs we need to do because they, a member of their household or a guest, neglected or misused the property, including its fixtures and fittings.

We'll also recharge tenants for work they ask us to do that is their responsibility. Before we carry out the work, we'll ask for payment in advance or agree a repayment schedule.

If we need to carry out work in an emergency, such as when a tenant has lost their keys, we may not ask for payment in advance if the tenant agrees they will repay us for the cost of the work.

We will not recharge tenants for repairs due to normal wear and tear.

Incoming tenants

We do not charge incoming tenants for work we need to do to prepare the property for letting. However, if they ask us to do additional work, we may recharge them.

Examples of work we recharge for

The kind of work we recharge tenants for includes, but is not limited to:

- replacing light bulbs, plugs and chains on sinks, baths and basins, toilet seats, pulls and chains, keys
- fitting blinds, curtain tracks, coat rails and shelving
- installing extra security locks
- changing locks and repairing damage after being locked out
- adjusting internal doors so they open and close over fitted carpets
- lifting and relaying wood or laminate floors or carpets to carry out repairs
- unblocking sinks, basins and baths
- repairing damage caused by a tenant, member of their household or guest
- repairing or replacing fences.



We may also recharge tenants when they have:

- done something to the property which means their health and safety, or that of others, is at risk
- changed a fixture or fitting that we have to remove and replace with the original
- done something to the property which we have to repair to avoid further damage to it or a neighbouring property
- left the property in poor condition.

If the damage was caused by someone other than the tenant and we have their name and address, we may pursue a claim for criminal damages. We won't recharge the tenant for this work.

Deceased tenants

If a tenant has died with an outstanding recharge on their account, our housing manager may write off the debt.

Discretionary circumstances

Our housing manager may decide not to recharge a tenant for damage caused to their home if the damage was a result of domestic violence or the tenant's vulnerabilities, including poor mental health.

Recharge amounts

We'll recharge tenants in line with what our contractors charge us.

As a guide, this is:

- **General repairs:** £50 + VAT for the first hour and £35 + VAT for every hour after
- **Out-of-hours and emergency repairs:** £65 + VAT per hour

We also apply an admin charge of £20.00.

Recharge repayment terms

We'll set repayment terms according to the tenant's personal circumstances. For larger costs, we may complete an affordability form with the tenant.

Appeals

Tenants can complain about our recharge process through our Complaints, Comments and Compliments Policy.





Pursuing repayments

When we have to remind tenants about a late recharge payment, we may contact them by telephone, letter or email.

When a tenant fails to meet the agreed repayment arrangement, particularly when they owe a large amount, we may apply to the small claims court to recover the money. If we do this, we'll also charge the tenant for our reasonable costs.

How we monitor and report on our performance

We monitor the volume, frequency and nature of tenant recharges and report on them to our senior management team.

We also review the costs included in this policy at the end of every financial year to ensure they're in line with what our contractors charge us.

We review the policy every three years or when there are relevant changes to legislation or regulation.

