



## CARE HOUSING ASSOCIATION

### RECHARGE POLICY

#### 1. Purpose

Care Housing Association (Care) is committed to offering the best value for money in the services offered to its tenants. One way in which we are able to ensure value for money is in the recovery of monies paid out on repairs that are a direct result of a tenant, or their family and friends, causing damage to properties, whether it is intentional or accidental damage.

#### 2. Policy Statement

Rechargeable repairs will include:

- Repairs due to deliberate damage or neglect or inappropriate use of fixtures, fittings and the external and internal fabric of the building and its walls/fences.
- Reinstatement of missing fixtures, fittings, walls and fences provided by Care.
- Repairs due to tenant 'improvement/alterations' where permission was not granted or not in accordance with the provisions of the permission (see Contractor Competency Policy)
- Changing locks and providing new keys where lost or not handed in on termination of tenancy.
- Clearance of all items where it has not been agreed in writing that these may be left in the property.
- Clearance of drain and waste pipe blockages caused by tenant, family member or visitor.
- Reglazing of doors and windows where no damage report has been made to the Police and no crime reference number provided.
- Continued failure to comply to give access to carry out gas or electric safety checks and service.
- Failure to allow access for any maintenance and repair works.

Although Care is able to recover recharges in all the above situations, we understand that many of the rechargeable repairs may have come about as a result of a tenant's particular vulnerabilities condition. Where this is the case, Care may choose not to recharge the tenant, and will work with them and their family, friends, and support workers, to help resolve the issue to ensure that the problem does not reoccur. This will be considered on a case by case basis.

Where the Association decides to pursue the recharge policy Care will instruct their contractors to attend the property and inspect the works, where practical an estimate for the works will be sourced and the person responsible for meeting this cost advised of the figure.

The resident has the right to source an alternative estimate but any one undertaking works to the associations properties must comply with the terms outlined in the Associations Contractor Competency Policy.

On the occasions that the Association deems works essential we will instruct our contractor to complete the works immediately and advise us of the cost as soon as is reasonably possible.

On receipt of the ~~contractors~~contractor's invoice, Care will forward payment to the contractor and then forward a copy invoice to the person deemed responsible for the damage.

All works are subject to VAT at the prevailing rate.

The Association expect to be reimbursed within 28 days of the date of the invoice or in accordance with a payment programme agreed with Care's Housing Officer.

Whilst we will do everything possible to minimise the impact on the individual of us collecting these monies Care will pursue court action if the monies are not paid in full in the agreed timescale.

Where work to a property as a result of tenant damage necessitate the need for the tenant to move out of the property temporarily, Care will not cover the costs for alternative accommodation. However, we will assist the tenant in sourcing suitable accommodation,

### **3. Responsibility**

The designated officer responsible for implementation and monitoring of this policy will be the Chief Executive.

### **4. Equality and Diversity**

We are committed to respecting diversity in all aspects of our work and we will not tolerate any form of discrimination.

### **5. Commitment and Review**

Care will formally review this policy every three years. Care will consult with residents if material changes to this policy are proposed.