

# RECHARGEABLE REPAIRS POLICY

## 1. INTRODUCTION

1.1 English Rural will recharge tenants for repairs in circumstances where the repair is the responsibility of the tenant,

- and is the result of damage to the property due to neglect, misuse or wilful damage by the tenant, their family or visitors to the property.

- or is required at the end of the tenancy to bring the property to a lettable standard

## 2. REPORTING A REPAIR

2.1 Tenants will be given advice during the lettings process on reporting repairs and general maintenance responsibilities. This information will also be detailed in the Tenant Handbook and on the website.

2.2 All repairs should be reported to the repairs and maintenance department by email, letter, via the online form on the English Rural website or use of the dedicated Freephone number. In some circumstances it may be identified that the repair must be recharged to the tenant once a report is received from the contractor attending, or an initial inspection has been completed.

2.3 Where a repair has been identified as tenant responsibility and the tenant still resides at the property, they will be advised to arrange for the work to be completed by a contractor of their choice within an agreed time and to a satisfactory standard. Alternatively, and only when a health & safety issue is involved, English Rural will instruct a contractor to attend to the repair and the tenant will be recharged the invoiced costs.

2.4 Costs will also be rechargeable for an abortive visit to a property i.e. when an appointment has been made by the contractor and the tenant is not at home when the operative arrives on the designated day. A rechargeable cost may also be occurred if the repair has been caused by the tenant, whether maliciously or not.

2.5 In the event of non-attendance by a contractor, it is the responsibility of the tenant to make English Rural aware so that appropriate action can be taken, investigation carried out, and any costs received from contractors can be monitored to ensure recharge invoices are not issued to the tenant.

## 3. ALTERATIONS & HOME IMPROVEMENTS

3.1 Tenants must seek permission from English Rural before carrying out any alterations or improvements to the property. Where alterations have been made without prior consent or are unsafe and not properly maintained English Rural will step in to correct or remove the alterations and tenants will be recharged for any necessary work.

3.2 Tenants will be recharged for any additional costs incurred as a result of alterations requiring other repairs at the property.

#### 4. REPAYMENT

4.1 Once the repair is complete, English Rural will issue tenants with an invoice for the work within 30 days of being notified of the final cost. When an invoice has been issued to the tenant, a Recharge Account will be opened separate to the rent account. Tenants will be expected to make contact with English Rural Housing Association to make arrangements for payment

4.2 If payment is not received from the tenant within 30 days a 15% administration charge will be added to the final invoice.

4.3 Arrangements can be made to repay by instalments in certain circumstances.

4.4 Where rechargeable repairs are required after a property has been vacated, an invoice for the work will be forwarded to the ex-tenant at the forwarding address provided on vacation. If no forwarding address has been provided, necessary traces to obtain this information will be carried out where appropriate. Alternatively if there is a credit on the rent account, the cost of any rechargeable repair will be deducted from this credit and either the balance returned to the tenant, or the remainder of the cost sought.

4.5 Recharge Accounts will be monitored regularly to ensure payments are being made and, if necessary, action will be taken to recover arrears through the Small Claims Court.

4.6 Tenants must not knowingly request a rechargeable repair by English Rural in order to have work carried out to avoid a cost to themselves, or to gain a repayment instalment plan.

Name of document:	Rechargeable Repairs Policy
Author:	Steven Bland, Regional Housing Manager
Approved by:	Martin Collett, Operations Director
Officer(s) responsible for implementation:	Repairs, Finance
Reviewed by:	Steven Bland, Regional Housing Manager
Review date:	August 2017
Date of Next Review:	August 2019

**Letter 1**

(Name)  
(Address)

Dear (Name)

**Re: Rechargeable Repair**

A repair was carried out at your property on (date) by (contractor) following a report that (nature of repair).

We have now been advised by the contractor that this repair was the result of tenant misuse and as a result you are being recharged for the call out and work that was undertaken at your home.

Please find enclosed a copy of the invoice for this work. You are required to make payment within 30 days. If you wish to make an arrangement to pay by instalments please contact the repairs team on 0800 121 4422.

Please note that if payment is not made within 30 days a further 15% administration charge will be added to the invoice.

Yours sincerely

XXX  
**Repairs & Maintenance Officer**

**Letter 2**

(Name)  
(Address)

Dear (Name)

**Re: Rechargeable Repair**

Further to our recent letter dated (date of letter 1) we have not yet received payment for the sum of (amount) in relation to a rechargeable repair at your home.

Please find enclosed a further invoice, including administration fee, for (amount). Please ensure this invoice is paid within 30 days. Non-payment may result in further action being taken against you through the small claims court.

If you wish to make an arrangement to pay by instalments please contact the repairs team on 0800 121 4422.

Yours sincerely,

XXX  
**Repairs & Maintenance Officer**