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| Rechargable Repairs  Policy |  |
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**Last updated: October 2023**

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Useful Definitions:

**The Councils** – Refers to the South Oxfordshire District Council and Vale of White Horse District Council.

**Landlord** – This will be the named Landlord on the Tenancy Agreement and will be either South Oxfordshire District Council **OR** Vale of White Horse District Council

**The Service Provider –** This means the appointed sub-contractor for the Councils who will implement the terms of the Policy. As of 30 October 2023, this will be Soha Housing.

**Tenant/s –** Person/s who occupy the property which is owned or leased by the Landlord.

Rechargable Repairs Policy

**Policy Statement**

1. This policy sets out the approach to recharging the cost of carrying out work that is not the contractual responsibility of The Service Provider or The Councils, or which arises from damage or neglect by the current or former tenant.
2. The Service Provider provides a day-to-day responsive repair service in order to effectively maintain The Councils stock and provide our residents with decent homes to live in.
3. The Service Provider will keep in good repair the structure and exterior of all our dwellings and common areas together with the components that make up each property and garden.
4. The Service Provider tenants are responsible for keeping their homes clean, tidy and in good condition. Tenants are also responsible for maintaining certain components within their home and garden.
5. If The Councils tenants fail to keep their homes and gardens in good order, they may be recharged by The Service Provider in accordance with this policy for any work required to return the property to its original condition.

**Aim of the Policy**

1. The Service Provider aims to have an excellent, customer-focused repairs and maintenance service which offers value for money and fulfils our statutory obligations.
2. The Service Provider will only recharge tenants for repairs for which they are contractually responsible, or for works arising from negligent behaviour or deliberate misuse.
3. The Service Provider aim to apply this policy consistently and will not discriminate on grounds of race, colour, ethnic or national origins, religion, sexual orientation, disability, gender, age or any other matter which may cause a person to be treated with injustice. Contractors delivering the repair service are also expected to follow The Service Provider’s Equality and Diversity Policy.

**Implementation**

1. Rechargeable works will normally fall into one or more of the following categories:

* Repairs which are the customers’ own responsibility in accordance with their tenancy agreement, lease or licence.
* Repairs which arise as a result of misuse of the property.
* Repairs which arise as a result of neglect or where a repair has not been reported.
* Repairs arising as a result of unauthorised or inappropriate alterations to the property.
* Repairs arising from damage to the property caused by a resident, a member of their household or visitor.
* Inappropriate or unauthorised alterations or additions

1. This policy does not relate to repairs that are the result of reasonable wear and tear.
2. The Service Provider will not generally complete repairs for which we are not contractually responsible as determined in the appropriate tenancy agreement, lease or licence.
3. Where such repairs are completed The Service Provider will consider recharging customers for the repairs required in accordance with their rechargeable repair price list which can be found on The Service Providers website:

The Service Provider will have a clear procedure for implementation of this policy. which will identify those circumstances in which The Service Provider will undertake a repair which would otherwise be the customer’s responsibility. The recharge procedure will allow for discretion to waive repayment in certain circumstances, such as the vulnerability of the customer concerned, or where it would not be cost effective to pursue the recharge.

1. The Service Provider will undertake all repairs that constitute a risk to health and safety or the security of the property immediately and recover costs which are relevant from the tenant.
2. The Service Provider will provide to our tenants a detailed breakdown of any recharges The Service Provider apply. If a recharge is disputed by the tenant, they will have access to The Service Provider ’s complaints process.
3. The Service Provider will pursue the cost of rechargeable repairs undertaken in the most cost-effective manner. This will include appropriate legal remedies and may include the use of outside collection agencies to collect monies owed. When recovering costs, associated costs such as administration, VAT, legal or professional fees may be incurred.

**Monitoring and Responsibility**

1. The Head of Service for The Councils has overall responsibility for implementation of this policy.
2. Context

This Policy is based on current legislation and best practice. The Councils will amend it in line with any changes.