ARK HOUSING ASSOCIATION LTD (ARK)

RECHARGEABLE REPAIRS – PROCEDURE

1.0   INTRODUCTION

1.1   This procedure describes our arrangements for processing rechargeable repairs within the Maintenance department.

1.2   'Rechargeable repairs' are repairs that, according to the Tenancy Agreement and Tenants Handbook, are the responsibility of tenants.

1.3   This procedure has the following sections:

Section 2   -   Identifying a rechargeable repair

Section 3   -   Notifying a rechargeable repair

Section 4   -   Processing the contractor's invoice

Section 5   -   Dealing with complaints or appeals

Section 6   -   Implementation & review

1.4   This procedure supports our Maintenance policy and complies withScottish Social Housing Charter.

2.0   IDENTIFYING A RECHARGEABLE REPAIR

2.1   The Tenancy Agreement and Tenants Handbook provide 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).

2.2   The specific repairs are recorded on the Capita system in order that, when one of the items on the list is being entered the system will automatically identify and classify it as a rechargeable repair.

2.3   A rechargeable repair will also be identified as a result of:

▪   questions asked by Maintenance staff when the tenant or Support Worker is reporting the repair;

▪   reports from contractors following their attendance to deal with the repair;

▪   written comments from contractors either when they return their copy of the works order or when submitting their invoice.

2.4   The MA/MO will ensure that a repair which was not initially recorded as rechargeable but which is subsequently reclassified, is re-designated on the system by selecting the 'Recharge' field in the relevant screen.
Re-classifying a rechargeable repair

2.5   In certain circumstances, in particular where the work is required in a home of a service user receiving support, it may be decided that it would not be appropriate to classify the repair as rechargeable. Examples are repairing or replacing internal door or window handles where it is known that the service user is not able to operate these correctly.

In such circumstances the MA/MO will ensure that the 'Recharge' field is de-selected before the works order is produced.

3.0   NOTIFYING A RECHARGEABLE REPAIR

3.1   Where it is clear at the time of the report that the tenant will be liable for the costs, the MA/MO will advise the tenant, or the person reporting the repair on their behalf, and give them the option of arranging for the repair to be carried out with no involvement by ARK staff.

3.2   If an ARK contractor is to carry out the work, as part of producing the works order the MA/MO will ensure that the 'Recharge' field is selected.

This will result in 'RECHARGE' being included in the Recharge box on the tenant's copy of the works order, as further confirmation to the tenant that they will be liable for the costs of the repair.

3.3   MA/MO should seek confirmation that the person who reported the repair has agreed to the recharge cost.

4.0   PROCESSING THE CONTRACTOR'S INVOICE

4.1   For all works orders where the 'Recharge' field has been selected, when processing the contractor's invoice on Capita, at 'Full Completion' stage a 'Recharge Reminder' will appear.

4.2   The MA will produce a Rechargeable Repair Form with the relevant information (filepath *Maintenance/Maintenance Folder/(year)/Rechargeable Repairs/RechargeableRepairForm)* and pass this to Finance with the authorised invoice.

4.3   The MA/MO will file copies of the relevant documents in the current year's Rechargeable Repairs Folder.

4.4   On receipt of the Rechargeable Repair Form the designated Finance Officer will produce an account and issue this to the tenant.

5.0   DEALING WITH COMPLAINTS OR APPEALS

5.1   If a tenant or someone on their behalf complains or appeals about being charged for the repair they will be asked to submit their complaint or appeal in writing to theHead of Property Management (HOPM).

5.2   The HOPM will investigate the points raised with the MO/MA as appropriate and decide whether the charge should stand, be reduced or waived completely. The HOPM will respond in writing giving their reasons for their decision where appropriate.

5.3   If the decision is to reduce or waive the charge, the MA/MO will ensure that the details on Capita are updated as required, and that the Finance Officer is advised of any change to the recharge amount.

6.0 IMPLEMENTATION AND REVIEW

6.1 The HOPM is responsible for ensuring that this procedure is implemented, and that it is reviewed at least every three years.

Approved by the SLT: **March 2017**

Review of procedure due by: **June 2019**

Complies with: **Scottish Social Housing Charter**

RECHARGEABLE REPAIRS

The following repairs will normally be the tenant's responsibility:

- All damage caused either wilfully, accidentally or negligently by the tenant, a member of their household or a visitor.
- Blocked waste pipes of drains within the property boundary.
- Blocked sinks and toilets.
- Replacing or fitting tap washers (dripping taps).
- Replacement basin or bath plugs and chains, pull cords.
- Damage caused by leaks from tenants' washing machines or dishwashers.
- Repair to or replacement of toilet seats.
- Replacement carbon monoxide and smoke alarm batteries.
- Replacement internal light bulbs, tubes and starter switches.
- Resetting tripped electrics, if caused by a tenant's electrical appliance.
- Replacement electric plugs and fuses.
- Internal TV aerials.
- Internal decoration.
- Dealing with pest infestations.
- Replacement or additional keys.
- Repairs to door as a result of a forced entry due to loss of keys, being locked out or Police action.
- Repairs or replacement of whirly gig poles and ropes, washing lines and poles, pulleys,

The tenant may arrange for such repairs themselves. If ARK arranges for a contractor to carry out any of the above work, the tenant will normally be charged unless there are special mitigating circumstances.