



## Draft Rechargeable Repairs Policy

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## Rechargeable Repairs

### 1.0 Introduction

The purpose of this policy is to set out the position of Ferguslie Park Housing Association (FPHA) in relation to what is seen as being a rechargeable repair.

### 1.1 What is a Rechargeable Repair?

A rechargeable repair is a repair to a FPHA house or asset that is not a normal wear and tear repair. It is usually down to the following:

<b>Intentional Action</b>	Where someone purposely does something to cause a repair e.g. <ul style="list-style-type: none"><li>• vandalism</li><li>• wilful damage</li></ul>
<b>Negligent Action</b>	Where someone fails to do something which causes a repair. Examples are as follows: <ul style="list-style-type: none"><li>• allows visitors/family members to cause damage</li><li>• fails to report repairs which cause further damage</li><li>• undertakes some DIY but cause repairs through poor workmanship</li><li>• forced entry is required owing to lost keys</li><li>• incorrect use of the emergency repair system</li></ul>

In **some instances** these type of repairs may be mean that the tenant involved is recharged the cost of the repair.

### 1.2 Why is this policy needed?

Repairs to houses are important. We want our tenant to live in houses which they are proud to call home and keeping the condition of houses up to a high standard helps to achieve this.

FPHA spends a large amount of the rental income we get on repairs to houses.

FPHA needs to account for how we spend tenant's rent income. We need to act responsibly and efficiently in how we manage tenant's money.

Having a rechargeable repairs policy means we are clear to tenants that when damage occurs which is not normal wear and tear that tenants understand they may

be liable for those costs if they cause the damage through intentional actions or negligent actions.

By having this policy, it helps to ensure that we are responsible when it comes to spending money on repairs.

### **1.3 When will someone be charged for the cost of a repair?**

FPHA will look to treat each rechargeable repair on a case by case basis. We realise that things can happen at times which are unusual or out of character and we do not want to unduly charge people for the cost of repairs.

We would also make it clear that we do not see this policy as a way of raising additional money from tenants. We see charging tenants as being a policy of last resort and are keen to apply the benefit of doubt in many circumstances.

Any repair which is deemed to be recharged to a tenant will be required to be signed off by two managers of the Association. In most instances this will be the Maintenance and Housing Manager. The purpose of this is to ensure that any decision to recharge a tenant is based on a reasonable and fairly applied basis.

Whilst FPHA are keen to apply fairness to it's recharge policy there may be circumstances where there is other option than to recharge a tenant and potentially pursue actions in line with the tenancy agreement against a tenant. However, we see this as being an exception as opposed to being the norm.

### **1.4 Reporting of rechargeable repairs**

FPHA want customers to report repairs to houses. FPHA want to ensure that your home is maintained to as best a condition as possible.

If you have a repair which is believed to be a rechargeable repair please report this to FPHA and we will arrange for a repair or an inspection to diagnose the solution. It is important that you tell us as much as possible about why the repair is required.

If we believe that the repair is due to something which is an intentional action or a negligent action then we will tell you that. However, we will still begin the process of organising the repair.

As outlined at point 1.3 we will look at each case individually.

### **1.5 If we have to bill a tenant**

If we reach the stage with some cases where a bill is required to be sent to a tenant then FPHA will issue an invoice.

FPHA will have to pursue the tenant for this debt. However we do realise that people are not always able to pay debt in one payment and will be happy to work with tenants on a suitable repayment plan.