

Rechargeable Repairs Procedure

Procedure Reference: HAM02d

Effective Date:	July 2025	Review Date:	July 2028
P&P Review Group Approval Date:	June 2025	Related Policy:	HAM02
Owner:	Head of Housing & Customer Experience	Department:	Housing & Customer Experience
Issued To:	<input type="checkbox"/> Board of Management <input type="checkbox"/> All Staff <input type="checkbox"/> ET/LT <input type="checkbox"/> Head Office Managers <input type="checkbox"/> C&S Managers <input checked="" type="checkbox"/> Department/Other:	Method of Delivery:	<input checked="" type="checkbox"/> Annual Declaration <input type="checkbox"/> Learn Pro Individual Sign Off <input type="checkbox"/> Board Portal
Stakeholder Consultation	<input type="checkbox"/> All Staff <input type="checkbox"/> Customer Engagement <input type="checkbox"/> Union <input type="checkbox"/> Employee Voices Group <input type="checkbox"/> Head Office Managers <input type="checkbox"/> C&S Managers <input type="checkbox"/> Department/Other:	This procedure will be reviewed every 3 years from the date of implementation or earlier if deemed appropriate. If this procedure is not reviewed within the above timescale, the latest approved procedure will continue to apply.	

Version Control

Date	Owner	Version	Reason for Change
June 2025	Fiona Ross	V6.0	To re-number

Summary of Changes

Section	Change
Reference	Changed from HAM01i to HAM02d to tie in with HAM02 Property Management
2	Change reference from AM01 to HAM02. Default position is for Ark to NOT DO the work, addition of 'on the rare occasion'
3 & 4	Rubixx changed to Housing Management System

Contents

1.0 Introduction	4
2.0 Identifying a Rechargeable Repair	4
3.0 Issuing a Recharge Invoice to the Tenant	4
4.0 Dealing with Appeals or Complaints	5
5.0 Implementation and Review	5
5.1 Implementation	5
5.2 Review	5
Appendix 1 – List of rechargeable repairs	6

1.0 Introduction

This procedure describes our arrangements for processing rechargeable repairs within the Housing and Assets team.

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

2.0 Identifying a Rechargeable Repair

The Tenancy Agreement, Tenants Handbook and Property Management Policy, HAM02, 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).

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

- questions asked by housing or asset staff when the tenant or Support Worker is reporting the repair;
- follow up reports from contractors following their attendance to deal with the repair.

The Customer Services Advisor (CSA), when taking the report of a repair, will notify the tenant if they will be liable for the costs. In such cases they will be advised to arrange their own contractor with no involvement by Ark staff. On the rare occasion that the tenant wants Ark to arrange the work the CSA will send a letter of confirmation along with the Works Order to the tenant, confirming that the tenant has agreed to pay. An Easy Read version of this letter will be available to those customers that need it.

In circumstances where a repair is needed because a supported person causes a greater level of wear and tear, the CSA will discuss the matter with the Housing & Customer Services Manager (H&CSM) before it is decided that if it would be appropriate to classify the repair as rechargeable. Examples are repairing or replacing internal door or window handles where it is known that the supported person is not able to operate these correctly.

If an Ark contractor is to carry out the work, as part of producing the works order the CSA will ensure that the ‘Recharge’ field is selected.

3.0 Issuing a Recharge Invoice to the Tenant

When the monthly accounts pack has been produced, a list of all invoices which have been identified as recharges will be produced.

The CSA will create a recharge account against the Occupancy and generate an invoice and cover letter to send to the tenant. These will be saved in the filing cabinet of the Housing Management System (HMS)

4.0 Dealing with Appeals or Complaints

If a tenant or someone on their behalf appeals about being charged for the repair, they will be asked to submit their appeal in writing to H&CSM or the Head of Housing & Customer Experience (HHCE).

The H&CSM or HHCE will investigate the points raised with the CSA as appropriate and decide whether the charge should stand, be reduced or waived completely. If the decision to cancel is made, the Customer Services Officer (CSO) will respond in writing to the tenant. If the decision to uphold the charge, the H&CSM or HHCE will write to the tenant giving their reasons for their decision where appropriate.

If the decision is to reduce or waive the charge, the CSO will ensure that an adjustment is done on the HMS.

If following the appeal, the tenant is unhappy with the decision, this will be dealt with under the Complaints Policy, G12 and Procedures, G12a.

5.0 Training and Monitoring

5.1 Training

Staff managing properties and their maintenance will have training appropriate to their needs and to the needs of the organisation as identified on their individual learning plans. Ark will ensure that relevant employees have an awareness of this policy and receive adequate training to enable them to effectively fulfil their roles and ensure repairs and completed in a timely and cost-effective manner.

6.2 Monitoring

The Housing and Customer Services Manager is responsible for ensuring that this Policy is monitored through key performance indicators related to contractor performance, turnaround time, costs versus budget and customer satisfaction. This will be recorded on a monthly basis and reported to the Head of Housing & Customer Experience on a quarterly basis. The information will be obtained from reports within the HMS.

Appendix 1 – List of rechargeable repairs

RECHARGEABLE REPAIRS

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

- All Minor Repairs, and all repairs that are not caused by fair wear and tear.
- All damage caused either wilfully, accidentally or negligently by you or visitors to your home or garden
- Blocked Waste Pipes or Drains within the home
- Blocked Sinks and Toilets
- Replacing/fitting Tap Washers (Dripping Taps)
- Replacement Plug, Chains and Pull Cords
- Damage caused by leaks from tenants Washing Machines and Dishwashers
- Repair/replacement Toilet Seats
- Plugs and chains for baths and basins
- Internal Door Handles (including Drawer Handles)
- Window Handles
- Replacing Carbon Monoxide and Smoke Alarm Batteries
- Replacement internal Light Bulbs and Tubes
- Resetting Tripped Electrics, if caused by a tenant's electrical appliance
- Call outs where there is no fault