



Rechargeable Repairs Procedure

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Owner:	Fiona Ross	Job Title:	Head of Housing & Customer Experience
To be issued to: (check as needed)			
<input type="checkbox"/> Board of Management <input type="checkbox"/> All Staff <input type="checkbox"/> ET/SLT <input type="checkbox"/> Head Office Managers <input type="checkbox"/> Head Office Staff <input checked="" type="checkbox"/> Finance <input checked="" type="checkbox"/> Housing <input checked="" type="checkbox"/> Asset <input type="checkbox"/> ICT		<input type="checkbox"/> OD <input type="checkbox"/> Compliance <input type="checkbox"/> All Care & Support <input checked="" type="checkbox"/> C&S Managers (RM,OM, CSM) <input type="checkbox"/> C&S Staff <input type="checkbox"/> Contractors <input type="checkbox"/> Agency Staff <input type="checkbox"/> Unite the Union <input type="checkbox"/> Employee Voices Group <input type="checkbox"/> Other: _____	
Method of Delivery (check as needed)			
<input checked="" type="checkbox"/> LearnPro <input type="checkbox"/> Board Portal <input type="checkbox"/> Line Manager to Share (eg. Agencies)		<input type="checkbox"/> Policy Owner to Notify (e.g. Contractors) <input type="checkbox"/> Other: _____	
Stakeholder Consultation Completed (check as needed)			
<input type="checkbox"/> Board of Management <input type="checkbox"/> All Staff <input type="checkbox"/> ET/SLT <input type="checkbox"/> Head Office Managers <input type="checkbox"/> Head Office Staff <input checked="" type="checkbox"/> Finance <input checked="" type="checkbox"/> Housing <input checked="" type="checkbox"/> Asset <input type="checkbox"/> ICT		<input type="checkbox"/> OD <input type="checkbox"/> Compliance <input type="checkbox"/> All Care & Support <input type="checkbox"/> C&S Managers (RM,OM, CSM) <input type="checkbox"/> C&S Staff <input type="checkbox"/> Contractors <input type="checkbox"/> Agency Staff <input type="checkbox"/> Unite the Union <input type="checkbox"/> Employee Voices Group <input type="checkbox"/> Other: _____	

Version Control

Date	Owner	Version	Reason for Change
June 2024	Fiona Ross	V5.0	Repairs now sit with the Head of Housing & Customer Experience and an overhaul was needed of this procedure and the 3 yearly review is due

Summary of Changes

Section	Change
Reference	Changed from AM01c to HAM01i – as applies to housing and asset staff
1.1	Removal of Maintenance Department and changed to Housing & Assets team
1.3	Removal of summary of sections as this is noted on the Contents Page.
1.4	Removal of reference to the Scottish Social Housing Charter as this isn't relevant to this procedure. Removal of reference to the Maintenance Policy
2.0	Staff titles changed to Customer Services Advisor (CSA). Removal of re-classification of recharges – this should not happen as the tenant will not of been advised prior to the works being completed. Easy Read versions of the letter will be provided where needed. Removal of section referring to Ark's Housing Management System. This is referred to later in the procedure at. Removal of the sentence - written comments from contractors either when they return their copy of the work order or when submitting their invoice – the former is a duplication of the sentence above and the latter should not be applied after the fact.
3.1	Section removed - 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 and replaced with new process under Rubixx.
Section 4	Moved to Section 3 and reworded fully to explain the process under Rubixx.
Section 5	Changed to Section 4.

4.1	As the Head of Property Management post no longer exists, appeals will be considered by the Housing & Customer Services Manager or the Head of Housing & Customer Experience.
5.3	Customer Services Officer will make the adjustment – Finance team do not need to be involved.
Sections 6 & 7	EIA and DPIA removed as not relevant for the procedure

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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 Maintenance Policy, AM01, 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. If 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 within Rubixx.

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 (HoH&CE).

The H&CSM or HoH&CE 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 HoH&CE 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 Rubixx.

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 Implementation and Review

5.1 Implementation

The Head of Housing & Customer Experience is responsible for ensuring that training is provided on this procedure and that it is followed when required.

5.2 Review

The Head of Housing & Customer Experience will ensure that this procedure is reviewed at least every three years.

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 tenants electrical
- Call outs where there is no fault