

Policy Recharge

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The current version of this procedure is available on the SHG Intranet site

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1. Statement of Intent

The Associations are committed to recover the costs of void works or repairs

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to properties and garages where they are rechargeable to the tenant or estate.

This will include damage to the structure, fixtures and fittings or common parts in a property whether the damage is accidental, deliberate or through neglect. Recharges will be recovered if the tenant, household member or a visitor causes the damage.

2. Scope and Aims

This policy defines the circumstances when recharges should be applied to tenants for failure to comply with the terms of their agreements with the Associations.

3. How the aims will be met

Rechargeable repairs will include:

- Repairs due to deliberate damage or neglect or inappropriate use of fixtures, fittings and the external and internal fabric of the building and its walls/fences.
- Reinstatement of missing fixtures, fittings, walls and fences provided by the Association
- Repairs due to tenant 'improvement/alterations' where permission was not granted or not in accordance with the provisions of the permission.
- Changing locks and providing new keys where lost or not handed in on termination of tenancy
- Clearance of rubbish from void property including loft, gardens, sheds/outhouses and common parts
- Clearance of all items where it has not been agreed in writing to be left for the incoming tenants
- Reinstatement or cultivation of an unkempt garden or untended garden on void property
- Cleaning of void property where it does not meet the minimum void standard

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- Removal of minor non standard items fitted by tenants where these did not require permission and the incoming tenants do not wish these to be gifted
- Clearance of drain and waste pipe blockages caused by tenant, family member or visitor
- Reglazing of doors and windows where no damage report has been made to the Police and no crime reference number provided
- Continued failure to comply to give access to carry out gas or oil safety checks and service.

4. Rechargeable repairs will be identified through

- Pre-termination inspections on voids and transfers
- Tenants reporting repairs
- Surveys of properties, including mutual exchange inspections
- Contractors undertaking repairs

Tenants will be required to report damage to their property by third parties to the Police and obtain a crime reference number. Recharges may be waived on the receipt of a crime reference number.

The Associations accept that there may be circumstances in which it is not appropriate to recharge a tenant. This may include suffering severe ill health or fleeing domestic violence. The Housing Services Manager will agree this.

Applicants who are nominated or re-nominated for housing with the Associations, but who have outstanding recharges to Signpost will be identified. An offer of accommodation will only be made if the debt is being repaid and is dependant on the circumstances for the debt arising in the first instance.

Where a tenant does not agree with a recharge made, they can use the Customer Feedback Policy.

Tenants who wish to transfer will only be made a conditional offer on the satisfactory condition of their property in order to eliminate a recharge.

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5. Monitoring and Review

This policy will be reviewed at least every three years

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