

RECHARGEABLE REPAIRS POLICY

I. Repairs Hotline rechargeable works process

I.1 Tenant reports repair via Hotline

- Tenant informed that repair is rechargeable
- Standard cost quoted to tenant
- Tenant referred to own insurance as option
- Repair flagged in SX3 as rechargeable
- Identify if repair is due to criminal damage and indicate on SX3
- Details of criminal damage from pre inspection should be recorded on SX3
- Work will not be ordered until the tenant's accepted the recharge on the appropriate form sent by the hotline unless its an emergency
- Repair released to contractor/repairs service.

I.2 Copy of works order passed to Income and Recovery Team

I.3 Income and recovery

- Invoice generated in accounts receivable module and sent to (current) tenant
- Invoice generated in accounts receivable module and sent to (former) tenant
- Report run in Accounts Receivable Module showing the status of each outstanding invoice and sent to Head of Service – Repairs Manager on monthly basis
- Review of outstanding debts on a monthly basis to consider write - off
- Any appeals against charges to be referred to Responsive Repairs Manager.

2. Voids Team – Rechargeable Works Process

- Tenant gives notice
- Property pre-inspected tenant warned of potential recharges, tenant to sign rechargeable work acceptance form
- Schedule of work prepared by Voids Team
- Tenancy terminated by tenant, keys handed in SX3 amended forwarding address entered.
- Specification written up and entered in to SX3 and flagged as rechargeable void
- Repair carried out
- Details of recharges sent to Finance
- Monthly meeting between Finance and Voids Manager to discuss recharges to invoice
- Invoice generated in Accounts Receivable Module and sent to Former tenant
- Report run in Accounts Receivable module showing status of each outstanding invoice and sent to Voids Manager
- Review of outstanding debts on a monthly basis to consider write-off.

3. Neighbourhood Offices – One off rechargeable works (e.g. clearances/ rubbish/garden work)

- Housing Officer receives report/or notices untidy garden on inspection/walkabout.
- Housing Officer visits tenant and informed to deal with issue
- Re-inspects matter not resolved tenant told that work will be done but is rechargeable
- Housing Officer gets quote

- Tenant informed of costs and administrative charge in writing. If possible tenant to sign rechargeable works acceptance form.
- Invoice received and paid
- Details sent to Finance and Invoice generated in Accounts Receivable Module
- Review of outstanding debts on a monthly basis to consider write-off.