

SP42 Rechargeable Repairs Policy

1.0 Scope of Policy

- 1.1 This policy sets out the approach to recharging the cost of carrying out work that is not the contractual responsibility of Soha, or which arises from damage or neglect by the current or former resident.

2.0 Aim

- 2.1 Soha aims to have an excellent, resident-focused repairs and maintenance service which offers value for money and fulfils our statutory obligations.
- 2.2 Soha will only recharge residents for repairs for which they are contractually responsible, or for works arising from negligent behaviour or deliberate misuse.
- 2.3 We aim to apply this policy consistently and will not discriminate on grounds of race, colour, ethnic or national origins, religion, sexual orientation, disability, gender, age or any other matter which may cause a person to be treated with injustice. Contractors delivering the repair service are also expected to follow Soha's Equality, Diversity and Inclusion Policy.

3.0 Policy Statement

- 3.1 Soha provides a day to day responsive repair service in order to effectively maintain our stock and provide our residents with decent homes to live in.
- 3.2 Soha will keep in good repair the structure and exterior of all our dwellings and common areas together with the components that make up each property and garden.
- 3.3 Soha residents are responsible for keeping their homes clean, tidy and in good condition. Residents are also responsible for maintaining certain components within their home and garden, the details of which can be found in Tenancy Agreements, leases, licenses etc., the Soha Website and our Repair Leaflet.
- 3.4 If Soha residents fail to keep their homes and gardens in good order they may be recharged by Soha in accordance with this policy for any work required to return the property to its original condition.

4.0 Implementation

- 4.1 Rechargeable works will normally fall into one or more of the following categories:
- Repairs which are the residents' own responsibility in accordance with their tenancy agreement, lease or licence.
 - Repairs which arise as a result of misuse of the property.
 - Repairs which arise as a result of neglect or where a repair has not been reported.
 - Repairs arising as a result of unauthorised or inappropriate alterations to the property.
 - Repairs arising from damage to the property caused by a resident, a member of their household or visitor.
 - Inappropriate or unauthorised alterations or additions

This policy does not relate to repairs that are the result of reasonable wear and tear.

- 4.2 We will not generally complete repairs for which we are not contractually responsible as determined in the appropriate tenancy agreement, lease or licence.
- 4.3 Where such repairs are completed we will consider recharging residents for the repairs required.
- 4.3 We will have a clear procedure for implementation of this policy which will identify those circumstances in which we will undertake a repair which would otherwise be the resident's responsibility. The recharge procedure will allow for discretion to waive repayment in certain circumstances, such as the vulnerability of the resident, or where it would not be cost effective to pursue a recharge.

- 4.4 We will undertake all repairs that constitute a risk to health and safety or the security of the property immediately and recover costs which are relevant from the resident.
- 4.5 We will provide to our residents a detailed breakdown of any recharges we apply. If a recharge is disputed by the resident they will have access to Soha's complaints process.
- 4.6 We will pursue the cost of rechargeable repairs undertaken in the most cost effective manner. This will include appropriate legal remedies and may include the use of outside collection agencies to collect monies owed. When recovering costs, associated costs such as administration, VAT, legal or professional fees may be incurred.

5.0 Resident Involvement and Consultation

- 5.1 Soha has consulted with our Repair Portfolio Holders ahead of seeking approval for this policy and associated procedures.
- 5.2 Soha's rechargeable repair price list can be found on our website and is updated annually.

6.0 Responsibility

- 6.1 The Director of Property Services is responsible for the effective implementation of this policy.

7.0 Monitoring and Review

- 7.1 The level of rechargeable repairs applied and recovered will be reported monthly to SLT and quarterly to Soha's Repair Portfolio Holders and Board.

8.0 Context

SP01 Equality, Diversion and Inclusion Policy
SP08 Sundry Income Recovery Policy

SP05 Repair and Maintenance Policy
SP17 Empty Properties Policy

SLT Approved	July 2023	Board Approved	N/a
EIA Completed	June 2023	Review Date	July 2027