



**VENTURE HOUSING  
ASSOCIATION LIMITED**

**RECHARGEABLE  
REPAIRS POLICY**

## Document History

<u>Date</u>	<u>Author</u>	<u>Comments</u>
13/03/2003	P Rogers	Policy drawn up

## **Introduction**

In order to ensure that all the of the Association's available financial resources are targeted towards improving both the Association's stock and services, Venture Housing Association will

" Where expenditure has been or is likely to be incurred because of either unauthorised alterations or damage to the Association's property which is not the result of wear and tear"

ensure that the necessary actions are taken to rectify and or reinstate the problem and to ensure that where appropriate the necessary recharges are made and debt recovery action is taken.

## **Identification of Rechargeable Repairs**

When a request is made for the Association to carry out work which is beyond the scope of the Association's repairing obligations, the customer will be advised that the work is rechargeable and given an approximate cost for repairs. Where it is identified on receipt of a contractor's invoice that the works are potentially rechargeable, the tenant will be advised in writing and requested to comment. Any response from the customer will be reviewed by the Building Services Manager.

## **Commencement of Works**

Works will only commence when payment has been received in full or an acceptable agreement has been made to pay for the works. For tenants who are in rent arrears the works will not be carried out unless an agreement has been made and approved by the Association's debt recovery section to clear both the arrears and the cost of the rechargeable repair.

## **Health and Safety and Security Risks**

In the circumstances, where not carrying out the work would result in either a health and safety or security risk, the works will be organised on the understanding that they are being carried out on a rechargeable basis.

## **Works Resulting from Crime**

Where a repair is the result of a crime being committed, a customer will not be charged for the cost of any works providing a police crime reference number is obtained.

## **Debt Recovery Action**

The Rent Payment Team will pursue all unpaid recharges, and will request that the debt is cleared immediately or that an agreement is reached to pay a weekly amount until the debt is cleared.

There will be occasions where tenants do not make agreements to clear. In each such instance, court action will be considered as a last resort. Once it is clear that letters and visits from the Rent Payment Team have had no effect, permission to enter into court will be sought from the Board. These claims will be heard in the Small Claims Track, and costs added to the judgement. Any such recharge will be added to the tenant's rent account.

## **Appeals and Complaints**

All appeals and complaints from customers arising from the application of this procedure will be dealt with in line with the Association's complaints procedure.