

HOUSING RECHARGE POLICY

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1.0 Scope

This Policy applies to all existing sole or joint tenants or former tenants (“the tenant”), and leaseholders of Broxtowe Borough Council (“the Council”).

2.0 Purpose

The purpose of this Policy is to set out the criteria under which the Council may recharge the tenant or the leaseholder when remedial work is carried out, which has arisen following a breach of the Tenancy or Leaseholder Agreement.

3.0 Aims and Objectives

The aim of this Policy is to provide clear guidance to employees, the tenant or the leaseholder to explain when a service, or work undertaken by the Council, will be recharged to the tenant or the leaseholder.

A recharge item may be identified following, for instance, an estate inspection or ‘walkabout’, a pre-termination or pre-transfer inspection, a void property inspection, an ad-hoc property inspection or following notification from a tenant or leaseholder of a repair request.

The objective of this Policy is to ensure that the Council works effectively with tenants and leaseholders:

- to maintain the quality of the Council’s housing stock, including communal areas, garages and any location owned and managed by the Council;
- to allow tenants and leaseholders the opportunity to remedy any breach by arranging for remedial works to be undertaken to a standard acceptable to the Council;
- to maximise the receipt of income to cover the Council’s costs for carrying out remedial works where the tenant and leaseholder is unable or unwilling to arrange for the remedial works to be carried out themselves.
- to provide an effective repairs service by minimising the number of “missed appointments” and, where appointments are missed, to recover the expended costs.
- to recover the costs where the Council considers that tenant or leaseholder has misused the “Out of Hours” repairs service.
- to recover the costs where the Council has to store and / or dispose of any items, usually following the termination of a tenancy.

- to support tenants with additional support needs and leaseholders to abide by the terms of their respective agreements with the Council and to help prevent any further breaches.

4.0 Regulatory Code and Legal Framework

This Policy has been produced with regard to the following legislation:

- Housing Act 1985 (as amended)
- Housing Act 1996
- Localism Act 2011
- Equalities Act 2010
- Data Protect Act 2018

5.0 Policy

5.1 Existing Tenants: Breach of the Tenancy Agreement

The Council will recharge an existing tenant following a breach of the Tenancy Agreement. Examples of such breaches include, but are not limited to, the responsibility of the tenant to:

- maintain any driveway, paths and other structures forming part of the property
- maintain the garden and any trees in the garden
- undertake repairs, maintenance and decoration that are the tenant's responsibility
- repair any damage caused that the tenant is responsible for repairing

Examples of works required to the property, that the tenant is responsible for include, but are not limited to:

- replacing lost or damaged keys
- replacing electric fuses, plugs and light bulbs
- replacing waste plugs and chains to sinks, baths and wash hand basins
- re-pressurising the boiler
- easing doors over carpets
- unblocking waste pipes to sinks, baths, showers or wash basins
- testing smoke detectors and carbon monoxide detectors weekly
- not undertaking any unauthorised improvements
- looking after the contents (furniture, furnishings, fixtures etc.)
- removing items from and cleaning the building and / or communal areas

5.2 Former Tenants: Breach of the Tenancy Agreement

The Council will recharge a former tenant following a breach of the Tenancy Agreement after the former tenant has moved out. Examples of such breaches include, but are not limited to, the responsibility of the tenant to:

- remove all personal possessions (including pets) and rubbish;
- leave the property (including the Council's fixtures and fittings, the contents and the Energy Efficiency System) in a clean and good condition;
- leave the contents in the property;
- leave the Energy Efficiency System at the property;

The tenant will be recharged for the Council's reasonable costs of the removal, storage and / or disposal of the tenant's goods and personal possessions following the termination of the tenancy.

5.3 Emergency Repairs

An emergency is defined as a situation which puts someone's health, life or property in danger. In an emergency situation, the Council will undertake all relevant repairs. However, the Council will recharge the tenant for any work which the Council deems to be either the tenant's responsibility or a breach of the Tenancy / Leaseholder Agreement'.

5.4 "Out of Hours" Repairs

In an "Out of Hours" situation, if the Council attends a tenant's home and the tenant is not at home, or the Council subsequently assesses that the reported "Out of Hours" repair is not an emergency, the Council may recharge the tenant for the cost of the abortive call. Standard charges are listed within the "Schedule of Costs for Recharges" document, which are aligned with the National Housing Federation Schedule of Rates (NATFED).

Where a rechargeable repair is undertaken "Out of Hours", an invoice will be raised within 10 working days and a standard administrative charge will be added to the total amount payable.

5.5 Missed Repair Appointments

Where the tenant misses a second confirmed appointment, the Council may recharge the tenant for the cost of the abortive call. Standard charges are listed within the "Schedule of Costs for Recharges" document.

5.6 Mutual Exchanges

Where a mutual exchange is approved, the Council will only repair issues that are assessed as a safety concern (i.e. which puts someone's health, life or property in danger). Any rechargeable repairs will become the responsibility of the person to which the tenancy is to be assigned.

The person who is assigned the tenancy of the property must sign to accept responsibility for the condition of the property in the form of a disclaimer. A list of all the rechargeable items will be provided in writing to both parties.

5.7 Leaseholders

Leaseholds of the Council will be recharged in circumstances where the Council has to carry out works to rectify damage, or dispose of items, or maintain an area which is assessed as the leaseholder's responsibility. Such circumstances may include, but not be limited to the following:

- Removal of rubbish from a communal area when it is causing an obstruction or is a hazard, e.g. fire or health hazard;
- Damage caused to the building or communal area by the leaseholder; a member of their family or their visitors;
- Damage caused to the building or communal area due to unauthorised alterations;
- Damage caused to communal areas e.g. gardens;
- Damage caused in Council properties by escape of water from leasehold properties.

For the purposes of this Policy, a communal area is defined as, but not limited to, shared entrances, halls, stairways, passages, balconies, yards, lifts, fire escapes, roads leading from or to the property, grassed, cultivated, drying and play area, forecourts and other shared areas within the development boundary.

5.8 Notice to carry out the Recharge

Where the Council identifies a rechargeable item when, for example, completing an inspection, the Council will service a notice on the tenant or leaseholder. This requires the tenant or leaseholder to carry out the works at their own expense and to a standard which is acceptable to the Council. The notice will include the following:

- details of the works that the tenant or leaseholder is required to carry out
- a reasonable timescale within which the works are to be carried out
- an approximate cost that the tenant or leaseholder may be charged if the works are not carried out by the tenant or leaseholder; or if the works are not carried out to the Council's reasonable standard.

The estimated charge will include the cost of:

- labour and materials,

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- an additional administrative charge, (typically 15% of the total cost, excluding VAT) where the Council has a written agreement with the tenant or leaseholder that the full cost does not need to be paid in advance, and
- VAT at the prevailing rate.

Please note, details on standards, timeframes and works of a specialist nature are within the Alterations and Improvements Policy.

If the tenant or leaseholder wants the Council to undertake the works on their behalf the cost will usually have to be paid in advance, although, the Council may exercise discretion in exceptional circumstances and agree a Debt Repayment Instalment Schedule with the tenant or leaseholder (see Section 5.10).

If the tenant or leaseholder does not confirm in writing to the Council that they are to carry out the works, or to arrange for the works to be carried out within the prescribed period, or if the works are not carried out within the prescribed period, then the Council will raise an appropriate order to carry out the works and recharge the tenant or leaseholder for the full cost of the works, plus any administrative charges, as appropriate.

5.9 Situations to waive the Recharge cost

The Council will consider waiving the recharge cost in the following circumstances;

- where a tenant has passed away and has 'no estate'.
- where a tenant goes into residential care and has no means to pay.
- where a tenant has been a victim of a crime, and who has reported the crime to the Police and obtained a crime reference number or valid supporting evidence from the Police.
- where a tenant has left the property following a domestic abuse incident

Additional support needs:

The Council recognises that some tenants and leaseholders have additional support needs and that recharging the person for carrying out work which is their responsibility may not be an appropriate action. For example, the tenant may have learning difficulties, may have mental, physical or sensory disabilities, or may have a disability which impacts upon their performance of daily living tasks.

The Council will consider each person's situation according to that person's individual circumstances.

5.10 Debt Repayment Instalment Schedule

If the Council has to replace or repair items owing to the willful damage or neglect of the Council's property by the tenant or leaseholder, their family or a visitor then the

tenant will be charged the full cost of the repair.

The payment must be made in full before the repair is completed, unless there are exceptional circumstances. Examples include if the tenant or leaseholder is experiencing significant financial difficulties or if the repair is critical for the safety and well-being of the occupants (e.g., fixing a gas leak or repairing structural damage). However, only a manager or team leader can make the decision not to take a full payment upfront.

Where a tenant or leaseholder has indicated that they cannot pay the invoice in full, a repayment instalment plan may be agreed so that the debt is repaid in full within 12 months of requesting payment. Any variation above 12 months must be approved by a manager.'

In order to initiate a Debt Repayment Instalment Schedule, the tenant or leaseholder must pay a minimum deposit of £5.00 to the Council. The payment is to be made in cash to the Council or by using a debit card.

The Council may take further recovery action at any time following the introduction of a Debt Repayment Instalment Schedule. The Council recognises that an individual may have multiple debts. In such instances, payment against any rent or Council tax arrears would be classed as a priority debt and the Debt Repayment Instalment Schedule may be amended, following an assessment of the individual's current income and expenditure in order to prevent any enduring financial hardship.

5.11 Right to Appeal

Where a tenant or leaseholder requests an appeal of any aspect of a recharge invoice, the appeal will be carried out by the line manager or supervisor of the person who authorised the rechargeable item. The appeal will be carried out within 15 working days of receiving the request for an appeal. If the tenant or leaseholder is not satisfied with the outcome of the appeal, they are to make a formal complaint, under the Council's Complaints Procedure.

5.12 Debt Recovery

The Council will take all reasonable steps to recover a recharge debt which is raised under this Policy. The Council will add all expenses incurred as part of the debt recovery process to the total amount of the debt. Recovery steps include, but are not limited to:

- Contacting the debtor directly, by telephone or home visit, to prompt payment;
- Contacting an outside collection agency to collect debts over £25; or
- If an outside collection agency is unable to recover the debt, and the debt is over £500, the Legal Team will consider gaining a County Court judgment to enforce recovery of the debt.

The Council will consider the personal circumstances of the debtor, including the vulnerability of the debtor, or any hardship which may result from recovering the debt, before commencing any debt recovery measures.

However, there are situations when the Council may decide not to take further recovery actions and the debt is to be passed to be “written-off”. These situations include, but are not limited to the following:

- The debt has been remitted by a Magistrate
- The debt is owed by a person or company subject to bankruptcy or insolvency proceedings, with little chance of the Council subsequently receiving a dividend
- The debtor has died and there are no or insufficient funds remaining in the estate to settle the debt
- It is not cost-effective to pursue the debt (either due to the small value of the debt itself; or due to the fact that enforcement might cost more than the debt to be recovered, balanced against the likelihood of recovering that debt);
- The debt is under £500 (except Service Charges, or Ground Rent debts); or
- The debtor cannot be traced.

Where recovery action is taken by the Council, the cost of making an application to the County Court, or any other reasonable expenses incurred in recovering the debt will be added to the outstanding invoice amount.

When a debt which has been raised under this Policy is subsequently “written off” by the Council as unrecoverable, the debt may be “written-on” at any time, at the discretion of the Council.

6.0 Related Policies, Procedures and Guidelines

This Policy should be read in conjunction with:

- Broxtowe Borough Council's Tenancy Agreement
- Broxtowe Borough Council's Leaseholder Agreement
- Repairs Policy
- Person Centred Housing Services Policy
- Storage and Clearance of Belongings Procedure
- Housing Recharge Procedure
- Schedule of Costs for Recharges Document
- Alterations and Improvements Policy

7.0 Review of the Policy

This Policy will be reviewed every three years. It is not expected that there will be changes to regulation or legislation which will have an impact on the need to review this Policy sooner.

8.0 Document History and Approval

Date	Version	Committee Name
19/09/18	1	Housing Committee
05/06/25	2	POWG