

FORTH HOUSING ASSOCIATION LIMITED

Rechargeable Repairs Policy

1.0 Introduction

- 1.1 Forth Housing Association is responsible for the maintenance and repair of its stock. However, Tenants also have responsibilities for some repairs and maintenance which are set out in both their Tenancy Agreement and Tenants' Hand book.
- 1.2 The Association works within financial budgets therefore to maximize resources former\tenants will be recharged for repairs\works carried out on their behalf which are deemed their responsibility.
- 1.3 Forth Housing Association aims to ensure that tenants understand their obligation to pay rechargeable repairs and the options available for doing so.
- 1.4 Forth Housing Association will use all available means to recover the cost incurred of completing works\repairs for which former\tenants are liable.
- 1.5 In addition, where necessary, any fees which the Association incurs in pursuit of debts owed by former\tenants will be added to the original cost for the works\repairs.

2.0 Reactive Repairs\Works

- 2.1 When a tenant requests work to be carried out on their behalf by the Association, only work which is categorized as an "Emergency Repair" will be undertaken
- 2.2 An "**Emergency Repair**" is taken to be *work necessary to prevent serious damage to the building, danger to health, risk to safety, or risk of serious loss or damage to the occupier's property.*
- 2.3 Should a tenant contact the Association's emergency service out with office hours, and that repair is subsequently deemed to be the tenant's responsibility, the tenant will be recharged for the cost of the work.
- 2.4 Should a tenant request that a repair be carried out as an emergency when it does not fall into that category, the tenant may be asked to pay the difference in cost that the Association would have expected to pay a Contractor if a "Routine" repair had been carried out.

3.0 End of Tenancy

- 3.1 When a tenant terminates their Tenancy with the Association an End of Tenancy Inspection will be completed by a member of Staff. The tenant will be advised in writing of any work which they are required to carry out prior to vacating the property. Any works not carried out will be undertaken by Forth Housing Association and the cost incurred recharged to the former tenant.

3.0 End of Tenancy\cont.

3.2 There will be occasions when it will not be possible to carry out an End of Tenancy Inspection.

3.3 Eviction, Abandonment and Repossession

3.3.1 A void inspection will be carried out and a photographic record taken of any damage or work required to the property which is deemed to be the former tenant's responsibility.

3.3.2 When a forwarding address exists the former tenant will be written to advising that they will be recharged for the cost incurred by the Association.

3.3.3 Where no forwarding address is known a file note will be made of the costs incurred for future reference should the Association become aware of the former tenants whereabouts

3.4 Death

3.4.1 A void inspection will be carried out and a photographic record taken of any damage or work required to the property which is deemed to be the deceased's responsibility.

3.4.2 In order to maintain a degree of sensitivity, the Association will allow a period of four weeks to elapse prior to contacting the next of kin or executor/executrix if known. This should ensure sufficient time for funeral arrangements etc. to be completed.

3.4.3 Where no contact can be made a file note will be made of the costs incurred and a recommendation made to Committee that the costs be written-off.

4.0 Appeal

4.1 Former/Tenants have the right of appeal to the Management Committee regarding any rechargeable repair/work carried out by the Association. This must be done in writing within 14 days of being notified that they are to be recharged for work/repairs carried out by the Association.