

Rugby Borough Council



Recharge Policy

Introduction

- 1.1 In order to protect the condition of the Council's housing stock, and for the benefit of our Council housing residents, Rugby Borough Council (RBC) strives to recover the cost of repairs that have had to be carried out due to accidental damage, wilful damage (including damage caused by criminals, or costs relating to the emergency services gaining access to a property for criminal behaviour), neglect, misuse or abuse by tenants, their family or visitors to their home.
- 1.2 Additionally the policy applies to the recovery of the cost of clearing redundant possessions when a property is vacated, and any work carried out to repair or maintain the vacated property that would normally be the responsibility of the tenant.

Scope and purpose of the policy

- 2.1 To identify and recover the cost of rechargeable repairs.
- 2.2 By identifying and recovering these costs, it enables RBC to reinvest the money to help improve our services and properties which will ultimately benefit our tenants.
- 2.3 This policy relates to the recovery of costs for carrying out necessary repair work that may be required due to damage, non-standard alterations, as well as the cost of clearing redundant possessions that may be left by tenants when they vacate the property.

What will be recharged

The following items will be recharged:

- 3.1 All repairs that are needed because of loss or damage that extends beyond normal wear and tear. This includes any internal or external component that forms part of the building, including gardens and leaving rubbish in common areas.
- 3.2 Tenant alterations requiring reinstatement where RBC hasn't given permission for the works.
- 3.3 The cost to restore a property and garden(s) to a manageable condition, including the removal and disposal of any waste or redundant resident possessions that may be left in the home, roof space or any outbuildings, and to make good any damage / alterations made by the tenant.

Collection of recharges

- 4.1 When a rechargeable repair / work is identified, where possible the tenant will always be advised of the total cost of that repair by the RBC representative dealing with the enquiry, or attending the property. The tenant must also be advised that this work is rechargeable, and that they will receive an invoice to pay the whole amount. It should be clarified with the tenant that this may not be the full sum payable and that the cost could vary as it may be subject to work variations to complete the work correctly.

- 4.2 If the tenant refuses to pay or accept responsibility, then the work will not be issued unless further damage will result if left in its present state, or if there are security or health and safety implications. Any work issued in these circumstances will still be raised as a recharge and recovery procedures will be followed. Any tenancy breaches e.g. refusing to pay, not maintaining the property etc. will also be pursued, and further action may be taken if recharges are not paid. Tenants can risk losing their homes if the recharge remains unpaid.
- 4.3 If rechargeable works are carried out to empty homes where the tenant has absconded or moved away, then these debts will also be pursued and former tenants will be traced for the collection.
- 4.4 A record of any outstanding debt will be held against that individual for future reference, which will affect any future rehousing applications including mutual exchanges.

Review

This policy has been reviewed in August 2017, and will be reviewed again in August 2019 unless there are any operational / legislation changes that require the policy to be reviewed sooner.

Enquiries

All enquiries to be directed in the first instance through our Property Repairs Team, who can be contacted on 01788 533 888.