

KNOWES HOUSING ASSOCIATION LTD	
Policy Name	Recoverable Repairs Policy
Policy Category	Repairs and Maintenance
Policy Number	MDS17
Date to Management Committee	February 2019 Approved at February 2019 Committee meeting
Previous Review	January 2019
Next Review Date	December 2022
Links to other Policies	MDS05 Repairs Policy
Consultation	Staff

1. POLICY AIMS & OBJECTIVES

1.1 This policy aims to ensure that Knowes Housing Association has an effective system for identifying repairs that are not the responsibility of the landlord and has a cost effective and equitable approach to recovering the cost of work done. These repairs are referred to as Recoverable or Rechargeable Repairs.

2. LEGAL FRAMEWORK

2.1 This policy is in accordance with the Housing (Scotland) Act 2001 and the Scottish Secure Tenancy Agreement used by Knowes Housing Association.

3. RISK ASSESSMENT/MANAGEMENT SECTION

3.1 There are a number of risks to the Association that should be considered. There is a risk that the Association will instruct and pay for rechargeable works for which no recovery is made. The risk of this is high as many tenants are on benefits and may not have the means to pay for repairs. To minimise this vigilance should be operated to ensure we carry out the minimum volume of rechargeable repairs and where possible payment is made in advance of the work being carried out.

3.2 There is a risk that more time and expense is incurred recovering debt than the value of the debt itself.

3.3 There is a risk that the wrong signal is given to tenants where debt is not pursued. Tenants may believe they can incur debt which will not be pursued. This policy will strike an equitable balance of risk to the Association.

4 POLICY REPORTING

4.1 A percentage of the figure recovered will be reported to the Committee as part of the KPI report. A On a 6-monthly cycle a report will be presented to Finance Sub Committees detailing the Former Tenant Rechargeable Account details and proposing former tenant write offs.

5 EQUALITIES STATEMENT

5.1 Knowes Housing Association Ltd is committed to tackling discrimination on the grounds of sex or marital status, racial grounds, or grounds of disability, age, sexual orientation, language, social origin, or of other personal attributes, including beliefs or opinions, such as religious beliefs or political opinions.

5.2 Knowes' seek to embrace diversity, promote equal opportunities for all and eliminate any unlawful discrimination in all areas of our work.

5.3 This policy can also be made available free of charge in a variety of formats, including large print, translated into other languages or on audio tape.

6 BACKGROUND TO RECOVERABLE REPAIRS

6.1 Knowes' tenant handbook and tenancy agreement detail those repairs which are Knowes responsibility and those which are the responsibility of the tenant.

6.2 There will arise cases where there is a need to carry out a repair which is the tenant's responsibility. Examples of this would be where a tenant has lost keys and the property is vulnerable, vandalism or where no action by the Association would result in damage to the property.

6.3 There will also be advantages to the tenant in such situations as the cost of the repair may be less than if the tenant were to arrange for the repair to be carried out privately, the repair may also be carried out sooner and the tenant will have payment options.

6.4 Knowes will recover the cost of carrying out repairs that are the tenant's responsibility.

7 RECOVERABLE REPAIRS

7.1 Recoverable repairs can be initiated in a number of ways – tenant reporting directly to the office, tenant using the call out service, repairs identified either through a pre-termination visit, or during the void process.

7.2 The recoverable repairs procedure covers in detail how repairs are raised and ordered and the arrangements which are agreed in terms of payment, deposits etc. In most cases a deposit will be required (100% for non-statutory repairs) and this will only be by-passed with the authorisation of a senior officer, taking account of the circumstances.

8 PAYMENT ARRANGEMENTS

8.1 The Finance and Housing Management Sections will be responsible for negotiating payment arrangements. Where a tenant has a rent arrears agreement the Housing Officer will re-negotiate the agreement to ensure both arrears are seen to be reducing. Where there is no rent arrears the Finance Officer will pursue the debt. This is highlighted in more specific detail in the procedure.

8.2 When full payment has been made the tenant should be informed that the balance is clear.

9 ACTION FOR NON PAYMENT

9.1 The Finance Officer and Housing Officers will monitor payments. Where no payment is being made action will be taken in line with the Rechargeable Repairs Procedure.

10 COMPLAINTS & APPEALS PROCEDURE

10.1 Should a tenant disagree with a decision to recharge them for repairs the Association's Complaints Procedure will be used to deal with the complaint.