



Rechargeable repairs policy and procedure

OPS 27

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Issued: April 2010

Reviewed: December 2023

Next review: December 2026

POLICY

1. Policy statement

This policy ensures all our available financial resources are targeted towards improving our properties and services. Where appropriate, we'll take all necessary steps to recover costs where unauthorised alterations or damage to our property has occurred that's not the result of reasonable wear and tear.

2. Scope

This policy applies to all properties for which Two Saints own or manage repairs and applies to clients who have made unauthorised alterations or damage to our property.

3. Identification of rechargeable repairs

- 3.1 When a request is made for us to carry out work that's beyond the scope of our repair obligations, the client will be advised the work is rechargeable and given an approximate cost.
- 3.2 Where work is identified by the contracts and performance manager as rechargeable due to wilful damage, neglect or carelessness, the client will be advised of repair costs in writing and requested to comment. The response from the client will be reviewed by the contracts and performance manager and the relevant regional director.

4. Re-charging the cost of repairs

- 4.1 We minimise the need to issue rechargeable repair accounts by:
 - not charging where damage is fair wear and tear
 - not charging where the repair is the result of a crime being committed by a third party, provided the damage has been reported to us and the police and a crime reference number obtained
 - providing appropriate information to clients about their responsibilities and our procedures for reporting repairs
 - providing alternative options for clients 'paying back' for the damage i.e., undertaking rubbish clearance in garden areas
- 4.2 We'll apply charges where:
 - we've agreed in advance with the client to carry out 'client responsibility repairs' on their behalf and hold a signed agreement to the re-charge and/or
 - we've carried out repairs we consider the client should pay for because they arose from client neglect, wilful damage, carelessness, or criminal act



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5. Appeals and complaints

- 5.1 All appeals and complaints from clients arising from the application of this policy will be investigated in line with our Tell Us policy.

6. Policy and procedure review

- 6.1 This procedure will be reviewed at least every three years by the business development and improvement manager, or when circumstances change.

7. Links to other policies

- [OPS 31 Preventing evictions and abandonments policy](#)
- [OPS 38 My Journey](#)
- [OPS 09 Rent payment and supporting clients with former arrears policy](#)
- [Tell Us – Our complaints and compliments policy](#)