

## **RECHARGE POLICY**

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### **1.0 POLICY**

The purpose of undertaking tenant recharges is to try to ensure that those tenants who conduct their tenancy in an appropriate way do not pay for damage done by others.

LYHA should attempt to pre-empt potential problems by providing tenants with clear guidance as to what their repair responsibilities are, in order to clarify who is responsible for the repair charge or other costs incurred by the Association.

LYHA has made the decision not to recharge in certain circumstances, if the damage has been caused by fair wear and tear or because damage is due to the age of the property.

The sorts of things that LYHA will charge for include the following:

- Damage to the structure of the building
- Damage to the fixtures and fittings
- Damage to gardens
- Removing rubbish or items left on ending a Tenancy
- Storage costs and removal costs of goods removed from property following Tenancy Termination
- Removing vehicles

- Theft or attempted break-ins, and vandalism of fixtures and fittings
- Lock changes
- Structural alterations carried out without permission
- Broken appointments
- Court or Bailiff fees

## **2.0 ASSIGNMENTS (Mutual Exchange)**

Prior to tenants exchanging properties, LYHA will inspect the property in the same way that any re-let would be inspected with a view to identifying any repairs rechargeable to the outgoing tenant, and any tenant's improvements or fixtures which are not the landlord's responsibility.

It is important to inform the incoming tenant that in assigning tenancies they accept the property in its current condition. The tenant should sign a disclaimer to this effect that places costs of works arising from the exchange to fall on the in-coming tenant. In particular the tenant should be informed in writing of:

- Any fixtures and fittings installed by the outgoing tenant which are not the landlords responsibility
- Defects caused by the outgoing tenant which are not the landlords responsibility e.g. broken door handles and holes smashed in walls

They need to be informed that the landlord is not obliged to carry out any repairs to the property other than those which fall within its statutory repairing obligations under the Landlord and Tenant Act 1985 and the tenancy agreement.

Former tenants are also covered by this policy.

## **3.0 PROCEDURE**

### **3.1 Recharges**

The Operations Manager and Technical Services Manager will determine if a repair or other costs are to be recharged to the tenant. (Wherever possible, Housing Officers will be consulted in order to provide details of any vulnerable tenants).

Technical Officers will endeavor to inform tenants, wherever possible, that the repair request call may be recharged.

Recharge costs relating to tenants who have vacated the property with no forwarding address, will be recorded on the diary system against the former tenant and the tenancy

record will be flagged. This status will be taken into account upon reapplication of the tenant. Should a forwarding address be established in the future, a recharge may be raised.

### **3.2 Recording**

The Technical Services Team will correspond with the tenant in connection with recharges as follows:

**Letter 1** – Notify the tenant of a likely recharge, giving the tenant 7 days to respond should they disagree with the proposed recharge.

After the 7 days notice period the technical services team will notify the Operations Manager of proposed recharges for authorisation.

**Letter 2** – Notify the tenant of the actual cost of the repair plus admin fee giving a further 7 days for the Tenant to respond should they disagree with the proposed recharge.

After the further 7 day notice period the Technical Services Team will notify the amount to be recharged to the Finance Department, by providing a copy of letter 2.

The Finance Department will then to raise a recharge invoice on the IBS system.

All correspondence will be placed on the house file, by the Housing Management Team.

### **3.3 Debt Recovery**

Outstanding debts will be recovered by the Housing Officer. This is by way of a money judgment through the County Court for recharges over £500 or the Small Claims Court for claims under £500.

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#### **Reviewed by:**

Bruce Johnson

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