

RECHARGEABLE REPAIRS POLICY

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| Date approved | 16 February 2017 |
| Review frequency | Every five years |
| Date of next review | February 2022 |

CHARING CROSS HOUSING ASSOCIATION LTD

Rechargeable repairs are those for which tenants are responsible but which the Association has carried out.

The respective responsibilities of the Association and tenants are set out in the Tenancy agreement, Tenants Handbook and on the Association's website.

Tenants will be informed immediately on reporting a repair if it is rechargeable, or immediately after the repair is carried out if the repair proves to be caused by tenant negligence.

Delegated authority is given to the Technical Services Manager to decide not to recharge tenants in cases where there are mitigating circumstances.

Rechargeable repairs will be carried out in accordance with the Association's Maintenance and Tendering/Quotation Policies.

The administration of rechargeable repairs will be in accordance with the Procedure on Rechargeable repairs.

The Association will work with the tenant to ingather the monies, entering into payment plans if necessary. If the tenant is in rent arrears as well, Maintenance will liaise with Housing Management and provide documentation for any legal action.

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