

RECHARGEABLE REPAIRS POLICY

1.0 INTRODUCTION

Port of Leith Housing Association recognises the importance of undertaking certain rechargeable repairs in order to keep it's stock in a habitable state and also that recovery of the debt is necessary.

In cases where rechargeable repair arrears do accrue, the Association acknowledges the importance of taking early action so that these are kept to a minimum and recovered through a fair, responsive and firm approach.

The Association will only carry out rechargeable repairs on void properties and also where there is either a health and safety need or where failure to carry out a repair would impact on the condition of the Association's property. Where the tenant is responsible for the repair, the work will only be instructed when a mandate to pay the repair cost is signed by the tenant who has requested the repair has been received.

2.0 POLICY AIMS

The Association aims:

- to ensure that the pursuit of rechargeable repairs arrears is given a high priority.
- to ensure that clear and timely guidance is given to tenants relating to recovery of arrears so that such arrears are cleared and the threat of legal action is avoided.
- to monitor rechargeable repair arrears performance by means of regular reports, target setting and KPI monitoring.

3.0 RECHARGEABLE REPAIR ARREARS PREVENTION

No repair will be carried out on behalf of a tenant which is clearly the responsibility of the tenant, unless they agree to meet the full cost of the repair by either paying cash in advance or by signing a 'Repair Request Mandate' promising to meet the cost of the repair. The repair mandate clearly details the action the Association will take to ensure the cost of the repair is recovered (Appendix 1 Repairs Mandate Letter). For current Tenants no work will be undertaken unless a mandate is signed. Former tenants' debts will be passed to the debt recovery agency.

3.1 TARGETS

The Association monitors the level of outstanding sundry debt – including rechargeable repairs – in the monthly KPI report to Directors. The target for all sundry debt for 2008 is 20% of total invoiced.

4.0 RECHARGEABLE REPAIR ARREARS RECOVERY

Rechargeable repair arrears are identified following the production of a weekly Management information report.

The Property Team will monitor these reports in respect of payment and non-payment and raise the appropriate correspondence as required.

If after 28 days of issue of the rechargeable repair invoice, no payment has been received from the tenant, the Property Assistant will issue a first warning letter requesting payment.

If after a further 14 days no payment has been made, the Property Assistant will issue a second warning letter requesting payment which will also advise that should no payment be received within the next 14 days, a solicitor or debt recovery agency will be instructed to commence proceedings to recover the debt and that all recovery costs will be added to the original repair invoice.

5.0 LEGAL ACTION

Where the debt is less than £200 and no arrangement has been agreed for the debt to be paid, the Property Manager will instruct a reputable debt recovery agency to action collection of the debt.

For all debts exceeding £200, the Property Manager will instruct solicitors to commence court proceedings.

6.0 FORMER TENANTS

All former tenant debts will be passed to a reputable debt collection agency.

SDGF/Rechargeable Repair Policy
26th June 2008

APPENDIX 1



RECHARGEABLE REPAIR MANDATE

Tenant
Address

Date

Request date

Description of work done

Order Ref: Estimated Cost: £

I, the undersigned, being a tenant at the above address, hereby authorize the Port of Leith Housing Association Ltd to instruct the above repair to be carried out on my behalf.

I agree to pay the costs of the repair to the Port of Leith Housing Association within fourteen days of the demand or by installments at the discretion of the Property Management Department.

SIGNED:

ADDRESS:

DATE:

