

OPERATIONAL BOARD
DATE 9 December 2021

RECHARGEABLE REPAIRS POLICY REVIEW

Report of the Head of Housing Management.

1. SUMMARY

- 1.1 This report gives details of the changes made to the existing Rechargeable Repairs Policy.

2. RECOMMENDATION(S)

- 2.1 That the Operational Board approves the changes to the Rechargeable Repairs Policy.

3. REASON FOR RECOMMENDATION

- 3.1 To ensure the Operational Board is informed of the changes following the review of the Rechargeable Repairs Policy.

4. MATTER(S) FOR CONSIDERATION

- 4.1 Following a review of the previous policy and consultation with customers a few amendments have been made. Appendix 1 shows the current Rechargeable Repairs Policy (available on CMIS only) and Appendix 2 shows the revised version.
- 4.2 We will no longer pursue a payment for the rechargeable repairs for current tenants before the work is completed. The charge will be added to the rent account when the work has been completed and collected afterwards.
- 4.3 When a tenancy is terminated, any repair work identified that is deemed to have been the tenant's responsibility will be recharged to the tenant if it is not caused through fair wear along with any other service that are required that the tenant was responsible for carrying out but didn't. For consistency these issues are picked by the Surveyor when the tenancy ends however, we will visit tenants prior to the keys being returned upon request.
- 4.4 We encourage Derby Homes customers to check our website for information. The website is where we define tenants' and leaseholders' responsibilities for repairs, we aim to keep this information as up-to-date as possible. We can provide customers with information in different formats if it is required.

5. OTHER OPTIONS CONSIDERED

- 5.1 None.

IMPLICATIONS

6. CONSULTATION IMPLICATIONS

- 6.1 The policy was sent to the Virtual Panel for comments and the feedback is attached at Appendix 3 to this report. We have added response to the comments in red and added to the Policy also indicated in red to reflect the feedback from our customers.

7. FINANCIAL AND BUSINESS PLAN IMPLICATIONS

- 7.1 In a year it is likely that over £100,000 will be charged in rechargeable repairs by the Day to Day and Voids team. This has to be taken in context that those areas spend around £5.3m annually, so the level of rechargeable repairs is relatively very low.

8. LEGAL AND CONFIDENTIALITY IMPLICATIONS

- 8.1 None

9. EQUALITIES IMPLICATIONS

- 9.1 An Equality Impact Assessment been completed it is attached at Appendix 4 (available on CMIS only).

10. POLICY REVIEW IMPLICATIONS

- 10.1 This is a key policy of Derby Homes and is included in the Key Policy Review Schedule. In accordance with Derby Homes Board Minute 10/51 this policy will be reviewed no later than 3 years from the date of this meeting.

The areas listed below have no implications directly arising from this report

Environmental
Council
Personnel
Risk

For more information please contact:

Tracy O'Connor / Area Housing Manager / 01332 888722/ tracy.o'connor@derbyhomes.org

Background information:

List of appendices	Appendix 1 Current Rechargeable Repairs Policy (CMIS only)
	Appendix 2 Proposed Rechargeable Repairs Policy
	Appendix 3 Virtual Panel Consultation
	Appendix 4 EIA (CMIS only)

This report has been approved by the following

Managing Director	Maria Murphy	23/11/2021
Finance Director/Derby Homes Accountant	David Enticott or Michael Kirk	12/11/2021
Company Solicitor	Taran Lalria	12/11/2021
Head of Service	Lorraine Testro	05/11/2021

Head of Repairs	Steve Bayliss	15/11/2021
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