

Rechargeable Repairs Policy Consultation 2021

This report was generated on 01/11/21. Overall, 21 respondents completed this questionnaire. The report has been filtered to show the responses for 'All Respondents'.

Do you consent to the processing and storing of your response for the purpose of this consultation (Please select one)



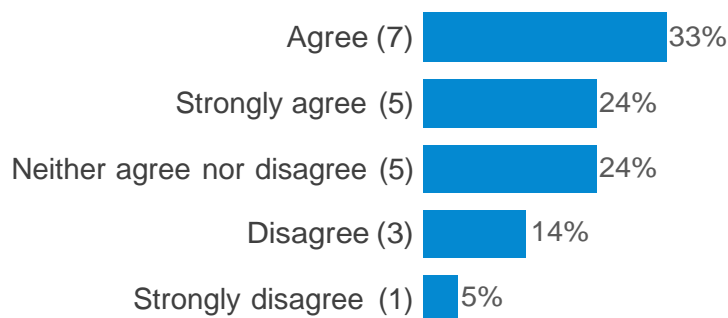
In what capacity are you responding to this survey?



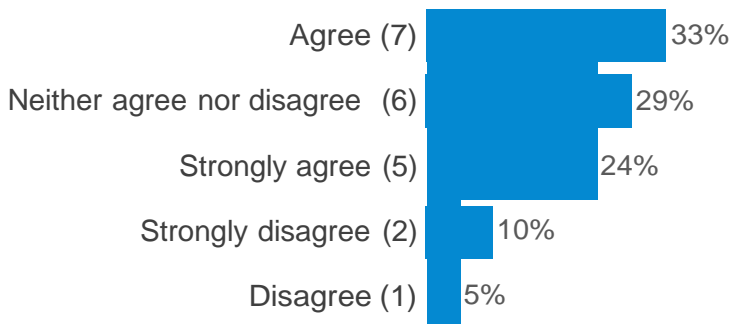
Did you know that Derby Homes has a Rechargeable Repairs Policy?



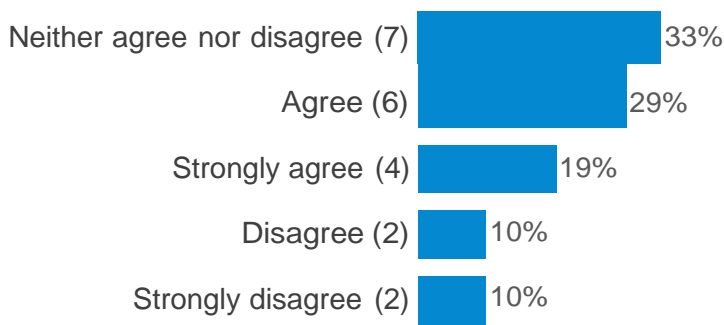
The policy is positive



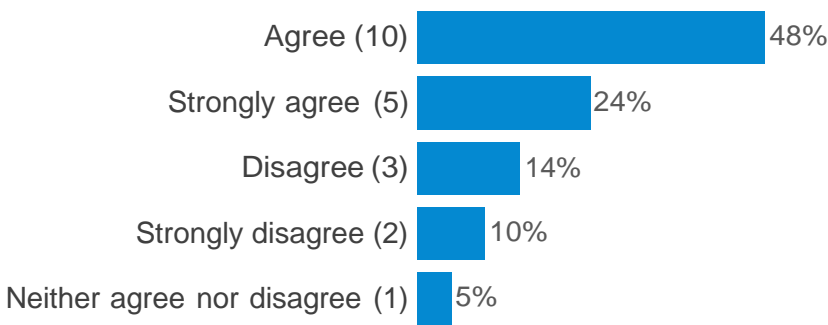
The policy is easy to read



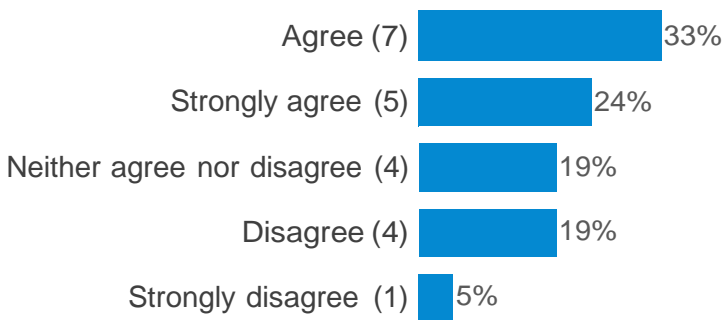
The policy is easy to understand



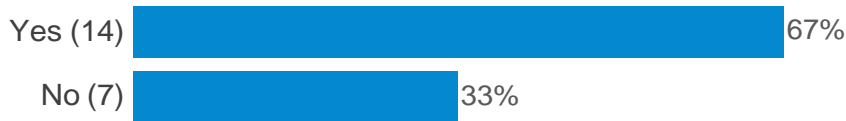
The policy will help tenants to understand their rechargeable repairs responsibilities



The Policy is fair



We have changed the policy to not recover rechargeable repairs during the termination period. Instead, we will look to recover rechargeable repairs when the tenancy has ended. Do you agree?



If you don't agree with this, please tell us why?

Derby Homes Response to Comments

I think money should be collected as soon as possible and if you're only collecting it after a tenant has left what's to stop them from providing you an incorrect forwarding address? They might disappear off the radar and then you'd never recover the money they owe.

I think this will make it harder for Derby Homes to collect the money owing.

I think it is better to start the process at the earliest opportunity

On reflection and considering the responses, the question as it was posed was not clear, we have always raised the rechargeable charges after the void inspection, which takes place as soon as the tenant has returned the keys.

When a tenancy has ended, I feel it's unlikely rechargeable repairs will be paid.

When tenants do not provide a forwarding address when they vacate a property any debts that are outstanding including those that are raised after the tenancy has ended such as rechargeable repairs are recovered by our Income Recovery Team. This team can use other sources to help them trace a forwarding address where it has not been provided.

A deceased tenant will not contest any errors you make

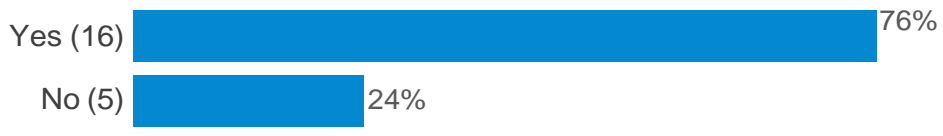
Unexpected bills after a tenancy has been terminated can cause hardship. Particularly when the tenant has passed away and the family are not expecting it.

I agree a tenant who has died is not able to contest any rechargeable repairs raised but whoever is dealing with the estate and paying any debts can do this. In most cases when a tenant has died and there are debts outstanding there is no estate left so the debt is written off.

Think that rechargeable should be taken over a 6- or 12-month period. As upon leaving it could appear as debt to new landlord. Or be an overwhelming additional responsibility added to moving. Also, Derby Homes should receive payment for work in order to maintain their resources/budget for non rechargeable repairs.

All rechargeable debts for former and current tenants are due on completion of the repair/service, where it is not feasible for payments to be made in full, we will agree a suitable payment plan.

Examples of work that could be classed as a rechargeable repair have been removed from the policy. This decision was taken following customer feedback because it was not a full list. As each rechargeable repair is different, customers will be made aware of any rechargeable repairs in their property by Derby Homes. Are you happy with this?



If not, please tell us why?

I think it should be made clearer how people can find out what is on the list. Need to know what is or is not rechargeable

I fell over. The ambulance paramedics were unable to gain access. After six hours they called the police who smashed the door open. It remained possible to secure it with a key. Since then, I have had five unannounced visits from Key Repair staff who have tried to fit new door locks. The last person insisted that I needed a new Door. I do not. This one is fine and locks safely. Derby Homes insisted on supplying a 4-digit Key safe container. The next day I had a visit from an old friend with his children. The 8-year-old cracked the door lock Key safe in under 2 minutes. He learnt how to do that at school. 3 or 4 years ago DH insisted on replacing one of my Bedroom windows with a window that cannot be locked. This security risk was to allow emergency services to gain access. The Police and Paramedics did not know about the easy access window. (do the Fire service know?) Neither did they have a ladder.

N/A

I think it's important that examples of rechargeable repairs should be included in the policy. By its nature it can't be extensive, but examples would be useful.

I think you should give them a list and explain why they are being charged.

Derby Homes Response to Comments

The response indicates that most customers agree with the list being removed. The Policy helps to ensure we recover our costs for doing repairs or carrying out a service that others are obliged to do, this helps us maintain a cost-effective repairs and maintenance service.

Through our procedures we make sure that any repair or services that is identified that is rechargeable is explained to the tenant so that the tenant understands what is being recharged and why. The tenant also has an opportunity to complete the repair/service themselves where practical to do so to avoid the charge and to raise a complaint if they are dissatisfied with the charge.

Please tell us if you have any suggestions to improve the Rechargeable Repairs Policy

Early warning must be given and include garden and fencing to be honest I was not aware!

Please change the name. Rechargeable is commonly understood to mean something else and could confuse people. "Chargeable" would be a more suitable word, or "Charged For" would be even better.

NO Seems good to me

An explanation of exactly what it is would be useful!

Giving a list of what's rechargeable and to make sure that the property is inspected before the tenants leave

Any intention to add chargeable repairs(???) should be explained to the tenant, with full costing and then the tenant should sign any agreement, with a copy, before any action. Tenants especially OAPs will feel less frustrated if Derby Homes phone for an appointment before they visit. OAP's by definition have limited time to complete their "Bucket" list. Too many people assume that the time of a pensioner is theirs to use. Example: Tenants are required to wait all day for an Annual Gas safety check or be

threatened with a £10 fine. Source for the Goose is source for the Gander. The Gas Engineers should be required to attend a specific hour or pay the tenant for their time wasted.
Set rechargeable amount and repayment before work is completed. Suggest budget for repayment based on individual circumstances.

Stronger measures should be taken to follow up on rechargeable repairs, I feel as an organization Derby Homes should be more proactive on this one, it would then send a clear message out to all Tenants.

Would it be possible to show an estimate of certain costs, just a short list of the repairs that usually require payment?

Each prospective new tenant should be made aware of their responsibilities in a more in-depth interview prior to signing their tenancy. Then perhaps they should be made to sign a legalised document which states that they understand their responsibilities and they will have to pay for damages they cause. Often than not tenants say that they don't understand why they are being asked to pay for repairs. I know this is covered in the tenancy agreement however not all tenants have the literacy to fully understand what they are signing.

Less repetitive

Damage caused by a person's disability i.e. wheelchair damage to doors or kitchen units should not be charged for.

I do not think that there is enough explanation as to which issues would be recharged I think there needs to be more clarity in identifying what issues would have recourse for a recharge.

Explain what a Rechargeable Repair is.

Response to comments

Yes, we do speak to tenants about rechargeable repairs and services as soon as possible after the issue is identified and yes, we do consider recharging for garden clearances if all other solutions have been considered and the renewal of fencing which has been removed without our permission.

We will put a link to the rechargeable repairs policy on our website, so tenants are better informed.

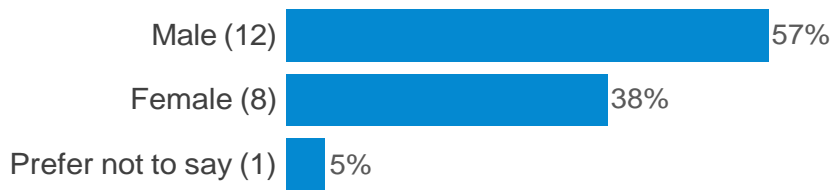
We use the term recharge as that is the wording in the tenancy agreement, when the tenancy agreements are updated if the wording changes, we could consider reflecting this in the Policy when it is reviewed again in the future.

At sign up we tell tenants that they must report all repairs, we can add to this that sometimes these repairs will be rechargeable which could be any repair that is not caused through normal wear and tear.

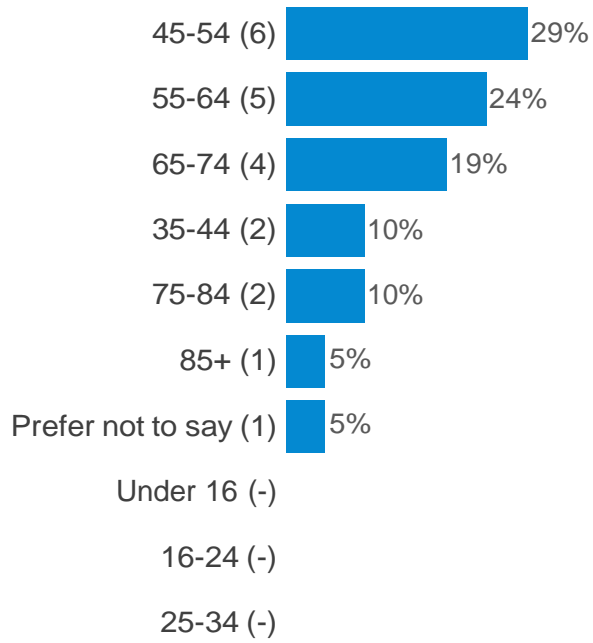
We also tell tenants at sign up that they must seek permission for improvements, we will add to this that any unauthorised improvements that results in work to reinstate the property to the original conditions will be rechargeable.

We will look at individual circumstances and may decide not to recharge.

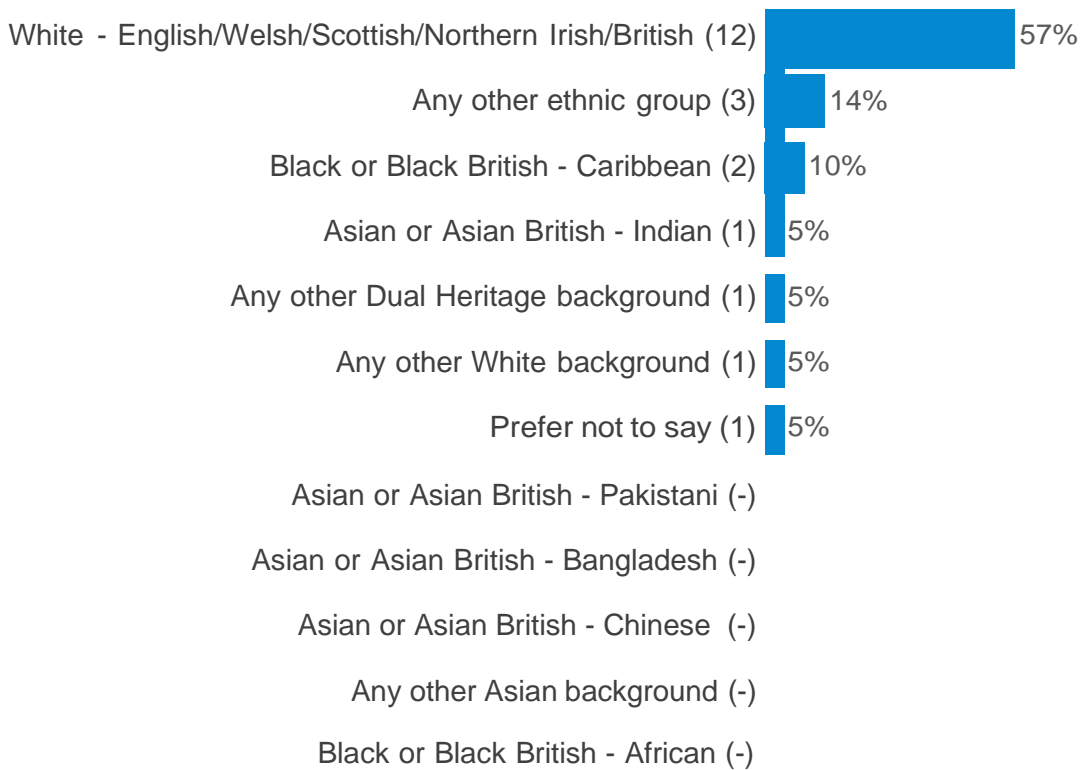
Are you... (Please select one)



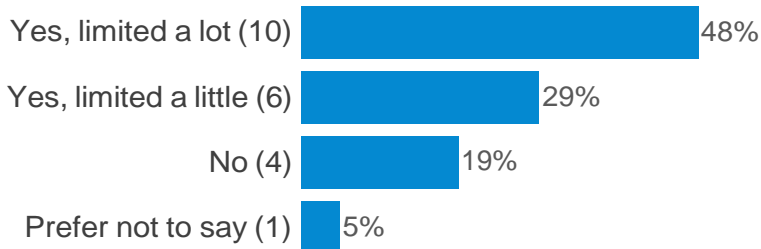
Age... (Please select one)



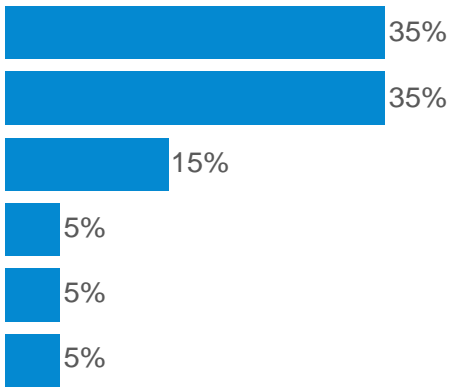
Ethnicity... (Please select one)



Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? (Please select one)



What is your religion? (Please select one)



Which of the following options best describes how you think of yourself? (Please select one)

