

<p>Paragraph 11 of the Rechargeable Repairs Policy</p>	<p>Proposed amendment to paragraph 11 of the Rechargeable Repairs Policy subject to Operational Board approval</p>
<p>11.0 DISSATISFACTION WITH THE CHARGE</p> <p>11.1 Our tenants have the right to raise a complaint if they are dissatisfied with the charge. We will inform them of this in a letter when we notify the tenant that a rechargeable repair/service have been raised.</p> <p>11.2 The charge will be added to the rent account when the repair/service is complete, and we will tell the tenant when this has happened and again inform them of the right to raise a complaint if they are dissatisfied with the charge.</p> <p>11.3 Complaints received will be processed in line with our Complaints and financial Redress Policy. Copies of the complaint evidence and the outcome will be placed on the tenancy file.</p>	<p>11.0 DISSATISFACTION WITH THE CHARGE</p> <p>11.1 The charge will be added to the rent account when the repair work or service is complete.</p> <p>11.2 Our tenants will be notified in writing that the charge has been raised and that if they want to appeal the charge that they have 14 days to do this. The tenant will be encouraged to provide any supporting information that they would like considered with the appeal request.</p> <p>11.3 We aim to tell the tenant the outcome of the appeal in 10 working days, if more time is required, we will keep the tenant informed. The appeal decision will be final.</p> <p>11.4 The appeal outcome letter will tell the tenant that if they are not satisfied with our handling of the recharge a complaint can be raised but that the appeal decision will not be considered within the complaint.</p> <p>11.5 Complaints received will be processed in line with our Complaints and financial Redress Policy. Copies of the complaint evidence and the</p>

	outcome will be placed on the tenancy file.
--	---