

Procedure



Tai Calon

Community Housing

Creating vibrant communities across Blaenau Gwent.

Procedure Name: Chargeable repairs procedure

Date: August 2023

Purpose and Scope:

Each year we estimate that we carry out repairs in 350 homes that are not our responsibility. Along with increasing the overall cost of our service, they also increase the time it takes to carry out other repairs.

We recognise the circumstances leading to a chargeable repair can vary greatly. For example, it might be because of an accident or malicious damage, because of this we want our process to be as flexible as possible.

The purpose of this procedure is to set out when Tai Calon Community Housing will consider a charge for carrying out works or other services that are **not** part of our contracted repairing obligations, and to explain the expectations about payment.

Responsibility: Rachel Rees, Head of Housing

Supporting Documents:

| | |
|------------|-----------------------------|
| Appendix | Standard chargeable repairs |
| Appendix 2 | Unauthorised alterations |
| Appendix 3 | M3NHF schedule of rates |

Director Approval:

Approval Date: 22nd August 2023

1. Introduction

- 1.1 Tai Calon Community Housing aims to provide all customers with a high-quality, cost-effective repairs and maintenance service. To do this, charges will be applicable for damage not resulting from expected wear and tear.
- 1.2 When considering a charge for a repair, we will ensure it is fair and affordable, and support our customers with flexible payment arrangements.

2. Scope

- 2.1 The key objectives of this procedure are:
 - To give guidance on when and what repairs will be considered chargeable.
 - To give clear guidance on payment arrangements.
 - Establish a consistent, fair, and reasonable approach to recovering costs of chargeable repairs.
 - To give clear guidance on what action will be taken if payments are not made, or a payment plan cannot be agreed.

3. Purpose

- 3.1 In the following circumstances you may be charged in part or full for providing repairs or missing pre-agreed appointments:
 - Accidental or deliberate damage to your fixtures and or fittings by you, a member of your household or a visitor.
 - When a member of your household or a visitor carries out deliberate acts of vandalism or wilful neglect in your home.
 - If you miss an emergency repair appointment without letting us know.
 - If you miss a routine repair appointment twice without letting us know.
 - Repairs deemed to be the customers (contract holders) responsibility. For more information, please refer to **who is responsible for repairs?** on our website or contact us directly for a hard copy.
 - If you knowingly call out the emergency repairs service for what

after attending, is clearly a non-emergency repair.

- Denying access to your home to legitimate service providers, resulting in forced entry and damage.

4. Payments

- 4.1 When a repair is identified as being chargeable, we will discuss with you the exact cost and payment methods before we take any action.
- 4.2 Options available to customers include:
 - Carry out the repair yourself or instruct your own contractor.
 - Accept the charge, agree payment, and request us to carry out the repair.
- 4.3 For non-emergency repairs, payments will need to be made in advance of the repair being carried out. However, any chargeable repair that presents an immediate risk will be carried out in line with our *Repairs Procedure*, and the cost collected after the repair has been completed.
- 4.4 If customers are unable to pay the full charge up front, we will happily discuss arrangements for you to pay by a flexible and affordable payment plan.
- 4.5 All staff have the discretion to waive charges in exceptional circumstances, and in some cases, we may need a crime reference number.

5. What action will be taken if payments are not made?

- 5.1 Where there is an unpaid bill for a repair to your home, or where no payment arrangement is in place, we may decide to **only** carry out **emergency** and **urgent** repairs.
- 5.2 If any non-urgent repairs are withheld, **it will never** impact our statutory and legal obligations to maintain your home to a safe and habitable standard.
- 5.3 Efforts will be made to recover the costs of chargeable repairs.
- 5.4 Costs due to legal action will be added to any outstanding bill.
- 5.5 In exceptional circumstances we may recover costs from you and or pursue against the estate where a bereavement has occurred. Recognising that this can be an extremely challenging time, we will always discuss these charges at the most appropriate time for the

customer.

- 5.6 Any outstanding debts may limit your ability to transfer to another Tai Calon home.
- 5.7 Charges may be waived, as per our Write-Off procedure.

6. Repossession of Tenancy

- 6.1 Please be aware that any extensive and intentional damage to the property may result in legal action against your tenancy. This could ultimately lead to you losing your home/

7. Leaving your home

- 7.1 When ending your contract, you are responsible for leaving your home in a good lettable condition.
- 7.2 When you give notice to terminate your contract, we will arrange an end of tenancy visit that will include an inspection of your home. The purpose of this visit is to identify any repairs, maintenance, clearance, cleaning and decorating that is needed before leaving your home, and to establish if Tai Calon can provide any assistance.
- 7.3 Customers will have the opportunity to complete any repairs by themselves or by instructing your own contractor. If any defects are not remedied prior to the end of your tenancy, or if the work completed is not of a satisfactory standard, we will undertake the work after you have left the property.
- 7.4 When this is the case, you may be charged for the cost of any repairs to your former home that are not due to fair wear and tear, for example:
 - Accidental or deliberate damage to fixture and fittings.
 - If you do not return your keys.
 - Removal costs of any furniture, carpets or rubbish left at the property (including the garden)
 - Removal and making good of any unauthorised alterations, which do not adhere to our standards for re letting a home. **See *Appendix 2 - Unauthorised alterations.***
- 7.5 Charges when leaving your home will be in line with the M3NHF Schedule of Rates. **See *Appendix 3.*** In some cases, we may agree a lower charge for the cost of these repairs, depending on individual circumstances.

8. Right to Appeal

- 8.1 You can appeal against a charge decision in accordance with our Compliments, Complaints and Concerns Policy.

9. Equality and Diversity

- 9.1 We are committed to the principles of inclusion. Staff are trained to apply their skills and knowledge to ensure that each chargeable repair decision considers an individual customer's circumstances, and to achieve a fair and transparent outcome.

10. Review

- 10.1 This Procedure will be reviewed either every 3 years, as and when there are changes in legislation, or when the procedure is clearly adversely affecting our ability to provide the best service possible to our customers.



Visit our offices or write to us at:

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Email us: talktous@taicalon.org

Phone: 0300 303 1717

Find us on the web at: www.taicalon.org

Do you need a different format?

If you would like this document in a different format or language, don't hesitate to contact us.

Chargeable Repairs Procedure – August 2023

Appendix 1 Standard Rechargeable Repairs

(List not Exhaustive)

| Reactive chargeable repairs |
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| <i>Carpentry</i> |
| Board up smashed/broken window |
| Gain access |
| Gain access and change door lock |
| Rehang internal door |
| Renew internal door |
| Lost keys/Fobs |
| |
| <i>Drainage</i> |
| Blocked toilet – if blocked through misuse |
| |
| <i>Electrical</i> |
| Renew light switch |
| Renew socket |
| Renew light fitting |
| Electrical Inspection |
| |
| <i>Glazing</i> |
| Remove windowpane for furniture delivery |
| Renew double glazed unit |

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| <i>Plumbing</i> |
| Clear blocked sink waste if blocked through misuse |
| Clear blocked bath waste if blocked through misuse |
| Renew toilet seat |

Appendix 2 **Unauthorised Alterations**

(List not Exhaustive)

| Unauthorised Alterations |
|---|
| Knocking two rooms into one |
| Installing a driveway |
| Installing decking |
| Removal of internal walls |
| Painted kitchens (Cupboard doors, plinths etc.) |
| DIY electrical sockets |
| DIY flooring / tiles |
| DIY loft conversions |
| DIY fencing |
| DIY sheds / outbuildings |
| Non-standard radiators (chrome towel radiator) |

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Appendix 3 M3NHF Schedule of Rates

(List not exhaustive- provided as examples, if decision is made to recover charge in full)

| Repair | Cost |
|---|---------|
| Replace front & rear door locks (If keys not returned per lock) | £24.47 |
| Replacement of non-standard radiator (towel radiator) | £92.43 |
| Carpet removal (per room) | £31.39 |
| Laminate floor removal (m2) | £3.50 |
| Ceramic tile removal (m2) | £11.60 |
| House clearance - lorry | £79.41 |
| House clearance – large skip | £507.80 |
| Environmental clean | £569.63 |
| Removal of fridge freezer | £25.00 |
| Removal of cooking appliance | £8.00 |
| Removal of white goods (washing machine, tumble dryer) | £10.00 |
| Small garden clearance | £49.54 |
| Large garden clearance | £148.62 |
| Shed/outbuilding clearance | £43.24 |
| Loft clearance | £82.08 |
| Renew internal door | £128.07 |
| Replace internal fire door | £247.95 |
| Re-hang internal door | £33.80 |

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| Replace door frame / architrave | £101.88 |
| Stud partition replacement (m2) | £97.27 |
| Repair damaged plaster/plasterboard (m2) | £15.94 |
| Kitchen unit removed / damaged | £155.72 |
| Renew kitchen unit door | £87.64 |
| Kitchen plinth replacement (LM) | £14.79 |
| Kitchen worktop replacement (LM) | £58.76 |
| Replace mop stick handrail | £26.40 |
| Refix or renew skirting boards (LM) | £22.04 |
| Replace bath panel | £73.21 |
| Replace shower rail and riser kit | £61.72 |
| Remove & replace light fitting | £17.04 |
| Replace dual socket / pattress | £32.70 |
| Replace single socket / pattress | £22.52 |
| Remove & replace light switch | £10.72 |
| Replace extractor fan | £150.00 |
| Removal of outside tap | £42.14 |
| Redecorate room up to 20m2 | £258.24 |
| Replacement of double-glazed unit | £57.82 |