



TENANT RESPONSIBLE REPAIRS POLICY

1.0 Aim:

- 1.1 The purpose of the Tenant Responsible Repairs Policy is to ensure that the Together Housing Group clearly identifies all the costs incurred as a result of damage to properties and that these costs are recovered in a prompt, efficient, consistent and cost effective manner.
- 1.2 The costs are recovered using a consistent and fair approach
- 1.3 Discretion is applied where appropriate depending on individual circumstances.
- 1.4 Policies, procedures and agreements are adhered to and enforced where appropriate

2.0 Definition of a Tenant Responsible Repair

- 2.1 Damage caused by the tenant/customer/resident, a member of their family or a third party to a Together Housing Group property either wilfully, by neglect, misuse, abuse, unauthorised improvements/modifications.
- 2.2 Inappropriate use of the repairs system, e.g. mis representation of a repair as an emergency, or as a result of tenant misuse or failure on behalf of the tenant.
- 2.3 Where a tenant repeatedly fails to meet (or cancel appointments in good time), then THG can recharge the tenant for the costs incurred (including time & materials) as a result of the failed appointment, including any legal costs arising from the missed appointments.

3.0 Discretionary Circumstances

- 3.1 Each case must be assessed and discretion may be exercised, depending on the circumstances affecting the individual case. In considering when discretion should be exercised and a recharge waived in part or in full, account should be taken of:
 - Vulnerability
 - Disability

- Victim of domestic abuse which has been reported to the police and/or a representative of the Housing Association.
- 3.2 Where damage is the result of vandalism that has been reported to the police (and a crime reference number has been obtained) and Together Housing Group have been notified as soon as it is discovered, a recharge may not be made.

4.0 Policy Statement

The Together Housing Group will:

- 4.1 Clearly define and promote Tenant and Landlord rechargeable responsive repair responsibilities via local Tenancy Agreements.
- 4.2 Ensure that a consistent, thorough and fair approach is applied to determine the cause of the recharge by adopting a Together Housing Group Tenant Responsible Repairs procedure.
- 4.3 Using the agreed Together Housing Group Tenant Responsible Repairs procedure, consider vulnerability across all the diversity strands (where applicable).
- 4.4 Actively record the progress of a recharge including providing updates to all concerned.
- 4.5 Provide the customer with every opportunity to maintain a realistic payment plan.
- 4.6 Actively check for a forwarding address if the tenant cannot be contacted.
- 4.7 Ensure that all amendments to the customer's details are consistently and accurately recorded.
- 4.8 Actively pursue all outstanding Tenant Responsible Repairs where it is practical and reasonable to do so for the business, having regard and consideration for customer's circumstances and vulnerabilities.
- 4.9 Take into consideration any breach of the Tenancy agreement in relation to outstanding Tenant Responsible repair costs when considering future housing applications, and requests to undertake improvements, having regard to any statutory limitations.

5.0 Performance Monitoring/Reporting and Tenant/Customer/Resident Involvement.

The TOGETHER Housing Group will:

- 5.1 Measure its performance quarterly by monitoring the number of Tenant Responsible Repairs costs, recovery rates and relate this to cost effectiveness/value for money. To split this activity into two areas:
- Tenant Responsible Repairs discovered while the resident is in tenancy
 - Tenant Responsible Repairs discovered once the property becomes void
- 5.2 Submit quarterly reports to the Group Head of Service and performance monitoring groups regarding overall targets and performance results and any trends regarding why rechargeable monies are not being collected.
- 5.3 Consult and involve customers, giving them the opportunity to influence key decisions affecting service delivery.
- 5.4 Recognise and value residents' views, comments and feedback to review and continually improve service delivery processes and procedures.

6.0 Associated documents

- 6.1 Other Policies/procedures/standards applying to this Policy include:

- Equality & Diversity Policy
- Positive Difference Analysis
- Safeguarding Adults Policy
- Customer Services Strategy
- Value for Money Strategy
- Compliments/Comments and Complaints Policy
- Company Service Standards (to be developed for the Group)
- Resident Involvement Strategy
- Recharge Procedure (to be developed for the Group)
- Tenancy Agreement.
- Responsive Repairs Policy and Procedures.
- Income Management Policy.

7.0 Equalities

- 7.1 Where appropriate the Together Housing Group will provide support to customers with particular difficulties or vulnerabilities (language, visual, learning etc.).
- 7.2 By implementing this policy and procedures will ensure compliance with the Equality Act (2010)

- 7.3 Through implementation of this policy, no person or group of people will be directly or indirectly discriminated against because of their race, ethnic origin, disability, nationality, gender, sexual orientation, age, class, appearance, religion, responsibility for dependants, unrelated criminal activities, or any other matter which causes a person to be treated with injustice.
- 7.4 A Positive Difference Analysis (PDA) has been carried out on this policy. Any actions identified have been incorporated into the action plan.

8.0 Policy Review

- 8.1 This policy (and where appropriate, the associated strategy and/or procedures) will be reviewed every three years – or more frequently if required.

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State approval body and date approved:

Leadership team

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