

# Rechargeable Repairs Policy



**Our Assets**

Warrington Housing Association

## Introduction

Warrington Housing Association is committed to providing value-for-money services to our customers. We will aim to recover the cost of repairs carried out by the association that are deemed a customer responsibility.

## Rechargeable Repairs

Warrington Housing Association aims to recover the cost of repairs carried out due to tenants' non-compliance with the terms and conditions of their tenancy agreement during their tenancy or when the property is vacated

## Scope

A rechargeable repair is generally a repair that is the responsibility of WHA but has been classified as a rechargeable repair due to damage or negligence on the part of our customer(s) or their household, family, friends, or visitors.

Some repairs may be required due to accident and not neglect or damage, however, these will still be rechargeable, for example, loss of keys

Repairs that are required to void properties that are considered damage, or due to neglect will be rechargeable. This includes the removal of rubbish or belongings from the property

Any remedial works required due to unauthorised alterations to the property will be considered rechargeable.

Repairs that are considered a customer responsibility will only be carried out as a last resort unless there is a risk to health or property.

When a report is made for a repair that is considered rechargeable the tenant shall be advised, where possible, of the cost they will incur and given the option of carrying out the work themselves.

If the work is to be completed by WHA upfront payment for this repair is required at the time of reporting. In selected instances WHA will agree a payment plan with the customer, this will be on a case-by-case basis, and only if the repair represents a risk to health or property.

Recharges will be set at a reasonable rate and include the cost of the works based on a pricing structure pre-agreed with our contractors

Document Ref:	Version:	Approved Date:	Approved by:	Expire Date:	Number of Pages:
WHA 0441	3	31.05.24	Head of Assets	30.05.2027	Page 2 of 5

The following list identifies examples of rechargeable works but is not an exhaustive list:

### 1. Broken Glazing

All windows broken (unless the damage is caused through break-in or vandalism and the incident has been reported to the police) should be classed as a rechargeable repair. Tenant must provide a police incident number to WHA to avoid a possible recharge. Once an incident number is obtained works will be completed with no charge.

### 2. Property damage caused by DIY

Any remedial works required as a result of works carried out by customers that are either not up to relevant standards or have been completed without prior approval by WHA

### 3. Cracked Sanitary Appliances

It is difficult to prove that a cracked sanitary ware has been damaged by the tenant, but if it can be established that the tenant caused the damage maliciously then this would be classified as a recharge. All accidental damage will also result in a recharge.

### 4. Repairs Caused by Faulty Appliances

For example, washing machines causing floor damage, or other electrical appliances causing faulty electrics.

### 5. Blockages to WC's & Other internal waste traps and pipes

Blockages due to air fresheners, nappies etc. being flushed down the WC. Food blocking the kitchen waste trap, hair products and hair blocking bath & shower waste traps.

6. Repairs that become necessary as a result of Police actions in the execution of an arrest or search warrant will be recharged to the tenant. Examples of this include but are not limited to damage to the property incurred during the police gaining entry to the property e.g. damage to external door/lock change/smashed glazing

Once a rechargeable repair has been agreed, WHA will set up a sundry account for the cost of the repair. If upfront payment is taken this will clear and close the sundry account, if a repayment plan is agreed this will be added to the sundry account.

Where a customer does not pay in full or maintain an agreed repayment plan WHA may take legal action in line with our income management policy.

Document Ref:	Version:	Approved Date:	Approved by:	Expire Date:	Number of Pages:
WHA 0441	3	31.05.24	Head of Assets	30.05.2027	Page 3 of 5

WHA is only responsible for repairs and replacement of components to the building, we strongly urge our customers to take out contents cover to insure their personal belongings against damage.

WHA reserve the right to waive any recharges and each case will be reviewed on its merits. Where a customer is vulnerable, we will fully consider options available.

<b>Document Ref:</b>	<b>Version:</b>	<b>Approved Date:</b>	<b>Approved by:</b>	<b>Expire Date:</b>	<b>Number of Pages:</b>
WHA 0441	3	31.05.24	Head of Assets	30.05.2027	Page 4 of 5



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