

Policy

Title: Rechargeable Repairs Policy

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This document relates to:



Policy

1. Introduction

1.1 In case a Calico Home has been damaged—whether intentionally, accidentally, or through neglect, the customer is responsible for fixing this. Customers are therefore responsible for paying for any necessary rechargeable repairs.

2. Context

2.1 This policy outlines Calico Home's approach to rechargeable repairs.

3. Policy Aims and Objectives

3.1 This aim of this policy is to ensure a consistent and transparent approach to Rechargeable Repairs, with a clear statement setting out how we will make the decision to recharge.

3.2 In order to minimise the number of rechargeable repairs that are required we want to create a cultural expectation that our customers will take good care of and look after their property.

3.3 To specify the considerations and reasonable adjustments that will be taken into consideration when using discretion when implementing this policy.

The Calico Homes Vision

"Going one step further with customers and local communities to provide affordable, safe and quality homes and personalised services; supporting customers to live their best lives in challenging times."

The Calico Homes objectives:

- To provide safe and well-maintained homes through investment in existing and new properties.
- To support customers to sustain tenancies.
- To provide good quality and personalised repairs, customer, and neighbourhood services.
- To develop trusting relationships and to empower customers and communities to take the lead on the things that matter most.
- To strengthen the business so it is strong, well-governed, environmentally friendly and provides value for money customers.
- To create a place where people want to work now and in the future.

4. Customer Scrutiny, Oversight and Monitoring

- 4.1 Calico Homes values transparency and accountability in our tenancy offer and management processes. We will report the charges raised and amount collected on Calico Home's website.
- 4.2 Under tenant responsibilities, you will be recharged for any damage or neglect caused by you or anyone living in and visiting your home. This is referenced in tenancy agreements.
- 4.3 No customer feedback was provided as part of the Repair consultation

5. Rechargeable Repairs Policy Statement

- 5.1 Rechargeable repairs include, but are not limited to –
- Replacing broken windows
 - Replacing locks
 - Renewing or repairing damaged internal doors
 - Alteration that has been carried out within the home without permission.
- 5.2 There may be exceptional circumstances where Calico will waive the cost of the work and this will be managed on a case-by-case basis at Calico's discretion. Calico will consider matters including –
- Domestic abuse
 - Health, disability, and vulnerabilities

6. Rechargeable Repairs priorities and definitions

6.1 Calico uses schedule of rates set out in the Responsive Repairs Policy. This sets out the cost for the most common recurring rechargeable repairs. This enables Calico to inform customers the cost of the repair when this is requested and associated timescales.

6.2 A threat to life or property will be responded to within 24 hours.

6.3 For any non-emergency appointments these will be carried out within 20 working days.

6.4 For non-essential rechargeable repairs, payment will be required in full in advance of completion of works.

6.5 Realistic and affordable payment agreements will be made with customers where necessary.

Rechargeable Repair	Damaged caused to the property that is customer responsibility. This will be repaired by Calico at a cost to the customer.
Lock Change	To enable customer access to the property
Domestic abuse	A pattern of behaviour in any relationship that can be used to gain or maintain power and control

Vulnerability	Capable of being physically or emotionally at risk
Disability	Physical or mental impairment that has a substantial and long-term effect on a person's ability to carry out normal day to day activities.

7. Reasonable Adjustments

- 7.1 It is our policy to ensure that discretion is used in cases of identified vulnerabilities such as disability, vulnerability, domestic abuse, concern for welfare or any other identified need. Calico will use information provided by customers and held in our systems to assist in identifying responsibilities. More information can be found in the Reasonable Adjustments Policy.
- 7.2 In cases where abuse is identified or suspected a safeguarding notification will be made. More details can be found in the Safeguarding Policy.

8. Monitoring

- 8.1 Collection of rechargeable repairs will be monitored under through the production of statistical performance data. This will be recorded and provided to Calico Homes SLT and published on our website.

9 Appeals

- 9.1 If a person believes that their repair is not rechargeable, they can appeal, in writing or by email, for this decision to be reviewed within 28 days of the decisions being made. Appeals will be responded to within 10 working days by the Service Manager.

10. Regulatory and Legal Compliance

- Social Housing (Regulation) Act 2023
- Landlord and Tenant Act 1985
- Housing Act 2004
- Equality Act 2010

11. Links with other Calico Strategies, Policies and Procedures

- The Humanitarian Offer – Calico Group Customer Strategy
- Tenancy Sustainment Policy
- Starter Tenancy Procedure
- Lettings and Allocations Policy
- Complaints Policy and Procedures
- Reasonable Adjustments Policy
- Tenancy/Licence/Lease agreements
- Mutual Exchange Policy
- Succession Policy
- Extra Care Policy
- Decant Procedure

- Income Management Policy & procedure
- Former Tenant Arrears Policy & Procedure
- Current Tenant Arrears Policy & Procedure