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Title	Rechargeable Repairs Policy Consultation Outcome
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Allocations Policy Consultation Outcome

We wish to say a sincere thanks to those who took part in the review of our Rechargeable Repairs Policy. Detailed below is a summary of actions, which led to the Policy, Risk Report and associated Equality Impact Assessment being considered and approved by Management Committee on 29th July 2024.

Background to the review

A full consultation of the proposed policy took place between June and July 2024. All tenants, lockup tenants and housing list applicants were invited to participate via an electronic consultation link. 65 responses were received, and the results are attached along with any relevant comments.

Background to the Policy

We are committed to maintaining your home in good condition - ensuring it remains safe, comfortable and well-kept. As part of this commitment we carry out repairs in line with our Maintenance Policy. However, there are some instances where repairs become the responsibility of the tenant and this is when our Rechargeable Repairs Policy is actioned. In summary, a Rechargeable Repair is any repair or damage to your property caused by neglect, misuse or wilful damage. These types of repairs are not covered by WWHC and will be rechargeable to the responsible tenant. This policy affects all of our tenants, including lock-up tenants, and prospective tenants.



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Tenant Consultation and Responses

The consultation started on the 24th of June 2024 and information was posted on our website with a direct link to the online survey. It was also issued by text or email to all housing applicants, tenants and lock up tenants where we held their contact details.

Number of invitations issued	1017
Number of responses returned	65
Response Rate	7%

Of the 65 responses, **47** (72.3%) were received from tenants and **18** (27.7%) were received from applicants, with the following summary:

	Yes	No
Do you agree with the aims of the Policy?	58 (89.2%)	7 (10.8%)
Do you agree with the proposal for repair write offs (value less than £150)?	56 (86.2%)	9 (13.8%)
Do you agree with the methods to outline tenant obligations?	58 (89.2%)	7 (10.8%)
Do you agree with the approach to tenant engagement?	61 (93.8%)	4 (6.2%)
Do you agree with the approach to engage when a tenancy is ending?	61 (93.8%)	4 (6.2%)

Questions within the consultation also requested feedback and other suggestions. All feedback was presented to the Management Committee in an anonymised format, and responses summarised as follows:

- Respondents agreed that properties should be left in a clean, well-maintained condition for new tenants,
- There is discomfort with the term “accidental damage” being considered as rechargeable,
- Respondents believe emergency service-related damage should not be chargeable, particularly to elderly or vulnerable tenants.

What this may mean for you

Following approval of the new policy a review of all current rechargeable repair cases is ongoing. Accounts with balances of lower than £150 will be written off (subject to Management Committee approval) according to the policy changes. Accounts will be monitored and if it is found that one account has multiple rechargeable repairs amounting to over £150, these will be pursued. Charges for rechargeable repairs will be clearly communicated with time to appeal and/or resolve the issue before costs are invoiced, further issues will be dealt with according to our complaint handling procedure.

WWHC is committed to ensuring equal opportunities and providing an equal service to all tenants and will support tenants in certain circumstances, ensuring fairness and flexibility in dealing with repairs.