

**CLYDE VALLEY HOUSING ASSOCIATION**

**Rechargeable Repairs Policy & Procedure**

**Policy Number MO8**

• Policy prepared by	Head of Technical Services
• Reviewed by Committee	Yes – 29 <sup>th</sup> August 2005
• Approved by BoM	26 <sup>th</sup> October 2005
• Date of next review	October 2008
Compatible with:	
• Legislation	Yes
• Equal Opportunities Policy	Yes
• Business Plan	Yes
• Performance Standards	Yes
• Tenant Participation Strategy	Yes
• Risk Strategy	Yes
• Statement on Openness and Confidentiality	Yes

*Please Note:*

On request, the Association will provide translations of all our documents, policies and procedures in various languages and other formats such as computer disc, tape, large print, Braille etc. This can be arranged by contacting the Association's offices.

**Clyde Valley Housing Association**  
**Rechargeable Repairs Policy & Procedure**

**1. Introduction**

This policy outlines the broad principles that will be used by Clyde Valley Housing Association in the completion of Rechargeable Repairs in maintenance, cyclical maintenance, voids, minor and capital investment works in conjunction with best current practice guidance and legislation.

**2. Policy Objectives**

The purpose of this Policy is to set out the Association's objectives in this area. These are to deliver an efficient, delivered on time, high quality, cost effective, professional technical function that also meets the expectations of Association tenants. To ensure the Association's appropriately identifies, records, monitors and recovers tenant Rechargeable Repairs. The policy aims to achieve this in accordance with Communities Scotland Performance Standards, Building a Better Deal: Procurement Guide for Registered Social Landlords, Raising Standards in Housing and other relevant guidance and legislation

The aim of the policy will be achieved by:

1. Ensuring that systems are established to enable the Association to comply with its duty in relation to rechargeable repairs.
2. Providing a prompt, efficient and cost effective responsive rechargeable repairs service.
3. Having place an effective rechargeable repairs monitoring system for staff.
4. Ensuring that all internal functions make the appropriate contribution to the monitoring and recovery of rechargeable repairs.
5. Having systems and procedures in place, which ensure the rechargeable repairs, process is carried out efficiently, effectively and economically for both Association and tenant.
6. Ensuring quality control in relation to the performance of rechargeable repairs using KPIs.
7. Ensuring that audit trails exist in the rechargeable repairs systems.
8. Ensuring that reporting systems are in place to promote feedback to monitor the rechargeable repairs system.
9. Reviewing policies, procedures and systems regularly to ensure they are up to date and reflect current best practice guidance and legislation.
10. Responding promptly to missed payments, establish early personal contact if arrears persist and ensure full recovery of rechargeable repairs debt.

The Policy is based on the following principles:

1. All the Association's properties should provide a warm, comfortable, healthy environment, and be maintained in a good and safe condition.
2. Procedures for reporting responsive rechargeable repairs should be simple, convenient and accessible to all tenants.
3. Facilities for people with special needs, such as people with visual or hearing impairments will be provided.

4. All Association staff should be able to accept rechargeable repair requests from tenants and report rechargeable repairs to the appropriate Technical staff, for appropriate action.
5. Arrange realistic arrangements where necessary for tenants to pay RR debt and monitor payments arrangements.
6. Instigate legal proceedings for recovery of RR debt only when voluntary arrangements have failed.
7. Pursue all debts where possible with all means available and keep accurate records of former tenants arrears so as to make collection of the debt where possible with all means available.

### **3. Compliance with Performance Standards**

This policy seeks to reflect the following Performance Standards:

<b>AS2.1</b>	<b>Repairs</b>
<b>AS2.2</b>	<b>Stock Management</b>
<b>AS2.3</b>	<b>Lifetime Maintenance</b>
<b>GS2.3</b>	<b>Sustainability</b>

### **4. Consultation**

The Association will consult tenants in accordance with the Tenants Participation Strategy, and principally with its Tenants Focus Group on the Rechargeable Repair Policy & Procedure and any proposed changes. The Association has taken this decision based on extremely poor responses from tenants in recent policy reviews by the Housing Management function. The Association will publish a list of policies including the Technical Services Policy on our Web Site and annually in our newsletters, advising that full copies are available on request and inviting comments and suggestions from Tenants. The Tenants Focus Group will be consulted every three years to review the policy and at any opportunity by all tenants via the website and newsletters.

### **5. Corporate Fit**

#### **5.1 Legislation and Best Practice**

Clyde Valley Housing Association's Rechargeable Repair Policy & Procedure complies with all legislation; guidance and best practice in respect of maintenance and repair of our housing stock and are encompassed in the following statutes as detailed below:

- Health & Safety at Work Act
- Asbestos Regs
- I.E.E Regs to the 16<sup>th</sup> Edition
- Building (Safety, Health and Welfare) Regulations 1948 and any amended or superseding regulation.
- Housing (Scotland) Act 1988
- The Housing (Scotland) Act 2001
- Construction, Design and Management (CDM) Regulations 1994
- The Gas Safety (Installation and Use) Regulations 1994 and Amendment 1996 no. 550 and Amendment no. 2

- The New Construction Industry Scheme (Inland Revenue)
- Housing Association Act 1985, Section 15(1)
- Public Health (Scotland) Act 1987
- Occupiers Liability (Scotland) Act 1960
- Deeds and Conditions and Occupancy Agreements
- Human Rights Act 2000
- Environmental Protection Act 1990
- Sex Discrimination Act 1984
- Data Protection Act 1984
- Race Relations Act 1976
- Disability Discrimination Act 1995
- Performance Standards For Registered Social Landlords
- Raising Standards In Housing
- Building a Better Deal, Procurement Guide

The Policy is designed to meet all the requirements of current legislation; the list therefore is not intended to be either comprehensive or exhaustive.

## **5.2 Equal Opportunities**

Clyde Valley Housing Association is an Equal Opportunities organisation. The Association ensures equality of treatment for all tenants without discrimination or prejudice based on a persons' gender, sexual orientation, race, ethnic origin, nationality, religion, age, disability or illness.

The Association may however look at individual cases where it may be prudent to exercise positive action to ensure that certain groups are provided with the appropriate repairs and improvements (i.e. tenants with appropriate medical needs).

Clyde Valley Housing Association is committed to Equal Opportunities and has completed this policy in accordance with the Association's Equal Opportunities Policy and will review the Rechargeable Repair Policy & Procedure in accordance with any changes in legislation.

## **5.3 Business Plan**

The Rechargeable Repair Policy & Procedure endeavours to meet best practice guidance to achieve best value. The repairs and maintenance, cyclical maintenance and investment programme are a large proportion of the Associations business plan spending and thus strives to contain cost predictability and viability for the Association. It is therefore essential that the Association recovers the cost of the rechargeable repairs from all parties.

## **5.4 Tenant Participation Strategy**

The Rechargeable Repair Policy & Procedure affects our tenants and has been developed, reviewed and generally promoted, to highlight awareness of the policy and encourage involvement as per the Tenant Participation Strategy.

## **5.5 Risk Strategy**

All aspects of this policy will be undertaken using current legislation and good practice to ensure exposure to risk is kept to a minimum.

As with all other aspects of the business activity the Association want to ensure that rechargeable repairs in maintenance, cyclical maintenance, medical adaptations, voids, minor and capital investment works programmes are carried out to ensure the highest level of service to the tenants and in the most cost effective manner.

The Association, in accordance with Performance Standards, best practice guidance and legislation will work to identify any risks that may occur, in relation to the Rechargeable Repair Policy & Procedure, and take a prudent approach to managing them.

## **5.6 Links to Relevant Policy & Documentation**

The Rechargeable Repair Policy & Procedure has been prepared considering the following policies and documentation listed:

- Maintenance Policy & Guide
- Arrears Policy
- Debt Recovery Policy
- Bad Debts and Provision for Doubtful Debts Policy

## **6. Legal Requirements**

Legal obligations in relation to maintenance issues arise under statute, from common law and from contract law (i.e. the Tenancy Agreement).

### **6.1 Common Law**

6.1.1 At common law, there is an implied obligation on a landlord to maintain the property for the duration of the tenancy in a tenanted and habitable condition, including an obligation to carry out necessary repairs. The obligation to provide a habitable house is wider than the issue of repairs, and includes, for example, dampness free and keeping the house wind and watertight as a principal obligation.

### **6.2 Statute**

6.2.1 There are a number of pieces of legislation, which contain provisions relating to habitability and repairs. The legislation covers both the respective rights and duties of landlords and tenants, and the regulatory powers of local authorities. A key piece of legislation was the Housing (Scotland) Act 1987, which is now superseded by the Housing (Scotland) Act 2001.

6.2.2 The relevant parts of the Housing (Scotland) Act 1987 were Section 113 and Schedule 10. These have now been superseded by Section 27 and Schedule 4 of the new Housing (Scotland) Act 2001. The Schedule imposes two separate obligations – one a general habitability obligation and the other a more specific repairs obligation. In deciding whether a property is fit for human habitation, the extent to which the house falls short of Building Regulations must be examined. However, there is no specified list of defects which would make a property unfit for habitation. In each case, it is a matter of fact or degree whether a particular defect or set of defects will make the property, as a whole, unfit for human habitation.

## **7. Policy**

### **7.1 Rechargeable Repairs**

7.1.1 Where the need for a repair which is the tenant's responsibility (i.e. as a result of vandalism, negligence, destructive actions taken by the tenant or visitor to the property or where no action by the Association could result in serious damage to the property and/or neighbouring homes) the Association will undertake for the tenant a rechargeable repairs maintenance service. Clear advice will be provided to tenants when such a repair is identified, in relation to:

- Their responsibilities under the terms of the Tenancy Agreement with respect to payment of recoverable charges.
- Obtaining their agreement prior to any work being instructed, unless in an emergency situation.
- Recovery of sums due in line with the Association's Debt Recovery Policy.

7.1.2 Repairs that are the Association's responsibility are outlined in Appendix 2 of the Maintenance Policy & Guide. All other works are the responsibility of the tenant and must be carried out and paid for by the tenant. The Association can, however, arrange work for its tenants, although it should be understood that the tenant will be billed for the cost of this work. The advantages of using this facility are that

- (i) The work will be carried out to a good standard by our own tradespersons or approved contractors
- (ii) The price will usually be more competitive given the volume of repairs the Association carries out on an annual basis.

### **7.2 Emergency Works**

7.2.1 When a rechargeable repair is reported, the tenant, or the person reporting the repair on the tenant's behalf, will be advised that the repair will be recharged. The Association will only complete works of an emergency, H&S nature where no action taken by the Association could result in damage to the property and/or neighbouring homes.

7.2.2 The approximate cost will be notified to the tenant. The tenants will be given the opportunity to rectify the fault using their own tradespersons if they wish prior to CVHA raising an order. Should the tenant wish CVHA to undertake the repair, as soon as the invoice is received by CVHA from the contractor, an account will be sent out, and the tenant will be required to settle the account or make arrangements to pay the account within **28-days**. A final reminder will be sent after the 28-days have passed giving a

further **7-days** to settle the account or make arrangements to pay the account within **7-days**.

- 7.2.3 Where is not possible to get the full amount, for example, owing to financial hardship, the Association will be happy to come to a repayment arrangement – this is described further in the accompanying procedures, section 8, and in the Association's Debt Recovery Policy.

### **7.3 Non-Emergency Repairs**

- 7.3.1 When a rechargeable repair is reported and the works are **not of an emergency**, Health & Safety (H&S) nature and where no action by the Association would not result in damage to the property and/or neighbouring homes, the Association will only complete the repairs under certain conditions.
- 7.3.2 The approximate cost will be notified to the tenant. The tenants will be given the opportunity to rectify the fault using their own tradespersons if they wish prior to CVHA raising an order. Tenants will be required to contact CVHA with 14 days of any incident with a Crime Incident number from the police. If the tenant does not provide a Crime Incident number from the police with 14 days of the incident, the work will be recharged to the tenant
- 7.3.3 The work requested by the tenant will be pre-inspected by the Technical Inspector (TI) and a cost agreed through the Schedule of Rates (SORs) or with the contractor prior to raising the order. This will ensure value for money and accurate costing for the tenant and CVHA.
- 7.3.4 A service charge will be levied for the Rechargeable Repairs service provided by CVHA. This cost will cover pre-inspection, order administration, receipt generation and invoice authorisation & post-inspection (if requested). The service charge for this service will be set at **£30**. The service charge will be added to all orders made.
- 7.3.5 If the tenant wishes CVHA to complete the rechargeable repair they will be required to provide the full amount prior to the work or a deposit prior to the work and order being raised. The deposit should be the full amount or as much as possible but no less than **25%** of the total cost.
- 7.3.6 Where is not possible to get the full amount, for example, owing to financial hardship, the Association will be happy to come to a repayment arrangement – this is described further in the accompanying procedures, section 8, and in the Association's Debt Recovery Policy.

### **7.4 Normal Repair Becoming a Rechargeable Repair**

- 7.4.1 Where a repair is carried out and it becomes clear from reports from the contractor or from the Technical Inspectors visit that the repair was the tenant's responsibility (e.g. as a result of vandalism, damage or neglect to the component or property) the tenant will be charged the full cost of the repair. The cost will also include for the **£30** service charge.

- 7.4.2 Where an emergency call out is made for a non-emergency repair the tenant will be charged the cost of the call-out. The cost will also include for the **£30** service charge.
- 7.4.3 In addition to the repairs outlined as the tenant's responsibility in Appendix 2, of the Maintenance Policy & Guide the following are also classed as rechargeable:
- Repairs required because of wilful damage (where this is due to vandalism, it must have been reported to the Police)
  - Where forced entry is required owing to lost keys
  - Where the emergency call-out system has been misused
  - Right-to-Repair system has been misused

## 7.5 Targets

- 7.5.1 Currently there is a target of recovering 30% of all rechargeable repairs issued. Whilst the target is **SMART**, (**S** = Specific, **M** = Measurable, **A** = Achievable, **R** = Realistic, **T** = Timebound) CVHA is not in total control of recovering the charge to the tenant. There are times that the recovery of the debt proves to be unsuccessful. A measured approach to recovery is outlined in section 7.6, Debt Recovery.
- 7.5.2 The targets for recovery of the debt will be measured from year to year. The target will depend on the amount of debt recovered from the previous year. i.e. if we manage to achieve a 35% recovery rate in 2005/06, then the recovery target for 2006/07 could be set at 40%.
- 7.5.3 The Housing Management & Technical Committee will be responsible for setting the recovery percentage rate for the rechargeable repairs annually and it will endeavour to be ever-increasing overtime. The Head of Technical Services will provide a report based on total recovered rechargeable repairs amounts in comparison to amount charged. The report will detail the measures taken to attempt recovery of the full amount.

## 7.6 Debt Recovery

- 7.6.1 The Association will take the all measures identified in section 8, Procedure, to recover the outstanding debt in line with the Association's Debt Recovery Policy. This will include small claims action or legal action through the Associations solicitor if appropriate.
- 7.6.2 Small claims or legal action is pointless if the tenant is not working. Details of the employer and where they are paid from must obtained.
- 7.6.3 The Association will pursue all debt outstanding until it is deemed economical unviable to continue with the debt. The debt would then be written off as a bad or doubtful debt as detailed in the Bad Debts and Provision for Doubtful Debts Policy.
- 7.6.4 It is important that a value of rechargeable repair is set where it is deemed that the value or below, will be economical unviable for the Association to pursue. Small claims action costs £75 per action, up to the value of £750. Court action through solicitors would be for anything over £750. Once decree has been granted sheriff officers must serve the decree (this cost is approximately £60). The £75 small claims action cost with £60

decree costs, added time to complete the form, say one hour, easily breaches £100. Based on this information the economic limit will be set at the **£100**.

- Small claims action costs £75 per action, up to the value of £750.
- Court action through solicitors would be for anything over £750.
- Sheriff Officers to serve the decree cost £60.
- The £75 small claims action cost with £60 decree costs, added time to complete the form, say one hour @ £25, easily breaches £100.
- The economic limit therefore is set at the **£100**.

7.6.5 For a debt to become economical unviable to continue to pursue the debt, there are certain criteria that have to be met.

7.6.5.1 Tenant must be in receipt of full benefit, Income Support

7.6.5.2 The inability to pay the debt has been assessed and clearly demonstrated to the Housing Officer (HO) at a home visit

7.6.5.3 The debt must be to the value or below of the economic limit

***Note: It is recognised that from time to time an amount over the economic limit will be recommended as doubtful debt. Although this will be the exception rather than the rule.***

7.6.6 The Association will withdraw the rechargeable repairs service from tenants who have been identified as having a doubtful debt. The investment programme depends on income from the all sources of the Association; this includes rechargeable repairs. Tenants with outstanding debt, not making any reasonable attempt to pay the debt, shall be assessed when undertaking investment works to the property. The only rechargeable repairs completed in general terms will be statutory requirements wind & watertight, H&S and security issues.

7.6.7 The HO will be responsible for agreeing an arrangement payment facility with the tenant. If the tenant is already making arranged payments for rent arrears an agreed amount should be put towards recovery of the rechargeable repair debt. It is recognised that rent arrears should be the priority and only a small payment should be placed against the rechargeable repair debt.

7.6.8 The arrangement must always be set at a realistic sum and reflect the tenant's capacity to pay. It is acknowledged that a realistic arrangement cannot always be reached without full knowledge of the tenant's financial circumstances. The minimum arrangement for the rechargeable repair will generally be **£5** per month where a tenant is in receipt of Income Support and **£20** per month for all other tenants. All arrangements should be clearly recorded and signed by the tenant. **There is a need to consider the frequency of the payment card being used to minimise the transaction costs for CVHA. Monthly payments should be preferred to weekly.**

7.6.9 Tenants in debt to the Association in relation to Rechargeable Repairs or indeed any pending Rechargeable Repairs will not be considered for a transfer to another CVHA property until the debt has been paid in full or an arrangement has been made and is being adhered to by the tenants for a period no less that 3 month without default. This is

to be fully enforced in all cases. Any doubtful cases will require the sanction of Housing & Technical Line Manager.

- 7.6.10 The consequence of not keeping to the agreed arrangement will result in small claims action, up to the value of £750, or legal action, for above £750. It is suggested that action be taken after two broken arrangements. If the tenant is on full benefit the debt would be passed to finance as a doubtful debt. Attempts will continue to be made by the HO to recover any and all outstanding debt through normal working practices where possible and practical.

**Note: It is recognised that there is no point in continually referring for small claims or legal action if it is not going to be carried out.**

- 7.6.11 The HO should follow the process as detailed in the Arrears Policy in relation to contact; arrangements made and follow up action of the debt. Any contact with the tenant, letters, telephone calls & visits and progress on payment is to be recorded on IBS as a diary entry. This information is also to be passed to Finance and Technical.

## **8. Procedure**

### **8.1 Rechargeable Repairs Procedure**

- 8.1.1 Once a repair is reported to CVHA, the Repairs Co-ordinator (RC) will identify the responsibility obligations. If repair deemed tenant's responsibility, the tenants will be advised of this to carry the repair out the repair themselves.
- 8.1.2 If repair is the result of negligence, vandalism, wilful neglect, misuse, by the tenant or a visitor to the tenant's property or if a tenant wishes CVHA to undertake work on their behalf (see section 7, Policy) it will to be recharged by CVHA to the tenant.
- 8.1.3 The RC will explain to the tenant if the repair is considered to be rechargeable, the estimated approximate cost of the repair and priority detail will be provided to the tenant. The RC will advise and recommend that the tenant get an alternative contractor as the cost uplift for Emergency works adds 30% to the SOR cost. The RC will also advise of the **£30** service charge for this service per job This cost will cover pre-inspection, order administration, receipt generation and invoice authorisation & post-inspection (if requested). This service charge will be set at **£30**.
- 8.1.4 If the tenant requests that CVHA do the work and the work are statutory requirements **wind & watertight, H&S and security issues** we will take the repair and will make arrangements for access. **The RC should at this point always confirm contact details and in particular attempt to get contact details of the employer if appropriate.**
- 8.1.5 The repair order will be raised and the Rechargeable Repairs tab on the IBS system will be activated to identify the repair through reporting. **It is important that the RC completes this in order to report on Rechargeable Repairs.**
- 8.1.6 The RC will issue standard letter, appendix 1, to the tenant from the system outlining the rechargeable repair details, job number, estimated approximate cost and Housing Officer (HO) details to make arrangements to pay the debt. A copy will be passed to Finance Dept and the HO.

- 8.1.7 If there is doubt about the repair the Technical Inspector (TI) will either pre-inspect or the contractor will complete the repair if it is a statutory requirement and will be asked to provide a report. The RC will explain to the tenant that there is doubt about the repair and that basis of the visit or report will determine if the repair will be recharged or not. Appendix 2 is the letter sent when the job has been completed and report back has highlighted the job should be recharged to the tenant. Appendix 3 is the letter sent when the job has been pre-inspected and discovered to be rechargeable to the tenant. A copy will be passed to Finance Dept and the HO. Once a letter has been raised in Technical the RC will provide the Depute Head of Technical Services (DTSM) with the appropriate information to complete the rechargeable repairs database.
- 8.1.8 When a property is void and there are rechargeable repairs these will be collated by the RC, to include any works undertaken by the handymen, materials, plants such as skips hired by the handymen and any dumping and landfill charges encountered by CVHA. The handymen will detail on the order their time, materials, plant and dumping cost on the order to return to the RC to raise the letter, appendix 4 to the HO & Finance Department. The HO will be responsible for contacting and lettering the previous tenant in relation to the rechargeable costs. It is understood that outgoing tenants may have unique or sensitive circumstances; therefore the HO is best to know what tact to take rather than a standard letter.
- 8.1.9 When a rechargeable repair invoice comes in from the contractor the RC will complete the works on IBS and copy the invoice and attach it to the order in the rechargeable repair file. The invoice will be passed back to finance separately to allow them to invoice the tenant and a copy will be provided to the HO.
- 8.1.10 Finance Dept will when an invoice is received from the contractor raise a charge invoice to the tenant providing 28 days in which to make payment, appendix 5, Copy to be provided to HO.
- 8.1.11 A further reminder charge invoice will be raised the day after the expiry of the 28-day period. Tenants will be provided a further 7 days to make payments or arrangements for payment with the HO, appendix 6, Copy to the HO.
- 8.1.12 If payment is received the Finance Dept will monitor via sub accounts on IBS and an Excel spreadsheet for ease of reporting in advance of planned IBS bespoke reporting system becomes live.
- 8.1.13 The HO will pursue the outstanding debt following the steps above in section 7.6, Debt Recovery and in line with the Arrears Policy steps for debt recovery.**
- 8.1.14 A home visit must be undertaken to assess whether the debt can be passed for doubtful debt provision.
- 8.1.15 The HO will ensure that the Finance & Technical Dept are kept effectively up-to-date with all arrangements made, bad debt provisions and doubtful debt provision as identified above and in the Bad Debts and Provision for Doubtful Debts Policy.
- 8.1.16 The Head of Technical Services will take details of doubtful and bad debts for write off to the Housing Management & Technical Committee annually.

**8.1.17 All actions and attempts will be made to ensure the full debt is recovered.**

**9. Training**

9.1 Prior to the implementation of this Policy, training will be provided to all relevant staff. Ongoing training requirements will also be regularly reviewed.

**10. Measuring Outcomes of the Policy**

10.1 Clyde Valley Housing Association will use the following measures to ensure as far as possible that the policy outcomes are achieved.

- Measurement of Rechargeable Repairs cost recovered
- Evaluation of procedure
- Consultation with tenants through Tenants Focus Group
- Inform and involve stakeholders on policy consultation and resultant changes
- Publicise policy changes and information through newsletters and website

**11. Policy Review Period**

11.1 Clyde Valley Housing Association will review this policy every three years or in the light of changes in legislation, processes, or guidance.

# **APPENDICIES**

Dear <insert tenants details>

**Topic: Rechargeable Repair Cost – Job No - <insert job No>**

As previously discussed with you over the phone dated <insert date> Clyde Valley Housing Association has issued a job order <insert job number> to carry out a repair to <Insert job description>

The cost of this work has been identified as rechargeable to you and so it is your responsibility to pay for the repair.

The estimated approximate cost of the repair is £<insert estimated cost of repair>. You will be invoiced from CVHA. Any costs provided in this letter are estimated and could be subject to change due to unforeseen works discovered while completing the repair.

An invoice will be issued to you by our Finance Department, with the exact cost, once our contractor has completed the work and invoiced CVHA for the cost of the works.

Should you wish to discuss this matter further please contact the Technical Services Department on **0800 073 0703**. To make arrangements to pay the invoice, please contact your Housing Officer.

Yours sincerely

**Head of Technical Services**

C.c. Finance Department  
Housing Officer

Dear <insert tenants details>

**Topic: Rechargeable Repair Work Complete – Job No - <insert job No>**

The work recently completed to your property <Insert job number>, <Insert job description> has been passed to CVHA from our contractor as rechargeable to you and so it is your responsibility to pay for the repair.

The repair has been identified a being result of either <delete as appropriate> **negligence/vandalism/damage/misuse** by you the tenant or a visitor to your property.

The estimated approximate cost of the repair is £<insert estimated cost of repair>. You will be invoiced from CVHA. Any costs provided in this letter are estimated and could be subject to change due to unforeseen works discovered while completing the repair.

An invoice will be issued to you by our Finance Department, with the exact cost, once our contractor has completed the work and invoiced CVHA for the cost of the works.

Should you wish to discuss this matter further please contact the Technical Services Department on **0800 073 0703**. To make arrangements to pay the invoice, please contact your Housing Officer.

Yours sincerely

**Head of Technical Services**

C.c. Finance Department  
Housing Officer

Dear <insert tenants details>

**Topic: Rechargeable Repair Work Inspected – Job No - <insert job No>**

It has been identified at a recent inspection of your property that your repair request in relation to <Insert repair request description> has been identified as a rechargeable repair to you and so it is your responsibility to pay for the repair.

If you want CVHA to undertake the repair on your behalf you will be required to pay the **full amount** prior to the work order being instructed.

The estimated cost of the repair is £<insert estimated cost of repair>. You are required to pay this amount to CVHA with **cash or from a registered pay point**.

If the repair cost is less than estimated, the excess will be refunded to you. Subsequently, if the cost is higher, you will be invoiced the difference between the actual works costs and any amount previously paid to CVHA. Any costs provided in this letter are estimated and could be subject to change due to unforeseen works discovered while completing the repair.

Should you wish to discuss this matter further please contact the Technical Services Department on **0800 073 0703**. To make arrangements to pay the invoice, please contact your Housing Officer.

Yours sincerely

**Head of Technical Services**

C.c. Finance Department  
Housing Officer

Housing Officers Name  
North Team or South Team

Dear

**Topic: Void Rechargeable Repair Cost – Job No - 16744**

We have today issued works that are Rechargeable to the previous tenant at 12F Mossview Crescent Airdrie <***unknown tenants details***>. These were issued as job order 16744 to carry out a number of repairs to the property.

As the cost of this work has been identified as rechargeable to the outgoing tenant and so it is their responsibility to pay for the repairs. You will be required to contact the outgoing tenant and inform them of this rechargeable repair and the amount.

The approximate cost of the repairs is **£925.36** including VAT. You will have to arrange with Finance Department for the invoice to be sent to the forwarding address of the previous tenant. Any costs provided in this letter are estimated and could be subject to change due to unforeseen works discovered while completing the repair.

An invoice will be issued to the outgoing tenant, at the address provided by you, by the Finance Department, with the exact cost, when the contractor has completed the work and invoiced CVHA for the cost of the work.

Should you wish to discuss this matter further please contact the Technical Services Department, Repairs Section.

Yours sincerely

HO name  
**Housing Officer**

C.c. Finance Department

## Appendix 5

Supplier  
 Address Line 1  
 Address Line 2  
 Address Line 3  
 Address Line 4

**Invoice No:** xxx/05-06  
**Invoice Date:** Date

<b>Subject:</b>			
	<b>Total £</b>		
Details of invoice			0.00
<b>Sub Total</b>			0.00
VAT			N/A
<b>TOTAL PAYABLE</b>			<b>0.00</b>

**Payment Terms: 28 Days from date of invoice**

BACS payments should be made to :  
 Sortcode: 82-20-00  
 Account No: 60192603

For Finance Use Only	
N/L Code S/L Code Post SAGE Date Date Paid	

## Appendix 6

Supplier  
 Address Line 1  
 Address Line 2  
 Address Line 3  
 Address Line 4

**Invoice No:** xxx/05-06  
**Invoice Date:** Date

<b>Subject:</b>			
	<b>Total £</b>		
Details of invoice			0.00
<b>This amount is now overdue please pay within the next 7 days. Please contact your Housing Officer if you have any queries.</b>			
<b>Sub Total</b>			0.00
VAT			N/A
<b>TOTAL PAYABLE</b>			<b>0.00</b>

**Payment Terms: 7 Days from date of invoice**

BACS payments should be made to :  
 Sortcode: 82-20-00  
 Account No: 60192603

For Finance Use Only	
N/L Code	
S/L Code	
Post SAGE	
Date	
Date Paid	