Cornwall Rural Housing Association

Recharge Procedure

A recharge is issued where damage occurs to the Premises or fixtures and fittings or to common parts caused by the customer or any member of the customer's household, pet or any visitor to the Premises, fair wear and tear excepted, and to pay costs reasonably incurred by CRHA in carrying out such works in default

CRHA can become aware of a recharge by the following:-
> Customer contacts CRHA - staff member asks questions to identify if a repair/work is rechargeable
> As a result of contractor feedback
> As result of a staff member visit
Staff member to gather information at the point of contact and gather sufficient information, by means of appropriate questions, at the time of receiving the report to enable them to identify whether the repair may be rechargeable.

Note:
If staff raise an order, it must be coded to the recharge maintenance code and budget. For void recharges, recharge repairs must be raised on their own seperate order.

Is the repair/work rechargeable?

Yes

Once the repair has been identified the call should be recorded so that there is a verbal record notifying the customer the repair is rechargeable from the first point of contact. A folder within the customers file must be created and clearly labelled (e.g. Recharge 15-05-2025 damaged fence). All information relating to the recharge must be saved in this folder.

Obtain photos from the customer if possible. If not, a staff visit may be required to gather information/photographs. These must be saved in the customers recharge folder. This must be done as soon as is reasonably possible.

Customer can be given the following options:-
1. Allow CRHA to arrange the works and accept the recharge
2. Apply for customer permission, inline with our tenant improvement policy, and appoint their own contractor to undertake the works.
Customer to be sent letter of confirmation (standard letter in SDM). Letter to be saved in the customers recharge folder.

Note:
If customer chooses option 1 - CRHA will raise a repair order on SDM which will be coded to the 'Recharged Repairs' budget. These recharges/invoices will be reviewed at the weekly 'round table meetings' which will enable the appropriate TMO to present the invoice and invoice amount to the customer.

If customer chooses option 2, the customer will be given 2 months to get the repair/work completed (unless a health and safety risk).
Customer to notify CRHA on completion so work can be inspected.

No

Raise a repair for the work/repair inline with our current policies and procedures (e.g. repairs policy etc.)

Customer notified of rechargeable repair due to mishap, misuse/damage/abortive call.
Recharge 1 letter sent outlining estimated/actual costs and reasons for recharge.
(2 week timescale given)
TMO to record recharge on memo account

Customer fails to make payment
Recharge 2 Letter sent requesting payment/contact. (2 week time scale given). Payment received or option put in place to pay by instalments. **Payment/s posted to Memo account on SDM by TMO**

Customer makes payment
Payment/s posted to memo account

Customer disagrees with recharge and requests an appeal outlining reasons. Decision made by HOHC who decides whether the appeal is upheld.

No response from Customer
Final Recharge 3 Letter sent requesting payment in full or court action. (2 week time scale given).Payment received or option put in place to pay by instalments.

HOHC decision to pursue recharge
Decision Letter

HOHC decision to cancel recharge
Decision put in writing to customer.