

**Bolsover District Council**

**Customer Services Scrutiny Committee**

**13<sup>th</sup> September 2021**

**Rechargeable Repairs Policy**

**Report of the Assistant Director of Housing Management and Enforcement**

**Classification:** This report is public

**Report By:** Victoria Dawson – Assistant Director of Housing Management and Enforcement

**Contact Officer:** Andrew Clarke – Operational Repairs Manager

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**PURPOSE / SUMMARY**

The purpose of this report is for Customer Services Scrutiny Committee to consider and feedback on the revised Rechargeable Repairs Policy. Committee's comments will be considered prior to Executive approval of the policy.

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**RECOMMENDATIONS**

1. That Members review the attached updated Rechargeable Repairs Policy and provide comments for consideration as part of the development of the Policy in advance of formal Executive approval and implementation

Approved by the Portfolio Holder – Councillor Sandra Peake

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**IMPLICATIONS**

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**Finance and Risk:** Yes  No

**Details:**

There are no financial implications in the Report or arising from the updated Rechargeable Repairs Policy.

On Behalf of the Section 151 Officer

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**Legal (including Data Protection):** Yes  No

**Details:**

There are no legal implications in the Report or arising from the updated Rechargeable Repairs Policy

On Behalf of the Solicitor to the Council

**Staffing:** Yes  No

**Details:**

There are no staffing implications in the Report or arising from the updated Rechargeable Repairs Policy

On behalf of the Head of Paid Service

## DECISION INFORMATION

Decision Information	
<p><b>Is the decision a Key Decision?</b>            A Key Decision is an executive decision which has a significant impact on two or more District wards or which results in income or expenditure to the Council above the following thresholds:</p> <p><b>BDC:</b>            Revenue - £75,000 <input type="checkbox"/> Capital - £150,000 <input type="checkbox"/></p> <p><b>NEDDC:</b>            Revenue - £100,000 <input type="checkbox"/> Capital - £250,000 <input type="checkbox"/></p> <p><input checked="" type="checkbox"/> Please indicate which threshold applies</p>	No
<p><b>Is the decision subject to Call-In?</b>            (Only Key Decisions are subject to Call-In)</p>	No
<p><b>District Wards Significantly Affected</b></p>	District wide Policy but no wards significantly affected
<p><b>Consultation:</b>            Leader / Deputy Leader <input type="checkbox"/> Cabinet / Executive <input type="checkbox"/>            SAMT <input type="checkbox"/> Relevant Service Manager <input type="checkbox"/>            Members <input type="checkbox"/> Public <input type="checkbox"/> Other <input type="checkbox"/></p>	Yes  Details: Ward Members

**Links to Council Ambition (BDC)/Council Plan (NED) priorities or Policy Framework including Climate Change, Equalities, and Economics and Health implications.**

Customer Services - Providing good quality council housing where people choose to live

## REPORT DETAILS

### 1 Background *(reasons for bringing the report)*

- 1.1 Bolsover District Council owns and manages its housing stock consisting of 5019 properties as at August 2021.
- 1.2 The Housing Repairs department aims to deliver a continuously improving responsive repair and maintenance service, by making sure that day to day repairs are carried out quickly, on time, and to a high standard that customers are satisfied with, whilst maintaining value for money in the service at all times.
- 1.3 All Tenants are made aware of their obligations not to damage or neglect Council properties, at the point they sign the Tenancy Agreement. It advises Tenants that they must keep their home in a reasonable condition and leave it clean and tidy at the end of the tenancy. The Tenancy Agreement also allows Tenants to be recharged for repairs or replacements arising from damage to properties, by the Tenant, family members or visitors to the home.

### 2. Details of Proposal or Information

- 2.1 The updated Rechargeable Repairs Policy outlines Bolsover District Councils approach to recovery of recharges. It provides a definition of rechargeable repairs and the circumstances in which it may arise, giving some helpful examples.
- 2.2 The Policy sets out the internal procedure in terms of assessing repairs and calculating recharges as well as the recovery process that will be followed.
- 2.3 In addition there is a section on when we may exercise discretion for example when a person's vulnerabilities affect their ability to pay the rechargeable repairs, or there may be exceptional circumstances which need to be considered.
- 2.4 There is a formal appeals process where a tenant is given an opportunity to challenge the reasons for recharge or the recharge amount. This is considered by the Repairs manager in the first instance and if this is challenged further is dealt as a complaint in accordance with the Councils Complaints procedure.
- 2.5 A copy of the draft, updated Policy is attached as **Appendix 1**. The previous Policy is attached at **Appendix 2** for comparison.

### 2 Reasons for Recommendation

- 2.1 It is considered good practice to have a policy which sets out the Councils approach to recovery of recharges
- 2.2 The policy which sits alongside and supplements the tenancy agreement ensures that all tenants are aware of their rights and responsibilities, but also ensures that officers involved in housing repairs and tenancy management, adopt the same fair

but firm approach and takes account of the need to consider equality and proportionality when taking any action.

### 3 **Alternative Options and Reasons for Rejection**

3.1 The updated Policy is considered necessary so that members of the public are aware of the Councils approach to recovery of recharges and in what circumstances these arise.

#### **DOCUMENT INFORMATION**

<b>Appendix No</b>	<b>Title</b>
1	Draft Rechargeable Repairs Policy 2021
2	Rechargeable Repairs Policy 2009 – revised May 2013
<b>Background Papers</b> (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers)	