



Recharge Policy

Title:	Recharge Policy
Person responsible:	Head of Property Services
Customer consultation arrangement:	Consultation required? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Reviewed through the customer feedback group
EIA required:	Yes
EIA completed (date):	August 2025- see here
Approved by:	SMT
Business Strategy Objective	Growing
Approval date:	August 2025
Links to other key policies:	Asset Management Strategy Income Management Policy Tenancy Management Policy Tenancy Agreement Repairs Handbook Safeguarding Children and Vulnerable Adults at Risk Supporting Customers Policy Development Strategy
Review date:	August 2028

Document management

Version	Date amended	Amendments
1	August 2025	Original

1. Purpose and Scope

- 1.1 SLH seeks to provide excellent services to our customers, whilst maximising value for money. We are committed to ensuring our expenditure is focused on legitimate repairs and services. Therefore, we will recharge for repairs or services required due to damage, neglect or inaction by customers, former customers or their visitors.

2. Regulatory and Legislative Requirements

- 2.1 As a registered provider of social housing, SLH's provision to customers is regulated by the Regulator of Social Housing. Within the Regulatory Standards, our performance is measured against the Home Standard, which states that: Registered providers shall ensure a prudent, planned approach to repairs and maintenance of homes and communal areas. This policy, alongside our Asset Management Strategy, demonstrates an appropriate balance of planned and responsive repairs and value for money.

- 2.2 Other regulatory and legislative requirements which have implications for this area of the business are as follows:

- Decent Homes Standard
- HHSRS
- Housing Act 1985
- Housing Act 1996
- Housing Act 2004
- Landlord and Tenant Act 1985
- Environment Protection Act 1990

3. Definitions

3.1 SLH, Us or We refers to South Lakes Housing.

4. Our Approach

4.1 The policy applies to all properties owned and managed by SLH. It outlines the types of activities we will charge for, the circumstances in which these recharges will be applied, and how they will be recovered. It has the following aims and objectives.

- To set out the circumstances in which we will recharge a customer.
- To ensure that there is a fair, consistent, and transparent approach to recharging customers. To set out the required payment arrangements and recovery arrangements.
- To provide guidance on the circumstances where discretion may be exercised.
- To contribute towards the efficient and effective management of SLH's assets.

4.2 There are a number of ways that SLH could identify circumstances where recharges are required; these include, but are not limited to:

- Following a report to the Customer Services Team.
- When in attendance at a property to carry out a repair.
- During an inspection or home visit.
- Following an emergency call out – for example, where drains require unblocking and it is identified that this was due to tenant behaviour.
- During a pre-termination inspection or on the tenant vacating their property at the end of their tenancy.
- During a defects repair visit for a new build property where it was identified the repair was due to resident behaviour.

4.3 The below are examples of works which will be recharged to customers if SLH are required to complete the works. This list is not exhaustive:

- Removal of fly tipping.
- Works required to clear blocked drains due to tenant/household member behaviour.
- Replacement of lost or additional fobs for access to buildings.
- Lock changes requested due to lost/misplaced keys.
- Garden clearances if this is a public health issue or potential nuisance.
- Removal of waste/rubbish or belongings left by a customer when their tenancy ends.

- Damage caused by the Police during the execution of a warrant. The liability for any damage caused should be agreed upon between the tenant and the Police.
- Completing repairs that are the customers' responsibility.
- Repairs reported as defects in new build properties that are later found to result from resident behaviour, rather than an actual defect. Repairs that are required due to a customer making unauthorised alterations to the property, which need rectifying.
- SLH may charge for costs incurred due to missed appointments. This will only be done once an investigation has taken place into the circumstances of the missed appointment. If a customer misses an agreed appointment on more than one occasion or does not allow access for an emergency appointment, they may be recharged at cost.
- Repairs for shared ownership or leasehold properties that fall under the responsibility of the shared owner or leaseholder, as outlined in their lease agreement.

4.4 SLH may request an advance payment to cover the cost of a rechargeable repair. In certain cases, SLH may choose to waive this advance payment; these cases may include, but are not limited to, the following:

- To the family of a customer who has passed away, if there is no estate.
- When a customer goes into residential care and has no means to pay.
- Where a customer has been a victim of a crime (including domestic abuse and anti-social behaviour), has reported the crime to the Police and obtained a crime reference number or valid supporting evidence.
- If a faulty security fob needs replacing, and it is returned.
- Items left in an empty property (e.g. carpets and fitted wardrobes) where SLH have agreed that they can be offered to the new customer.

5. Vulnerability

5.1 SLH is committed to ensuring working practices and services meet the diverse needs of customers in line with our Supporting Customers Policy. In some cases, due to a customer's circumstances, advance payment for recharges may not be requested.

6. Payments and Recovery

6.1 Unless the repair is a health and safety issue, SLH may request payment in advance. For remaining recharges, an invoice will be raised and sent to the customer or former customer for payment. Payment is due within 28 working days. The Income Collection team will agree on arrangements to pay outstanding recharges.

6.2 When an invoice is not paid within 28 working days, SLH will take action to recover the costs in line with recovery procedures. In some exceptional circumstances, SLH may consider waiving a recharge. This will be dependent upon the circumstances. Each case will be reviewed on its own merit. This will be administered in line with write-offs for rent or sundry accounts.

7. Right to Appeal

- 7.1 If a customer is unhappy with the decision to recharge for a repair or service, they have the right to appeal within 14 working days from the date the invoice was issued. All requests to appeal should be referred in the first instance to customerservices@southlakeshousing.co.uk.
- 7.2 The customer will receive written confirmation of the appeal decision within 10 working days.

8. Monitoring & Review

- 8.1 Performance will be monitored internally through a suite of KPI's. The policy will be reviewed in 3 years or in light of any major changes to the approach.