



Recharge Procedure

1. Introduction

- 1.1 The recharge procedure outlines the process relating to the management of recharges for Hanover tenanted properties and owner-occupied domestic properties.
- 1.2 We expect our tenants to conduct their tenancies in a reasonable manner and not damage or allow any member of their household or visitor to their home to damage the property, either internally or externally. If a tenant has damaged their property or failed to take care of it, we may charge for the costs of repair.
- 1.3 The procedure covers recharges during the tenanted stage and the void stage.

2. Purpose & Detail

- 2.1 The purpose of the procedure is to provide clear guidance on Hanover's rechargeable void and reactive repairs and to streamline the process and ensure all recharges are progressed in a timely manner.
- 2.2 All recharges will be charged based on the costs set out at the beginning of each financial year contained within appendix 2. In the event the works description isn't covered, the tenant will be provided a cost prior to the works being carried out and it will be added to appendix 2.

3. Circumstances for Recharging

- 3.1 **Please note, the rechargeable repairs email inbox has been deleted, please email voids@hanover.scot instead.**
- 3.2 Generally, the Association is responsible for repairing and maintaining the structure, property and any fixtures and fittings originally provided. Tenants are informed of their repair responsibilities when they sign their Tenancy Agreement, and these responsibilities are outlined in the Tenants Handbook.
- 3.3 Rechargeable repairs occur when;
 - The repair is a result of damage/negligence/vandalism by the tenant, a member of their household, a pet or a visitor to the property as per the Tenancy Agreement.
 - Loss of keys, resulting in forced entry, replacement lock\barrel, providing extra keys and/or repairs/replacements works to door standards, door or locks.
 - Repairs to/replacement of any fixtures, which have been supplied or fitted by the tenant and are deemed to be unsafe or require replacement.

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- Repairs required due to a failure to take reasonable care of the home or to report a repair to us as soon as reasonably possible, if this has resulted in further deterioration of the property.
- Work is necessary at the end of a tenancy to return the property to an acceptable and lettable standard, and exceeds what would be deemed as fair wear and tear. This includes costs to clear all remaining personal items and furniture from the property including floorcoverings.
- Reinstatement of a property as a result of alterations or additions carried out by the tenant without permission, or carried out to an unsatisfactory or unsafe standard.
- Forced entry to a property to carry out compliance checks where access has not been provided by the tenant from previous visits arranged.
- Repairs to owner occupier properties when they need our assistance or are unable to source their own contractor.

4. Voids

4.1 The process for recharging void repairs is contained below.

Void Rechargeable Repair's Procedure			
Step	Responsibility	Task	Timescale
1	Housing/Care	Notification from tenant that they wish to terminate their tenancy. At this point the leaflet on 'rechargeable repairs when moving out your property' will be provided to the tenant see appendix 1	When termination notice is provided
2	Housing/Care	Pre void inspection checklist completed. Resident/resident's family notified of any potential rechargeable repairs and given the opportunity to carry them out.	Before tenancy termination
3	Housing/Care	KEYS RECEIVED (keys received and date added to Open Housing)	On day keys received
4	Housing (term contractor for amenity/general needs in term contractor areas). On occasion the HO or CO may	Void inspection checklist completed on new void APP – any rechargeable repairs clearly marked, and photographs taken.	Within 48 hrs of keys returned

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	need to complete the checklist for amenity or general needs properties.		
5	Repairs Team	<p>Repairs receive the void checklist and log any rechargeable repairs by ticking the box 'rechargeable' on Open Housing when logging the job and noting this in the subject title of the job. (Any rechargeable repairs should be separated from the other works and an individual WO raised).</p> <p><i>NB: It is really important to tick the 'rechargeable repair report' in order to identify any rechargeable repairs on the 'rechargeable repair report'</i></p>	On day the checklist is received
6	Housing/Care	<p>End tenancy/complete tenancy debit/credits</p> <p>If there are any credits on the account these should not be returned to the former tenant until confirmation has been received by repairs that there are no rechargeable repairs. Housing to email voids@hanover.scot to request information on any recharges.</p> <p>Housing can also access the rechargeable repair report – link to be sent</p>	Within 14 days of tenancy end date
7	Repairs	<p>Rechargeable repair sub account raised</p> <p>Repairs compile letter requesting payment and mentioning possibility for payment plan. (To be saved in development folder).</p> <p>Copy also provided to housing.</p>	Letter containing recharge value to be sent within 5 days of works raising
8	Repairs	When works complete and invoice received, the invoice is stored in the folder.	Within 30 days of works complete

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9	Housing/Care	Chase any debt not paid in 30 days	All debt to be chased regardless of the tenant's situation. Repairs and Customer Safety Manager to authorise any stop in recharge
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5. Reactive Repairs

5.1 The process for charging reactive repairs is contained below including keys.

1.	Repairs	Request received for repair. Repairs is identified as rechargeable Order raised and WO marked as rechargeable	Order raised on day request received
2.	Repairs	Rechargeable repair sub account raised Repairs compile letter requesting payment and mentioning possibility for payment plan. (To be saved in development folder).	Letter containing recharge value to be sent within 5 days of works raising
3.	Repairs	Reactive Repairs orders outstanding including keys Report provided weekly from open housing	Chase weekly for completion
4.	Housing/Care where DM/SHM in place	Key received & completion dates updated on Open Housing	As soon as key recieved
5.	Repairs	When works complete and invoice received, the invoice is stored in the folder.	Within 30 days of works complete

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6. Factored

- 6.1 Owners are responsible for any repairs completed within their flat. They can request that Hanover complete the repair, however they must be made aware that this is rechargeable. A signed mandate will be required to confirm they will make payment once the repair is complete.

1.	Repairs	Owner request repair to flat – Hanover must make the tenant aware that this is rechargeable and owner must sign a mandate to confirm they agree (telecare/repairs team) During out of hours, any emergencies would be actioned via a verbal agreement via Telecare and call recording used as evidence.	Factored team support with mandate signing
2.	Repairs	WO raised and marked as rechargeable letter sent to tenant requesting payment & sub account raised. Copy sent to factoring HO	As soon as notified of repair
3.	Repairs	Invoice chased weekly	1 week after completion of job
4.	Repairs	When works complete and invoice received, the invoice is stored in the folder.	Within 30 days of works complete
5.	Housing/Factoring	Chase debt after 30 days	

7. Review

- 7.1 The procedure will be reviewed on a 12 monthly cycle to ensure any changes are updated taking into account the uncertainty with the market at this time.

Department	Asset Management
Author	Repairs and Customer Safety Manager
First Approved	August 2023
Approved By	Head of Asset Management
Next Review Due	August 2024

Appendix 1

What to do when you move out your property

It is important that when you move out of your property that you ensure it meets our lettable standard, and it is returned in the same condition that it was when you moved in. A pre void inspection will be completed which will identify any work needed to bring the property up to the lettable standard. If you fail to carry out this work before handing back your property, we will charge you for the necessary work (please see table later in this document with estimated costs).

See below the required standard.

- **Cleanliness & Tidiness**

Your property will be clean and tidy. Extract fan grills will be cleaned and free of dust. Any paint, dirt and nicotine staining will be cleaned from all sockets and switches. Radiators will be clean with any dust/debris build up between radiator panels removed. The property, including any loft, cellar, garden area, external shed or other outbuilding, will be clear of all items, rubbish etc.

- **Repairs**

Any repairs are complete.

- **Alterations & improvements**

Any alterations and/or improvements carried out by you will have either been approved by us and are to be left, or, if they have not been approved by us and are not up to our standard, will need to be removed and the property re-instated to an acceptable standard.

Please note that we will provide compensation for some works, such as replacement kitchens and/or bathrooms.

- **Electrical Items**

All electrical fittings, heating and services including the smoke detector, heat detectors, extract fans and any appliances are in working condition.

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Non-standard lights, sockets and switches will all be reverted back to standard, and should only be changed after requesting permission.
Switches or sockets that are badly marked, covered by paint or affected by smoke and cannot be cleaned, will need to be replaced.

- **Water services**

All taps are to be operating correctly and not dripping.
Cold water tanks have a fitted lid.
Drainage services to be flowing correctly.
Overflows will be checked.

- **Doors**

All doors are intact, securely hung and operating properly. The Association will ease any doors as required, but it will be your responsibility to adjust any doors that require doing so due to your choice of floor covering.
Bathroom and/or WC doors must have an operational locking device, which is openable from the outside.
Doors that have been damaged by pets, walking aids, wheelchairs through scratching of door or frames will be your responsibility.

- **Stairs**

Stair treads, risers, banisters and handrails are safe, sound and secure

- **Floors**

Floors are secure and free from any tripping hazard, with any loose or missing floorboards re-secured or replaced.
No sign of deterioration from any woodworm or rot.
Non-slip flooring in bathrooms or kitchens (where provided) is in good condition with no gaps or cracks and clean with no stains.
Laminate flooring will not be permitted in upper floor dwellings. Any such flooring which has been fitted should be removed.

- **Decoration - Woodwork, walls and ceilings**

We understand that the decoration in your home will age over time, however the condition of decoration remains a tenant's responsibility.
All door or window frames, architraves, sills, skirting etc. are in place, in sound condition (undamaged).
All woodwork is either painted or varnished (i.e. no bare woodwork).
All plasterwork is free from major defect and is suitable for decoration. no loose plaster or major cracks.
After the removal of any fittings e.g wall mounted tv brackets all holes to be filled and sanded if multiple holes across a wall it will need decorated.

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Any loose or damaged tapes will be repaired.
The property will be left in good decorative order with neutral colours.

If you have smoked in your property you will need to ensure that there is no staining to the walls and ceilings. If there is staining this will need to be addressed and decorated.

- **Bedroom wardrobes & cupboards**

Any fitted wardrobes and cupboards will have at least one level shelf and a clothes rail fitted, where appropriate.

- **Kitchens**

All kitchen units to be secure and checked with all doors, drawers and handles operating correctly.

Worktops have been checked and are adequately sealed and not badly marked/damaged.

Any units or worktops considered to be badly damaged and beyond economic repair are to be replaced.

Kick plates and trims are in place.

Where Cookers/Ovens are supplied, they will be tested, cleaned and checked that they are operating correctly.

- **Bathrooms/Shower rooms**

All sanitary ware, baths and wash hand basins have been checked and are clean, free from rust, cracks and damage and are securely fixed.

Plugs and chains will be provided at whb and bath.

Any shower provided is working properly, draining freely and has a screen or shower curtain rail.

All wall tiling, joints to baths and shower trays are to be sound and fully sealed.

All grab rails (where fitted), toilet roll holders, cabinets and other wall-mounted items are securely installed.

- **Front and back doors**

External doors are securely hung, are wind and watertight and opening/closing freely.

All handles, locks and mechanisms have been checked and are in working order. Where applicable the letterbox and doorbell are functioning correctly.

Any security items provided, e.g. spy holes or chains should be operating correctly. Two keys will be provided for each entrance door.

- **Windows**

All windows are fully operational, safe to use and have restrictors fitted.

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Windows will be clean.

Window frames are sound and serviceable until due for redecoration under the cyclical painting programme.

Where locks are fitted, window keys are available (any lock change due will be charged).

- **Garden areas, gates & fencing**

Any shed, greenhouse, shelter or patio area and their foundations have been removed and all ground areas made good.

During the growing season, if required, the grass should be cut.

Boundary fencing and gates provided by us are in reasonably sound condition and free from defects.

Any fencing installed by you that is in poor condition must be removed and the boundary reinstated to the original standard.

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Appendix 2 – Chargeable Works Costs

Recharge Code	Trade	Works Description	Cost including VAT
HAN01	Joiner	Gain entry to house	£84
HAN02	Joiner	Gain Entry to House and Change lock to door	£203
HAN03	Joiner	Change Lock to Door Only House	£119
HAN04	Joiner	Board up door or window	£55
HAN05	Joiner	Renew internal pass door	£135
HAN06	Joiner	Repair internal pass door	£48
HAN07	Joiner	Renew window handle	£48
HAN08	Joiner	Renew Kitchen Unit Door	£116
HAN09	Joiner	Renew Shower Screen	£180
HAN10	Glazier	Reglaze - any door or window	£255
HAN11	Plumber	Re-instate radiator after its removal by tenant to decorate	£54
HAN12	Plumber	Clear choke to sink, toilet or drain	£108
HAN13	Plumber	Impact damage to sanitary fitting - whb	£115
HAN14	Plumber	Impact damage to sanitary fitting - wc pan	£167
HAN15	Plumber	Impact damage to sanitary fitting - wc cistern	£105
HAN16	Plumber	Impact damage to sanitary fitting - bath	£325
HAN17	Plumber	Renew Taps	£115
HAN18	Plumber	Renew Radiator	£75
HAN19	Plumber	Renew Toilet Seat	£54
HAN20	Plumber	Renew Shower Curtain	£65
HAN21	Electrician	Renew Damaged Socket	£62
HAN22	Electrician	Renew Bathroom Light	£65
HAN23	Electrician	Renew Light Fitting Excluding Bathroom	£54
HAN24	Electrician	Renew Carbon Monoxide or Smoke Detector	£87
HAN25	Electrician	Replace key fob for door entry system	£54
HAN26	Flooring	Replacement Vinyl Flooring in Kitchen	£565
HAN27	Flooring	Replacement Vinyl Flooring in Bathroom	£480
HAN28	Painter	Full Decoration Per Room (please note that if a room is nicotine stained this may cost more due to additional stain block and coats of paint)	£580
HAN29	General	Clearance of Furniture per room up to 5 items (Hazardous items will be charged more)	£100
HAN30	General	Clearance of Furniture per room 5-10 items (Hazardous items will be charged more)	£140
HAN30	General	Clearance of Furniture per room over 10 items (Hazardous items will be charged more)	£180
HAN31	General	Carpet/Laminate uplifting per room	£95
HAN32	General	Renew Rotary Drier	£55
HAN33	General	Replace Damaged Plaster per m2	£25
HAN44	Joiner	Additional Key for Property	£20

