

RECHARGEABLE REPAIRS POLICY

SUMMARY OF THE MAIN CHANGES

Existing Policy	Proposed new policy
No stated objectives so staff and tenants may be unclear as to what we are trying to achieve by having a Rechargeable Repairs Policy and may not apply it consistently.	The proposed new policy has 3 clear objectives. These objectives provide clarity as to what the Rechargeable Repairs policy is aiming to achieve and performance measures can then be set to measure its effectiveness.(page 3)
No performance measures so it is unclear as to how effective the policy is in meeting its objectives.	The proposed new policy includes a new section on the performance measures which will help in monitoring the effectiveness of the new policy. (page 3)
Rechargeable Repairs not categorised. There is no detail and no clarity on both the tenant and the Council's legal obligations and responsibilities.	The proposed new policy includes a new section covering all the rechargeable repairs categories and detailing both the tenant and the Council's legal obligations and responsibilities as they relate to each category. (Pages 4-6)
No provision for vulnerable tenants.	The proposed new policy includes a section on Vulnerable Tenants. The vulnerability may be due to mental health issues, it may be age related or due to Domestic Abuse.(Page 6)
Repayment arrangements are unclear and so tenants and staff may be confused as to the process for repaying the debt.	The proposed new policy includes a section detailing the repayment arrangements. The existing minimum charge continues as does the use of third party debt collection agency and payment plan. (Page 7)