

<b>REPORT TO:</b>	<b>HOUSING AND COMMUNITY SERVICES COMMITTEE</b>	<b>AGENDA ITEM: 7</b>
<b>DATE OF MEETING:</b>	<b>10<sup>th</sup> March 2011</b>	<b>CATEGORY: DELEGATED</b>
<b>REPORT FROM:</b>	<b>Mark Alflat – Director of Community Services</b>	<b>OPEN</b>
<b>MEMBERS' CONTACT POINT:</b>	<b>Ros White – Housing Operations Manager</b>	<b>DOC:</b>
<b>SUBJECT:</b>	<b>Rechargeable Repairs Policy</b>	<b>REF:</b>
<b>WARD(S) AFFECTED:</b>	<b>All</b>	<b>TERMS OF REFERENCE: HCS01</b>

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## **1.0 Recommendations**

- 1.1 Members approve the revised Rechargeable Repairs Policy.

## **2.0 Purpose of Report**

- 2.1 To gain approval for the proposed new Rechargeable Repairs policy.

## **3.0 Background**

- 3.1 South Derbyshire District Council is committed to providing a cost effective, efficient repairs and maintenance service whilst meeting all its legal and contractual obligations as a responsible landlord.
- 3.2 It is important that any repair completed day to day or through the voids process that is the responsibility of the tenant should be recharged as appropriate.
- 3.3 By introducing this policy, we aim to define a clear standard by which staff can identify a rechargeable repair, apply our policy clearly, consistently and fairly with customers and adopt a proactive approach with customers in advising them of their responsibilities as tenants.
- 3.4 The aim of this policy is also to promote a responsible attitude by tenants towards their property by ensuring that costs are pursued from those who are negligent or deliberately cause damage.

## **4.0 The proposed Rechargeable Repairs Policy**

- 4.1 The objectives of the proposed Rechargeable Repairs Policy are:
- To recover the cost of rechargeable repairs from current and former tenants.
  - To maximise income by the recovery of debts owed relating to rechargeable repairs and thus demonstrate value for money within the Repairs Service.
  - To promote an equitable service by ensuring that tenants who incur charges are held responsible.
- 4.2 The proposed new policy is attached at Appendix 1. A summary of the proposed changes is at Appendix 2

## **5.0 Corporate Implications**

- 5.1 The Council's vision is being delivered through actions grouped into 4 themes within the Corporate Plan 2009-2014. This policy contributes to Theme 2 - Safe & Secure. This theme covers quality decent homes to promote independent living in neighbourhoods that feel safe and secure.
- 5.2 This policy also contributes to Housing Services' mission statement that:

"Through high quality services, delivered in partnership with customers, the provision of well maintained affordable homes that meet the requirements and aspirations of the people of South Derbyshire."

## **6.0 Financial Implications**

- 6.1 There are no additional financial implications associated with this policy.

## **7.0 Community Implications**

- 7.1 The South Derbyshire Partnership consists of 23 organisations representing public services, local businesses, voluntary and community groups, and residents, all of which are committed to working together to improve the District.
- 7.2 The Sustainable Communities Strategy has five themes that provide the Partnership with a focus for our joint work. These are:
- Healthy Communities
  - Safer Communities
  - Sustainable Development
  - Vibrant Communities
  - Children and Young People
- 7.3 This policy contributes to the Safer Communities theme of the Sustainable Community Strategy, where we strive for communities that people feel are safer places in which to live, work and visit.