

# Operational Procedure

## OP5

### Recharges

Responsible Officer	Service Manager – Housing and Property						
Issue No.	2	Revision No.	1	Revision Date	27/1/2009	Doc Ref	OP5 v2.1

## Amendment and Authorisation Record

### OP5 - Recharges

Date	Author	Paragraph ref	Nature of change	Authorised by
31/05/07	KRL	3.2	Remove paragraph re minimum recharge value	
31/05/07	KRL	Appendix F	New appendix added	
31/05/07	KRL	3.11.5	Changed from Invoice Request to Recharges Form	
31/05/07	KRL	3.12	Deleted as Housing Finance staff no longer involved	
31/05/07	KRL	3	Added paragraph about Garage electricity recharges	
31/05/07	KRL	2.2	Responsibility changed from Housing Finance staff to Rent staff within Finance Services	
31/05/07	KRL	2.3	Paragraph added giving responsibility for identifying and progressing Garage electricity recharges to Technical Officers	
27/01/09	MH		Update responsible officer job title and update department change	AJ
30/06/09	NF		Updated Housing Service's address throughout document	AC

## **1 Introduction**

- 1.1 The purpose of this procedure is to ensure that rechargeable repairs are identified and charged in accordance with the Council's policies.

## **2 Responsibility**

- 2.1 Housing Officers and Technical Officers are responsible for identifying rechargeable repairs, and ensuring that those repairs are ordered where necessary.
- 2.2 Responsibility for raising invoice requests lies with the Housing Assistants – Customer Care, and for processing recharges on the Rents Systems with the Rent Section in Finance Services.
- 2.3 Responsibility for reading electricity meters, calculating the recharge amounts and notifying the Rent Section – Finance is that of the Technical Officers.

### 3 Procedures

- 3.1 Recharges can be raised against any tenant for recovery of costs to the housing service for repairs that are not due to fair wear and tear, or because they are tenants responsibility see OP1.
- 3.2 Recharges should also be raised for Garage electricity annually or where there has been a change of tenancy for a garage in which electricity is
- 3.3 When raising a recharge consideration should be given to supporting evidence. There should be detailed and valid reasons for raising a recharge, supported by photographs, correspondence, inspection records, police reports etc, wherever practicable. The ultimate test would be, could this recharge be validated in a court? If the answer is NO, then a recharge should not be raised. Similarly suspicion alone is not enough to validate a recharge, without any supporting evidence.
- 3.4 In cases where the tenant admits causing the damage, written acceptance / confirmation is to be obtained before proceeding with a recharge.
- 3.5 Recharges may arise from various sources:
  - 3.5.1 Routine inspections
  - 3.5.2 Pre-inspections
  - 3.5.3 Full inspections
  - 3.5.4 Tenant request
  - 3.5.5 Home visits
  - 3.5.6 Notice from police
  - 3.5.7 Termination of a tenancy by the tenant or through the legal process
  - 3.5.8 Garage electricity annual charge
  - 3.5.9 Garage electricity – change of tenancy
- 3.6 In the event of any recharges arising from or following inspections, all details are to be recorded on an inspection sheet (or “pink form”), see OP4 – Appendix A.
  - 3.6.1 Where the inspection is a pre-void inspection, the vacating tenant should sign the inspection form agreeing to the recharges.
- 3.7 Where it is considered by a member of the housing staff that a recharge is appropriate, the recharge is to cover all items that have been damaged or made defective during the tenancy, unless the damage can be considered as fair wear & tear. Tenants can still be recharged for damage to their current or former property.
- 3.8 If a tenant requests work to be carried out (see 3.5.4) and accepts that they will be recharged, details are to be recorded on the works order. If the work is not of an **emergency or urgent** nature, a letter is to be sent to the customer as detailed in appendix A. In these circumstances the works order is to be placed on hold until acceptance is either confirmed by letter or default.

- 3.8.1 On receipt of written confirmation from the customer regarding a recharge, the works order is to be released. In the event that a response is not forthcoming within the prescribed timescale, the order is to be cancelled.
- 3.9 If the work is of an emergency or urgent nature details are to be recorded and the order processed for action by the contractor. This is to be followed up by a letter to the customer as detailed in Appendix B. It is also to be made clear that there will be an administration charge of 10% and that VAT will be charged at 17.5%.
- 3.10 If a recharge is identified by any other method other than tenant request (see 3.5) a recharge letter must be issued as detailed in appendix C. This letter is to be generated by the Housing Assistant – Customer Services or Technical Officer. In these cases a pre-inspection sheet is to be completed. A copy of each letter is to be kept by the Housing Assistant – Customer Services in the recharge file. If the recharge relates to a garage a copy of the letter is to be passed to the TO for the area.
- 3.11 In all cases the following details are to be checked by the Housing Assistant – Customer Services
- 3.11.1 Attach worksheet to file copy (sample appendix D) and complete the following details:
- 3.11.1.1 Property address
  - 3.11.1.2 Name of tenant
  - 3.11.1.3 Forwarding address (if applicable/available)
  - 3.11.1.4 Date letter sent
  - 3.11.1.5 Add any comments or additional information
- 3.11.2 Check that the repairs quoted on the letter have been ordered.
- 3.11.3 Check that the items raised have been coded to the correct recharge code (HRH 33001118).
- 3.11.4 Retain letter for 14 days (to allow time for customer to respond)
- 3.11.5 Complete Recharge form (see appendix F) and pass to Rents Section, Finance for processing
- 3.11.6 Where there is no Rent account for the person to be recharged then the Housing Assistant – Customer Care will complete an invoice request form as per the corporate Debtors Policy (OP30) and
- 3.11.7 Pass to housing finance staff to add the following:
- 3.11.7.1 Debtor number
  - 3.11.7.2 enter details on recharge tracking sheet (sample appendix E)
  - 3.11.7.3 Finance staff to return letters and attachments to Housing Assistant – Customer Services once the invoice has been issued.

3.12 Housing Assistant – Customer Services to file all correspondence and worksheet in house file.

3.13 In the event that a recharge is queried either by phone or in writing, the details are to be passed to the officer that raised the recharge and the Estate Manager for area. – **All queries must be in writing**

3.13.1 Any correspondence querying the recharge is to be placed with the file copy of recharge letter.

**3.13.2 Note: any staff receiving a query about the recharge must inform the Housing Assistant – Customer Services**

3.13.3 All queries are to be given a written response within 7 days of receipt.

3.13.4 In the event of an amendment to the recharge, a revised letter is to be sent out and the procedure repeated.

3.14 **If any queries are raised after the recharge has been sent a copy of all correspondence including replies must be placed in the House File. File notes are to be made of any telephone conversations and details filed in the House Files.**

#### **4 References**

4.1 Garage electricity charging procedures

4.2 Rent System recharge procedures

4.3 OP30 – Debtors Policy

#### **5 Attachments**

5.1 Appendix A – letter Routine Request

5.2 Appendix B – letter Emergency/Urgent request

5.3 Appendix C – letter Inspection

5.4 Appendix D – Recharges worksheet

5.5 Appendix E – Tracking Sheet

5.6 Appendix F – Recharge Form

## Appendix A

Head of Capital Programmes and Housing Service: Chris Medley  
**Executive Director: Hazel Sutherland**

Housing Service  
**Department of Education and Social Care**  
6 North Ness Business Park  
Lerwick  
Shetland  
ZE1 0LZ

Telephone: 01595 744360  
Fax: 01595 744395  
housing@sic.shetland.gov.uk  
www.shetland.gov.uk

If calling please ask for

Direct Dial: 01595 744

Our Ref:  
Your Ref:

Date:

Dear

### Recharge –

You have recently contacted this office and requested that we carry out works for which you are liable. The works have been classified as routine. A works order has been raised, but will be placed on hold until you are able to confirm in writing your willingness to proceed.

If you do not confirm your acceptance or query the works listed below within 7 working days the order will be cancelled without further notice and the work **will not** be carried out.

The repairs requested were:

<i>Repair description</i>	<i>Amount</i>
<b>Sub Total</b>	
Administration Charge (@10%)	
<b>Total (Excluding VAT)</b>	

It is our understanding that you have agreed to accept and pay the cost of £                      **plus VAT @ 17.5%**. This amount will be added to your Rent account on                      .

Yours sincerely

Technical Officer

c.c.     Housing Officer  
         Housing Assistant – Customer Services



Appendix C

Head of Capital Programmes and Housing Service: Chris Medley  
**Executive Director: Hazel Sutherland**

Housing Service  
**Department of Education and Social Care**  
6 North Ness Business Park  
Lerwick  
Shetland  
ZE1 0LZ

Telephone: 01595 744360  
Fax: 01595 744395  
housing@sic.shetland.gov.uk  
www.shetland.gov.uk

If calling please ask for

Direct Dial: 01595 744

Our Ref:  
Your Ref:

Date:

Dear

**Recharge –**

During a routine inspection of the above property, the following repairs were identified as your responsibility.

The repairs identified were:

<i>Repair description</i>	<i>Amount</i>
Sub Total	
Administration Charge (@10%)	
<b>Total (Excluding VAT @ 17.5%)</b>	

The amount of £            **plus VAT @ 17.5%** will be added to your Rent account on

Yours sincerely

Technical Officer

c.c.    Housing Officer  
        Housing Assistant – Customer Services

**Worksheet for recharges**

Name

Address

Postcode

Property	Est cost
1	
2	
3	
4	
5	
6	

1st letter sent  by  Reply

2nd letter sent  by  Reply

3rd letter sent  by  Reply

Job ordered on  by

	1	2	3	4	5	6
Job reference number						
Actual Costs						
Repair/job completed						

Debtor reference

Invoice request completed  Ledger code

Invoice date  Invoice number  Keyed by

Notes



## Appendix F

### Notification of recharges to be added to Rent Account

Name(s)

Property Address

*Correspondence Address (If different from above)*

Type of recharge	Details	Amount
select		£
select		£
select		£
select		£
<b>Total</b>		<b>£</b>

*Date tenant advised that recharges will be added to rent account*

*Housing Officer*      select

*Signature* \_\_\_\_\_ *Date* \_\_\_\_\_

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**For Finance use only**

Date added to rent account \_\_\_\_\_ by \_\_\_\_\_