

Operational Procedure 6

Common Repairs

Responsible Officer	Service Manager – Housing and Property						
Issue No.	1	Revision No.	2	Revision Date:	06/04/06	Doc Ref:	OP6 v1.2

Amendment and Authorisation Record

OP6 – Common Repairs

Date	Author	Paragraph ref:	Nature of change	Authorised by
22/01/04	-	n/a	First dated Revision.	-
06/04/06	DLT	n/a	Revision 1.2 - OP2 Documentation standards upgrade.	DLT
27/1/2009	MH	N/a	Change to Responsible Officer Job Title and other job titles throughout document.	AJ
02/02/09	MH	N/a	Update required following job title change from Senior Housing Officer – Asset Management to Senior Housing Officer – Housing Technical	CM
30/06/09	NF		Updated Housing Service's address	AC

COMMON REPAIRS

- 1.0 Recharges can be raised against any owner occupier for recovery of costs to the housing service for repairs that are to be shared. Similarly the owner occupier can ask that the housing service share the cost of any common repairs that the council has agreed to in the deeds to the sold property.
- 2.0 If a request for a common repair is made to the housing service, details are to be passed to the Service Manager – Housing and Property for approval. Shared payment is not to be made unless the need for the repair is validated as necessary and recorded as such on the house file. Any shared contribution by the housing service is to be subject to a satisfactory inspection and completion in a professional manner using quality material.
- 3.0 Before authorising any shared payments the Service Manager – Housing and Property is to satisfy themselves that the work cannot be done cheaper by our own contractors. The work may still be organised by the owner occupier if this cost is exceeded, but any payment will be limited to the cost expected from our own contractors.
- 4.0 Recharges should not be raised to try and recover costs of £25 or less. This is on the basis that the administrative cost of recovery exceeds the amount.
- 5.0 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 deeds for a particular property are to be checked to ensure that the owner occupier is indeed responsible for sharing the cost of repair for the particular element. In cases where the position is not clear advice must be sought from the Senior Housing Officer – Housing Technical before proceeding.
- 6.0 In cases where the owner occupier admits causing the damage, written acceptance / confirmation is to be obtained before proceeding with a recharge.
- 7.0 Recharges may arise from various sources:
 - Routine inspections
 - Pre-inspections
 - Full inspections
 - Telephone
 - Letter
 - Notice from police
 - Request from the owner occupier.

- 8.0 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.
- 9.0 Where it is considered by a member of the housing staff that a recharge is appropriate, the recharge is to cover all items that need to be repaired and the costs quoted must include preliminary costs.
- 10.0 If an owner-occupier requests work to be carried out and accepts that they will be recharged, details are to be recorded on the works order. If the work is of a **non-emergency / 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. If the work is of an emergency / 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. In all circumstances the customer is to be advised that the costs quoted are only estimated and may vary. It is also to be made clear that VAT will be charged at 17.5%.
- 10.1 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.
- 11.0 In all cases the following details are to be checked by the Housing Assistant – Customer Care:
- Check that the repairs quoted on the letter have been ordered.
 - Check that the items raised have been coded to the correct recharge code (HRH 33001118).
 - Retain letter for 14 days (to allow time for customer to respond) before passing to the housing finance staff for invoicing.
 - Check if any letter or telephone call has been received regarding the recharge. Any correspondence querying the recharge is to be placed under the queries section of the main recharge file.
- Note: any staff receiving a query about the recharge is to inform the Senior Housing Assistant – Finance**
- 12.0 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 Service Manager – Housing and Property
- 12.1 All queries are to be given a written response within 7 days of receipt.
- 12.2 In the event of an amendment to the recharge, a revised letter is to be sent out and the procedure repeated.
- 13.0 Before passing the recharge letter to the housing finance staff the Housing Assistant – Customer Care is to check the following:
- Check correct owner occupier name.

- Check forwarding address, if none contact lettings staff or the TO to obtain further information.
- Check house file for any further relevant information.
- Attach tracking sheet for file copy (sample appendix C) and complete the following details:
 - Property address
 - Name of owner occupier
 - Forwarding address (if available)
 - Date letter sent
 - Date repairs ordered
 - Date passed for invoicing
 - Add any comments or additional information
 - Pass to housing finance staff to add the following:
 - Debtor number
 - Amount to be invoiced and sent to the tenant.
 - Return of the tracking sheet to Housing Assistant – Customer Care to record in the house file.

13.0 If any queries are raised after the invoice has been sent a copy of all correspondence including replies is to be passed to the housing finance staff. File notes are to be made of any telephone conversations and details E-mailed to the housing finance staff.

Appendix A

Head of Housing Services: Chris Medley

Housing Operational Services
Education & Social Care Department
Housing Services
6 North Ness Business Park
Lerwick
Shetland
ZE1 0LZ

Telephone: 01595 744360

Fax: 01595 744395

If calling please ask for:

Direct Dial: 01595 74

Your ref:

Our ref:

Date:

Dear

Common Repairs –

You have recently contacted this office and requested that we carry out works for which you share responsibility with the housing service. 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 total estimated cost of the repairs requested is:

i) X repair @ Y rate	= £0000.00
ii)	
iii)	
iv)	
Total cost of work	= £0000.00
Your share of the cost is equal to £0000.00 divided by two	= £0000.00
Plus our administration costs of £0000.00 (12%)	= £0000.00
Plus VAT of £0000.00 (17.5%)	= £0000.00
The total cost you will be invoiced for is VAT).	= £0000.00 (inc

**The actual cost will be charged to you once the work is completed.
Please bear in mind that the costs we have quoted is only an estimate**

and the actual cost may vary, depending on the full extent of the work and the conditions.

Please note: In asking us to proceed you are also agreeing to pay the final cost if this is different to the estimated cost quoted above.

We must respectfully advise you that you may be able to obtain cheaper quotes through your own contacts for carrying out this work. If you are able to obtain a lower quotation for the work please advise us. On submission of a genuine quotation from a recognised contractor we will be prepared to pay you half of the quoted sum (exclusive of VAT) or the sum we are quoting whichever is the lower.

Payment of such monies is conditional and subject to inspection by our own Officers on completion and on the understanding that the work is completed in a professional manner using quality materials.

Please contact us if you require any further help or information.

Yours sincerely

Service Manager – Housing and Property

c.c. Housing Officer
Senior Housing Assistant – Finance

Appendix B

Head of Housing Services: Chris Medley

Housing Operational Services
Education & Social Care Department
Housing Services
6 North Ness Business Park
Lerwick
Shetland
ZE1 0LZ

Telephone: 01595 744360

Fax: 01595 744395

If calling please ask for:

Direct Dial: 01595 74

Your ref:

Our ref:

Date:

Dear

Common Repairs –

You have recently contacted this office and requested that we carry out emergency / urgent works for which you share responsibility with the housing service. A works order has been raised. The total estimated cost of the repairs requested is:

i) X repair @ Y rate	= £0000.00
ii)	
iii)	
iv)	
Total cost of work	= £0000.00
Your share of the cost is equal to £0000.00 divided by two	= £0000.00
Plus our administration costs of £0000.00 (12%)	= £0000.00
Plus VAT of £0000.00 (17.5%)	= £0000.00
The total cost you will be invoiced for is	= £0000.00 (inc
VAT).	

The actual cost will be charged to you once the work is completed. Please bear in mind that the costs we have quoted is only an estimate and the actual cost may vary, depending on the full extent of the work and the conditions.

Please note: In asking us to proceed you are also agreeing to pay the final cost if this is different to the estimated cost quoted above.

Please contact us if you require any further help or information.

Yours sincerely

Service Manager – Housing and Property

c.c. Housing Officer
Senior Housing Assistant – Finance