**Rechargeable Repairs/Goulden House Co-Operative Ltd Recharge Policy:**

In certain situations, Goulden House Co-Operative Ltd may need to raise an order for a repair which is the Leaseholder’s or tenant’s responsibility and recharge them for it.  For example:

* When the damage is the tenant’s or Leaseholder’s fault or the fault of another member of their household or a visitor (including damage to windows above the ground floor).

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| * When Goulden House Co-Operative Ltd must force entry to a Tenant or Leaseholders’’ home due to negligence or non-compliance with tenancy/lease conditions, for example, the need to undertake Trace and Access relating to a leak.
* When the Police force entry, except for welfare checks (welfare checks are exempt)
* When work is required to repair a property or make good alterations that Goulden House Co-Operative Ltd on behalf of Wandsworth Borough Council did not approve after a tenant/leaseholder has moved out of a property.
* When a leaseholder is required to undertake repairs to their property which is damaging the communal area, for example, trees, hedges and shrubs within their private gardens which are protruding onto the communal area causing damage to the fencing or a Health and Safety risk to other residents.

When Goulden House Co-Operative Ltd need to raise an order for a repair that should be recharged to the Leaseholder/Tenant, the tenant/leaseholder must first be advised of the cost of the repair and that this cost will be recharged to them and this will include any administration fee for Goulden House Co-operative Ltd which will equate to £25. Where possible the tenant/leaseholder must complete a ‘Rechargeable Works Agreement Form’ to ensure that he/she/they understand they are being recharged for the work, and this will include Goulden House’s administration charge of £25. This information will be saved to the Goulden House Systems for audit trail purposes and a hard copy placed on the respective flat file.  |
| In emergency circumstances it might not be possible to get the 'Rechargeable Works Agreement Form' signed.  In such circumstances a verbal agreement should be sought where possible and then this should be confirmed in writing with a letter being sent to the tenant/leaseholder with a breakdown of the repairs completed and the costs incurred.  If it is not possible to get the verbal agreement, the letter containing a breakdown of the repairs and costs incurred, should still be sent to the resident. |

Recharges occur when the costs (paid to the contractor) of repairs incurred by Goulden House Co-Operative Ltd are to be recovered from third party (tenant or leaseholder) that has benefited from this service. An example is: tenant misplaces their house keys and Goulden House Co-Operative Ltd send out a contractor to change the lock. This is deemed a responsibility of the tenant and hence Goulden House Co-operative Ltd are entitled to recover this cost from the tenant. An example of where a leaseholder is deemed responsible is, if a leak occurs and Trace & Access needs to be undertaken and the source of the leak is within a leaseholder’s flat and not the communal areas, the leaseholder is responsible for the contractors’ costs and

To enable a quick debt recovery process, the best practice to deal with rechargeable jobs is:

* An indemnity form to be signed by service beneficiary (tenant in above example), agreeing to repay the costs incurred by the council.
* Jobs issued on a repairs system should be given the shortest priority (days for works to be carried out) possible. From the above example, the job would be done on the same day (as tenant will need to access their property).

Once jobs have been finished, contractors need to invoice promptly.

**For Goulden House Estate Office use only**

Contractor ………………………………………………………………………………………………………………………………………………… Order No.: ……………………………………………………..…………………………

Amount payable: £ …………………………………..………………….…

**Rechargeable Works** **Agreement Form:**

(Indemnity form)

I …………………………………………………………………….……………………. ….. the tenant / resident of the premises known as …………………………………………………………………………………….…...……………. …………………………………………………………………………………………………….…………………………. hereby agree that in consideration of Goulden House Co-Operative Ltd replacing/ repairing

…………………………………………………………………………………………………………..……………………………………………………………………………………………………………………………..……………………………………………………………………………………………………………………………………..……………………………………………………………………………………………………………………………......……………………………………………………………………………………………………………………………..…………………………………………………………………………………………………………………………..………………………………………………………………………………………………………………………………..…………………………

at the above mentioned premises I will pay to Goulden House Co-Operative Ltd the full cost of carrying out such replacement/ repair (the estimated cost of which is £ ……………… ) together with Goulden House Co-Operative Ltd administration charge in accordance with the scale of charges printed overleaf and any VAT payable thereon at the current rate.

Signed: ………………………………….…………………………………Date: ……………..……………………

Witness:………………………………………….…………………….Status………..………………..……………….

Goulden House Estate Office: ……………………………………………Tel. No.………………..…………..…..

**For Goulden House Estate Offic use only**

Contractor ………………………………………………………………………………………………………………………………………………… Order No.: ……………………………………………………..…………………………

Amount payable: £ …………………………………..………………….…