



GOULDEN HOUSE
CO - OPERATIVE

Estate Office
Entrance A
Bullen Street
Battersea
London SW11 3HF

T 020 7924 5213
F 020 7924 5441
E office@gouldenhouse.org

Rechargeable Repairs:

In certain situations, you may need to raise an order for a repair which is the tenant's responsibility and recharge them for it. For example:

- When the damage is the tenant's fault or the fault of another member of their household or a visitor (including damage to windows above the ground floor).
- When the Council must force entry to a resident's home due to negligence or non-compliance with tenancy / lease conditions.
- When the Police force entry, except for welfare checks
- When work is required to repair a property or make good alterations that the Council did not approve after a tenant has moved out of a property.

If you need to raise an order for a repair that should be recharged to the tenant (seek guidance from the Chairperson, if you are unsure). Advise the tenant that the cost of the repair will be recharged to them and explain why. Where possible the tenant should complete a 'Rechargeable Works Agreement Form' to ensure they understand they are being recharged for the work, and this will include the Council's administration charge. This information needs to be saved on 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 resident with a breakdown of the repairs completed and the costs incurred. If it is not possible to get the verbal agreement the letter, with a breakdown of the repairs and costs incurred, should still be sent to the resident.

Rechargeables Guide

Recharges occur when the costs (paid to the contractor) of repairs incurred by the council 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 the area team send out a contractor to change the lock. This is deemed a responsibility of the tenant and hence the council are entitled to recover this cost from the tenant.

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 office use only

Contractor
Order No.:
Amount payable: £



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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:

Area Team: Tel. No.:

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Contractor	
Order No.:	
Amount payable:	£