



**Policy:** Recovery of Charges

**First Approved:** March 1997

This policy is reviewed annually at the January meeting of Management Committee.

## Key Housing

### 1. Policy on Recovery of Charges

Tenants are responsible for maintaining their properties to a reasonable standard and Key are responsible to carry out repairs as detailed within the Tenancy Agreement. Repairs out with these are the responsibility of the tenant.

Key aims to recover any costs incurred through re-instating fixtures and fittings, or repairing damage caused by neglect or deliberate action by a tenant, tenant's family or visitors. The Tenancy Agreement (Section 5 Repairs, Maintenance, Improvements and Alterations) details tenants' responsibilities in terms of repairs and any unauthorised improvements and alterations.

Key will allow the tenant to re-instate or repair the damage within a given timescale; this work will then be inspected by the relevant Maintenance Officer. Key expects a qualified tradesman to be used for any works on the property and for the work to be done of a high standard.

If the tenant would prefer that Key carry out the work, the cost of work will be re-charged to the tenant. If possible, the tenant will be given an estimate of the cost prior to the work being carried out and Key will recover the full cost from the tenant after the work is completed.

Where a tenant does not provide access for a pre-arranged contractor appointment, they will incur the costs for the non-access visit.

If the tenant has failed to leave the property in a satisfactory condition when ending their tenancy, Key may seek repayment of any repair work and house clearing/cleaning charges.

### 2. Procedure

Outstanding invoices are checked quarterly by the Head of Housing Services and the Housing Officers.

At the end of the financial year any outstanding amounts will be reviewed and a decision made on whether the debt is irrecoverable. Any amounts to be written off will be included in the report to Management Committee at the end of the financial year.