

Rechargeable Repairs Policy Working Group – Table of Amendments

Policy Section	Current Wording	New Wording
Entire Document	<p>Throughout the document we have removed the use of `staff`</p> <p>Removed any reference to operational or procedural information</p> <p>Throughout the document removed Housing Repairs and Improvement Service</p>	<p>This has been replaced with `we will`</p> <p>Updated to be read from a customer's perspective and be clear on responsibilities</p> <p>Now referred to as Housing Repairs Service</p>
Contents Page		
Amendment Table from May 2014	Removed	
Section 2	<p>Guidance to Inspectors and Repair Centre Staff</p> <ul style="list-style-type: none"> • Vacant properties • Tenanted properties 	<p>What is rechargeable?</p> <ul style="list-style-type: none"> • During your tenancy • End of tenancy – void periods
Section 3	Recharge Procedure - previously procedural now removed from policy	
Section 4	Properties - previously procedural now removed from policy	
Section 5	Exemptions	This is now section 3 in new policy
Section 6	Appeals Process	This is now section 4 in new policy
Section 7	Appendices – previously procedural, now removed from policy	
Section 1		
Introduction		Reworded to provide context around Housing Repairs Service and how this policy underpins our Responsive Repairs Policy.

Policy Section	Current Wording	New Wording
Reasonable Charges		Removal of two procedural paragraphs.
Section 2		
Section 2 – What is rechargeable?	Remove all procedural references	<p>Brought details of tenanted properties to beginning and wording under each individual point changed to be customer focussed and clear</p> <p>Removed Point 11 for Planned Maintenance as this is covered in Common Repairs Policy and is not applicable to tenants.</p> <p>Added in Point 11 for Drainage Clearance and Point 12 for Infestations and Sharps to be consistent with recharges applied to vacant properties.</p> <p>Removed Point 13 – Assignations, as safety checks are not required</p>
Section 3		
Exemptions	Previous procedural information for recharges. Removed from policy.	Change of section numbering only.
Section 4		
Appeals process	Previous procedural information for vacant property recharges. Removed from policy.	Change of section numbering only.
Section 5		
Standard Rechargeable Repairs	Previous procedural information on standard letters. Removed from policy.	Updated prices and change of section numbering.