

POLICY

NON-ESSENTIAL REPAIRS AND MAJOR REPAIRS WHERE THE TENANT IS IN ARREARS

Passed:-	30/3/16	Review Date:-	February 2021
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All North View policies and publications can be made available on tape, in Braille, large print and community languages.

For further details please contact us on 0141 634 0555 or email us on enquiries@nvha.org.uk

1.0 Introduction

- 1.1 This Policy has been introduced to help reduce tenant arrears.
- 1.2 The Association hopes that implementation of this policy will encourage tenants to keep accounts clear, and provide incentive for tenants that are in arrears to clear their arrears.

2.0 Principle

- 2.1 North View will not carry out non-essential repairs and/or major repairs in (or to) a property if the tenant owes (the Association) a substantial sum in rent arrears, or owes (the Association) money for rechargeable repairs.
- 2.2 North View will carry out non-essential repair work and/or major repair work only if the conditions outlined in item 3.0 are met, or to prevent damage to the property or to protect the safety of its service users, or if the work is essential to ensure that the Association meets its legal obligations with respect to the standard of its properties.

3.0 Conditions whereby Non-Essential Repairs and/or Major Repairs will be undertaken

Rent Arrears

- 3.1 The Association will carry out non-essential repairs and/or major repairs to/in a property if one of the following apply:-
 - a) The tenant of the property has a clear rent account.
 - b) The amount of actual rent arrears (meaning non housing benefit related) that the tenant has does not exceed the sum of one month's rent (for the property).
 - c) The amount of actual rent arrears that the tenant has exceeds the sum of one month's rent, but the tenant is adhering to the conditions of an agreed repayment reschedule (with the Association), and has done so for at least the preceding three months.

Technical rent arrears (i.e. arrears arising from administration of housing benefit) will be discounted from the arrears assessment process.



INVESTOR IN PEOPLE

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Rechargeable Repairs

- 3.2 The Association will carry out non-essential repairs to/in a property if one of the following apply:-
- a) the tenant of the property does not owe the Association money for rechargeable repairs.
 - b) the tenant of the property is in arrears (for rechargeable repairs) but is adhering to the conditions of an agreed repayment reschedule (with the Association), and has done so for at least the preceding three months.
- 3.3 The Association will carry out major repairs to/in a property if one of the following apply:-
- a) the tenant of the property does not owe the Association money for rechargeable repairs.
 - b) if the tenant owes less than £50 (in rechargeable repairs costs), work can start as programmed if she/he/they clears the arrear before the scheduled commencement date.
 - c) the tenant owes between £50 and £150 (in rechargeable repairs cost), work can start as programmed if she/he/they make a minimum payment of £50 towards clearing the arrear at least one month before the scheduled commencement date, and thereafter adhere to an agreement with the Association to clear off the arrear within four months of commencement of work.
 - d) if the tenant owes £150 or over (in rechargeable repairs cost) the outstanding amount must be reduced to £100 at least one month before the scheduled commencement date, and thereafter adhere to an agreement with the Association to clear off the arrear within four months of commencement of work.

If the tenant breaks the arrangement after work has commenced, North View will make (works) safe and postpone remaining work until the tenant clears the arrear or adheres to the conditions of a repayment arrangement.

- 3.4 The Association will, within a reasonable period of time, carry out non-essential repairs and/or major repairs upon the tenant complying with the conditions set out in items 3.1, 3.2, and 3.3.

4.0 Relets



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- 4.1 Major repair work that has been postponed or not completed (as a result of the tenant of the property failing to adhere to the conditions set out in items 3.1 and 3.3 above) will be carried out to completion if the tenant gives up his\her\their tenancy of the property.

The Association will carry out the work as soon as practicably possible, and will endeavour to complete work before the 'new' tenant moves in.

- 4.2 If the tenant gives up the tenancy of the property, the Association shall assess outstanding 'non-essential' repairs and act as necessary to bring the property to re-let standard.

5.0 Owners

- 5.1 The Association shall carry out works for owners (like kitchen replacement, boiler servicing etc). The scope of work will be determined by Committee.
- 5.2 The Association will not carry out any such work if the owner is in (any type of) arrears with the Association. Any such arrear must be cleared before commencement of work.

End of policy

reviews and amendments

- 24/1/07 - Policy established.
21/1/09 - Policy amended (item 5.0 added)
30/3/16 - Policy reviewed.



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