



## Chargeable Works Policy

Version 1.0

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## Version Control

*Note: minor updates increase version number by 0.1; major updates increase version number by 1.0.*

| <b>Version Number</b> | <b>Sections Amended</b>   | <b>Date of update</b> | <b>Approved by</b> |
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## 1. Introduction

This policy outlines Yarlington Housing Group's ("Yarlington") approach to works that are chargeable to our customers.

Charges are raised when remedial works are required when the following occurs;

- damage or neglect to a Yarlington Property,
- alterations without permission or of a poor standard,
- removal of rubbish or waste.

These can be a result of a purposeful or accidental act by a customer, a member of the customers' household, any visitor to the customers' property, whether known to the customer or not or other third parties or agencies.

Chargeable works also includes works which are normally the responsibility of the customer.

## 2. Scope

This policy relates to all customers including Shared Owners and Leaseholders.

## 3. Chargeable Works

Chargeable works are defined into two categories:

- Proactive
- Reactive

A Proactive Charge is when we agree the charge with the customer. These may be identified:

- At a visit with the Community Partner e.g. Property Inspection.
- Following on from a repair appointment or Surveyor visit.

A Reactive Charge is when we have not agreed the charge with the customer prior to the works taking place and can include:

- Works identified once the customer has vacated the property (otherwise known as the void period).
- Work has been identified as chargeable on completion of the repair e.g. a customers own installation,
- Emergency works,
- Clearance of rubbish or items from a communal area.

Our aim is to avoid any Reactive Charges and to identify those works proactively and in partnership with our customers.

#### **4. Costs**

Yarlington's charges are primarily based on a list of standard charges (Appendix 1) to promote clarity and simplicity for routinely charged works. Other works, which may be of a more complex or unusual nature, will be charged on an individual pricing basis.

Our standard charges are reviewed in line with this policy and the prices take into consideration; materials, administration, labour and travel.

#### **5. Payment**

We will take payment for Chargeable Works prior to booking; however, we understand there will be circumstances where this is not possible. These include:

- where the customer has no means to pay,
- where the works were identified after the tenancy has ended,
- where the customer is in a vulnerable situation and works are needed to resolve the immediate situation.

In these circumstances we will set up an affordable payment agreement.

The decision to write off any charge will be made in line with Yarlington's Financial Regulations and write off procedure.

#### **6. Emergency Works**

We will undertake emergency works for health and safety purposes, such as to secure a property or prevent further damage. We will endeavour to make contact with the customer through the channels available however we may still continue with the works without consent due to the nature of the emergency. The initial emergency repair visit and any subsequent visits may be considered chargeable to customers.

#### **7. Alternative Contractors**

Customers have the freedom and opportunity to find alternative contractors where practical.

When considered necessary a Surveyor from Yarlington Property Solutions can arrange to inspect the works after they have been completed by the customers contractors.

Customers will ensure that any adaptations or alterations have followed Yarlington's permissions approval process. Works that do not meet the Yarlington Standard will be corrected by Yarlington and charged to the customer.

## **8. Complaints**

We are committed to ensuring all customers have a brilliant experience; however we recognise that sometimes this does not happen. If we have failed in our delivery of service, we will:

- Be Fair
- Put it right
- Learn from the outcome

In relation to Chargeable Works a customer may complain about the following:

- Standard of Work,
- Timescales of Completion,
- Disputing the works never took place,
- Disputing the works were not required.

A customer is unable to complain about the following:

- Price,
- The customer did not want the works to take place,
- The customer did not agree for the works to take place,
- Proactive Charges.

Yarlington will not remove charges if the works are due to a criminal offence. We recommend the customer contacting their home insurance provider and/or investigating the option of legal action against the perpetrator.

If you are dissatisfied with the service, behaviour, standards, action or lack of action provided by Yarlington or those acting on our behalf you can make a complaint through MyYarlington, by Email, In Writing, Telephone or via the Yarlington Housing Group Website. You can also obtain a copy of our Customer Engagement Policy which outlines how to make a complaint.

## **9. Equality and Diversity**

Yarlington Housing Group is committed to fairness and equality for all regardless of any disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race – this includes ethnic or national origins, colour and nationality, religion or belief, sex/gender, family circumstances, age or offending history. Our aim is to ensure that our policies and procedures do not create an unfair disadvantage for anyone, either directly or indirectly.

## 10. Review

This policy should be reviewed annually or in accordance with legislative changes, Government initiatives or changes in best practice.

## 11. Appendices

### Appendix 1

| <b>Works</b>                                 | <b>Cost</b> |
|--|-------------|
| <b>Kitchen</b>                               |             |
| Replace Kitchen Unit                         | £120        |
| Replace Kitchen Sink                         | £200        |
| Replace Worktop per Meter                    | £60         |
| Replace Kitchen Drawer                       | £45         |
|  |             |
| <b>Plumbing</b>                              |             |
| Blocked WC/Bath/WHB/Sink                     | £40         |
| Replace WC                                   | £260        |
| Replace Bath                                 | £450        |
| Replace Bath Panel (Side Only)               | £35         |
| Replace Shower (Gas or Electric)             | £180        |
| Replace Standard Kitchen/Basin/Bath Taps     | £90         |
| Replace Mixer Tap                            | £150        |
| Replace External Tap                         | £40         |
| Replace Basin and Pedestal                   | £140        |
|  |             |
| <b>Windows</b>                               |             |
| Replace UPVC Window Glazing                  | £60         |
| Replace UPVC Window (Standard = 1200 x 1200) | £120        |
| Board Up and Replace UPVC Window             | £180        |
| Replace Window Fitting                       | £20         |
|  |             |
| <b>Doors</b>                                 |             |
| Replace External Front Door                  | £475        |
| Replace External Rear Door                   | £450        |
| Replace Internal Door                        | £90         |
| Replace Lock (External Door)                 | £50         |
| Replace Shed Door                            | £335        |
| Rehang / Adjust Internal Door                | £30         |
| Gain Entry Only                              | £30         |
|  |             |
| <b>Electrics</b>                             |             |
| Replace Switch/Socket                        | £20         |

|                             |   |
|-----------------------------|---|
| Replace Smoke Detector      | £50   |
| Replace Light Pendent       | £20   |
|                             |   |
| <b>Garage</b>               |   |
| Gain Access Only            | £30   |
| Replace Lock                | £50   |
|                             |   |
| <b>Cleaning</b>             |   |
| Studio / Flat / Maisonette  | £140  |
| House                       | £170  |
| Bungalow                    | £140  |
|                             |   |
| <b>Adhoc</b>                |   |
| Replace Meter Cupboard Door | £120  |
|                             |   |
| <b>Clearances</b>           | Dependent on amount of items and contractor used. We will always charge the works at the cost incurred to Yarlington. |