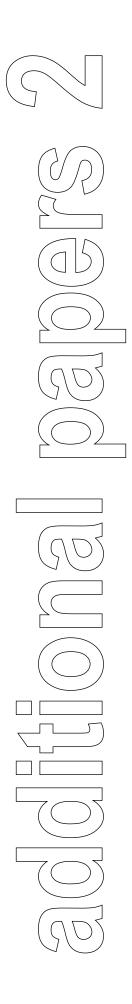
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# Executive Committee

Tue 29 Oct 2019 6.30 pm

Committee Room Two Town Hall Redditch



www.redditchbc.gov.uk

If you have any queries on this Agenda please contact Jess Bayley

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### **Executive**

Tuesday, 29th October, 2019

6.30 pm

www.redditchbc.gov.uk

Committee

Committee Room 2 - Town Hall Redditch

#### Agenda Membership:

Cllrs:

Matthew Dormer (Chair) David Thain (Vice-Chair) Greg Chance Brandon Clayton

Julian Grubb Bill Hartnett Mike Rouse Craig Warhurst

8. Tenancy Recharge Policy (Pages 1 - 4)

Appendix 2 attached.

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### Page 1

## Agenda Item 8

#### Appendix 2 Housing Focus Group Feedback Forms: RECHARGEABLE REPAIRS POLICY

No	Question         Do you think the Council should apply this policy?	
1		
	<ul> <li>Yes, however would like a fair assessment of what would be classed as rechargeable.</li> <li>Concerns around accidental damage – children etc.</li> <li>All agreed yes</li> <li>Concerns over what would be classed as accidental</li> <li>Times R &amp; M take to get to the property can make problems worse</li> <li>How will this be decided</li> <li>Example: recharge for leaking washing machine. If you can't see a leak how can you know its leaking</li> <li>Silicone around bath should be tenants responsibility as this is quite a specialist technique and tenants could make a bad job of it</li> </ul>	
2	What would you consider to be the councils responsibility to provide when setting letting standards?	
	<ul> <li>Basic decoration / neutral</li> <li>Gardens not overgrown</li> <li>Everything should be fit for purpose</li> <li>Everything should be working properly</li> <li>Make sure no leaks in any pipes</li> <li>Risk assessments done (especially balconies)</li> <li>All items from previous tenants removed</li> <li>No damp patches, no holes in roofs</li> <li>Keys for window locks</li> <li>Warmth</li> <li>Clean</li> <li>Weatherproof</li> <li>Safe and healthy environment</li> <li>Secure – very important</li> <li>Clean</li> <li>Presentable</li> <li>Everything in working order before property is let</li> <li>More specific information around items left or not eg. carpets</li> <li>All keys – 2 sets, including communal and bin cupboard keys</li> <li>Lock change on each tenancy</li> <li>Decorated to a good standard</li> </ul>	

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3	What would you consider to be 'necessary' repairs that the tenant should be responsible for?
	<ul> <li>Light bulbs</li> <li>Bleeding radiators</li> <li>Anything that doesn't require certification</li> <li>Unblocking sinks (unless persistent problem with no obvious signs of cause)</li> <li>Decoration</li> <li>Refix cupboard handles, door handles</li> <li>Lock changes/gain entry</li> <li>Sink plugs and chains</li> <li>Decorating</li> <li>Keeping clean and tidy</li> </ul>
4	<ul> <li>How do you consider that charges should be applied. eg full upfront /invoiced ?</li> <li>Invoice afterwards, no faith that job will be completed property. Reluctant to pay in full before the job is done.</li> <li>Flexible with payments. Couldn't afford to pay in full</li> <li>If have the money should pay in full straight away</li> <li>Depends on the person and their circumstances, so agree with methods 1 &amp; 2</li> <li>Happy that we are able to apply discretion</li> <li>Have the option to pay up front or be invoiced</li> <li>Depends on price</li> <li>What is an affordable cost</li> </ul>
5	Do you think some tenants should have discounts applied eg: OAP's or on benefits?
	<ul> <li>OAP – yes</li> <li>Benefits – assess circumstances ' means tested benefits'</li> <li>No if its proved its wilful / malicious – all felt very strongly about this</li> <li>Should be means tested – not only unemployed people and OAPs but low wage people too</li> <li>Must consider whether its malicious, wear and tear or accidental</li> <li>If not happy with decision on whether its malicious or wear and tear , can they appeal or get second opinion and get repair done cheaper themselves</li> <li>If physically able to do the repair then shouldn't be recharged</li> </ul>
6	<ul> <li>What do you consider to be 'reasonable costs' for example for:</li> <li>Doors</li> <li>Lock changes</li> <li>Block toilets sinks</li> <li>No access / left card</li> </ul>
	<ul> <li>Free shouldn't be recharged</li> <li>£25 for door if deliberate damage</li> <li>£10 lock change</li> <li>£5 per visit / no access</li> <li>£10 blocked toilet</li> <li>If word gets round that we recharge people will stop reporting repairs</li> </ul>

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# Agenda Item 8

•	1 door - £40-50
•	Lock change - £15-20
•	Blockages £30
•	No access / left card £20
•	What about when RBC don't turn up for an appointment?
	Doors – cost + some labour and materials
•	No access – after 2 <sup>nd</sup> missed appointment
Over	all would you consider this to be a fair policy?
•	Would like more time to consider
•	More detail needed
•	Would want to see the charges first
•	Items that tenants shouldn't be charged for
	<ul> <li>Floor tiles coming up</li> </ul>
	• Discretion should be applied to OAP and people with a disability
	Yes apart from no right of appeal
	Agree that people with blocked toilet should be applied – nappies wipes etc
	0

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