

Appendix 2 Housing Focus Group Feedback Forms: RECHARGEABLE REPAIRS POLICY

No	Question
1	Do you think the Council should apply this policy?
	<ul style="list-style-type: none"> • Yes, however would like a fair assessment of what would be classed as rechargeable. • Concerns around accidental damage – children etc. • All agreed yes • Concerns over what would be classed as accidental • Times R & M take to get to the property can make problems worse • How will this be decided • Example: recharge for leaking washing machine. If you can't see a leak how can you know its leaking • Silicone around bath should be tenants responsibility as this is quite a specialist technique and tenants could make a bad job of it
2	What would you consider to be the councils responsibility to provide when setting letting standards?
	<ul style="list-style-type: none"> • Basic decoration / neutral • Gardens not overgrown • Everything should be fit for purpose • Everything should be working properly • Make sure no leaks in any pipes • Risk assessments done (especially balconies) • All items from previous tenants removed • No damp patches, no holes in roofs • Keys for window locks • Warmth • Clean • Weatherproof • Safe and healthy environment • Secure – very important • Clean • Presentable • Everything in working order before property is let • More specific information around items left or not eg. carpets • All keys – 2 sets, including communal and bin cupboard keys • Lock change on each tenancy • Decorated to a good standard

3	What would you consider to be 'necessary' repairs that the tenant should be responsible for?
	<ul style="list-style-type: none"> • Light bulbs • Bleeding radiators • Anything that doesn't require certification • Unblocking sinks (unless persistent problem with no obvious signs of cause) • Decoration • Refix cupboard handles, door handles • Lock changes/gain entry • Sink plugs and chains • Decorating • Keeping clean and tidy
4	<p>How do you consider that charges should be applied. eg full upfront /invoiced ?</p> <ul style="list-style-type: none"> • Invoice afterwards, no faith that job will be completed property. Reluctant to pay in full before the job is done. • Flexible with payments. Couldn't afford to pay in full • If have the money should pay in full straight away • Depends on the person and their circumstances, so agree with methods 1 & 2 • Happy that we are able to apply discretion • Have the option to pay up front or be invoiced • Depends on price • What is an affordable cost
5	Do you think some tenants should have discounts applied eg: OAP's or on benefits?
	<ul style="list-style-type: none"> • OAP – yes • Benefits – assess circumstances ' means tested benefits' • No if its proved its wilful / malicious – all felt very strongly about this • Should be means tested – not only unemployed people and OAPs but low wage people too • Must consider whether its malicious, wear and tear or accidental • 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 • If physically able to do the repair then shouldn't be recharged
6	<p>What do you consider to be 'reasonable costs' for example for:</p> <ul style="list-style-type: none"> – Doors – Lock changes – Block toilets sinks – No access / left card
	<ul style="list-style-type: none"> • Free shouldn't be recharged • £25 for door if deliberate damage • £10 lock change • £5 per visit / no access • £10 blocked toilet • If word gets round that we recharge people will stop reporting repairs

	<ul style="list-style-type: none"> • 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 2nd missed appointment
	<p>Overall would you consider this to be a fair policy?</p>
	<ul style="list-style-type: none"> • 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 style="list-style-type: none"> ○ Floor tiles coming up ○ Discretion should be applied to OAP and people with a disability • Yes apart from no right of appeal • Tenant charged for lock change after having to wait several hours for a carpenter • Agree that people with blocked toilet should be applied – nappies wipes etc