

Chargeable Works Policy

VERSION [2.0]

Version Control

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

Version Number	Sections Amended	Date of update	Approved by
1.0	First version combining legacy Rechargeable works policy with legacy YHG Chargeable Works policy	December 2020	SLT
1.1	Extended date	Jan 2022	
1.2	Extended date	Sept 2022	
2.0	Reviewed and updated version	February 2026	Policy Panel

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1. Introduction

1. This policy outlines the approach for charging customers for repairs or works which are not landlord responsibility and deemed to be a direct act or cause by the tenant/s or someone they are responsible for.
 - 1.1 This Policy applies to all tenants and leaseholders; however, we will charge non-Abri customers where appropriate.
 - 1.2 This Policy does not apply to services we provide which are connected to communal service charges, and you should refer to the relevant policies for this.
 - 1.3 Charges will be raised to the responsible person when the following occurs:
 - Damage or neglect to an Abri property (beyond normal wear and tear).
 - Gaining entry to a property including replacement of door locks where a customer has locked themselves out or lost keys.
 - Resolving alterations that have occurred without permission or are of a poor standard.
 - Removal of rubbish or items, including items left in communal areas which are in breach of fire safety law.
 - 1.4 Tenants are responsible for members of their household and visitors who cause any purposeful or accidental act which causes damage or works which does not fall under landlord responsibility.
 - 1.5 We encourage customers to have their own adequate home contents insurance cover which they may claim against in the event of any damage which would fall under their repairing responsibilities (making them liable for recharge) or an unexpected event which could cause damage to contents and belongings.

2. Policy

- 2.1 We will seek to recover the costs of any works which are reasonably considered as appropriate to pass on as a chargeable work and sits outside of the normal landlord service.
- 2.2 Chargeable works fall into two categories - proactive and reactive.
- 2.3 A proactive charge is when we agree the works and charge with the customer. It may be identified following a visit by a member of Abri staff.
- 2.4 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)

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- Work has been identified as chargeable on completion of the repair e.g. a customer's own installation
- Emergency works
- Clearance of rubbish or items

2.5 Our charges are primarily based on a list of standard charges 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.

2.6 Our standard charges are reviewed annually, and the prices take into consideration: materials, administration, labour and travel.

2.7 Customers have the right to resolve required works themselves or by a contractor. Any alterations must be approved following guidance of our permissions approval Policy and Procedure. Any Works that do not meet the Abri standard will be corrected by us and charged as appropriate.

2.8 We aim to ensure that invoices are clear and show a breakdown of works and costs. The appropriate team will support enquiries should these be raised.

3. Legal & Regulatory Framework

- The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020
- Gas (Installation and Use) Regulations 1998 (as amended)
- Occupier's Liability Act 1957
- Group Financial Regulations
- Sections 9A, 10 and 11 of the Landlord & Tenant Act 1985
- Defective Premises Act 1972
- Equality Act 2010

4. Related Policies

- Repairs and Maintenance policy
- Complaints policy
- Equality policy
- Income Management and Prevention of Arrears policy
- Allocations & Lettings policy
- Property Permissions Policy

5. Related Procedures¹

- Void Management Procedure
- Pre-Void Inspection Procedure

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- Surveying Procedure
- Financial Regulations and write off procedure

7. Appendices

None

8. Associated Documents

None