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**Housing Service**

# Recharges

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<b>Responsible Officer:</b>	Team Leader – Asset Services
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## Responsibility

The SIC must enforce the terms and conditions of the Scottish Secure tenancy and more information on rights and responsibilities by the SIC as Landlord and the tenant are explained in the Tenant Handbook.

All staff are responsible for identifying and acting on rechargeable repairs. Staff should refer any queries to the relevant Housing and/or Inspection Officers for further investigation where necessary.

The decision to recharge is normally made by the Housing/Inspection Officer or Repairs staff. They should act in line with Policy in all cases and seek clarification from their Line Manager for any particularly difficult decisions. Inspection Officers are responsible for ensuring that repairs are ordered where necessary.

Responsibility for ensuring that the recharge is applied to the rent account is the responsibility of the Inspection Officer who orders the works.

Where a tenant queries the amount recharged, the Officer dealing with the recharge should provide a response to the queries within 5 working days.