

For Noting

Agenda Item: 7.4
Date of Meeting: 22/01/25

To: The Management Committee
From: The Technical Services Manager
Subject: Rechargeable Repairs Policy – Tenant Consultation

1. Introduction and Purpose

- 1.1 The above Policy was previously approved by Committee subject to tenant consultation.
- 1.2 The purpose of this report is to present the consultation findings to Committee.

2. Outcome of Tenant Consultation

- 2.1 The consultation leaflet was issued with the Winter Newsletter via a link text or emailed to the majority of our tenants, with the remaining tenants (approximately 20%) receiving a paper copy with the Winter Newsletter. The Newsletter and consultation leaflet were also promoted on our Facebook page. The Tenants were given a choice of ways of providing their feedback including:

- completing an electronic survey by text or email;
- completing a hardcopy survey and returning it to us

The consultation ran from 05 December to 17 January 2025.

Feedback Received

- 2.2 No copies of the survey questionnaire were requested by tenants.
- 2.3 As no feedback was received, no changes to the previously approved policy are proposed.

3. Risk

- 3.1 When considering the rechargeable repairs we have identified the main risks under the following risk categories and the measures we have taken to mitigate such risks.

Risk Category	Mitigating Measure
Financial – <ul style="list-style-type: none">Poor management and processes may lead to increased spend and unrecovered costs	Having a clear and comprehensive Rechargeable Repairs Policy which governs how we deal with rechargeable repairs enables control of the process and combines to protect tenants rental income and helps demonstrate value for money.

4. Delivery of our Strategic Objectives

Area	Related Strategic Objective(s)
Review and implementation of Rechargeable Repairs Policy	3. Deliver value for money 7. Achieve the highest standards in all that we do

5. Application of our Core Values

Area	Related Core Value(s)
Review and implementation of Rechargeable Repairs Policy	Accountable and Compliant Efficient and Responsible Fair and Approachable

6. Compliance and Assurance

- 6.1 Having a Policy in place to cover Rechargeable Repairs and periodically reviewing it, contributes to good governance. This approach means we are compliant with Regulatory requirements as follows:

Compliance Source	Details
The Scottish Social Housing Charter	4. Quality of Housing 5. Repairs, maintenance and improvements 13. Value For Money

The Standards of Governance and Financial Management for RSLs	Standard 3.1 – The RSL has effective financial and treasury management controls and procedures, to achieve the right balance between costs and outcomes, and control costs effectively. The RSL ensures security of assets, the proper use of public and private funds, and access to sufficient liquidity at all time.
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6.2 Evidence Bank

Evidence	Assurance Exercise Location
<ul style="list-style-type: none"> • Cover Report • Rechargeable Repairs Policy 	Scottish Social Housing Charter Assurance exercise 4,5 and 13 GS3.1

6.2.1 Committee is reminded that our Assurance Exercises are available in the Committee Log-in Area of our website, which Committee can access at any time.

7. Summary

7.1 The Rechargeable Repairs Policy was previously approved by Committee subject to tenant consultation, this consultation has now taken place.

7.2 The outcome of the consultation is detailed in Section 2.

7.3 Risk has been considered at Section 3.

7.4 Section 4 shows how having a Rechargeable Repairs Policy and periodically reviewing it, contributes to the delivery of our strategic objectives.

7.5 Section 5 shows how having a Rechargeable Repairs Policy and periodically reviewing it, applies to the delivery of our Core Values.

7.6 Section 6 sets out how we comply with Regulatory requirements.

7.7 Committee is asked to note that the Rechargeable Repairs Policy has been through a tenant consultation process and no changes were proposed and that the policy should now be implemented for use.