

Response to information requested by CSC Members regarding re-chargeable costs to tenants for damage to properties.

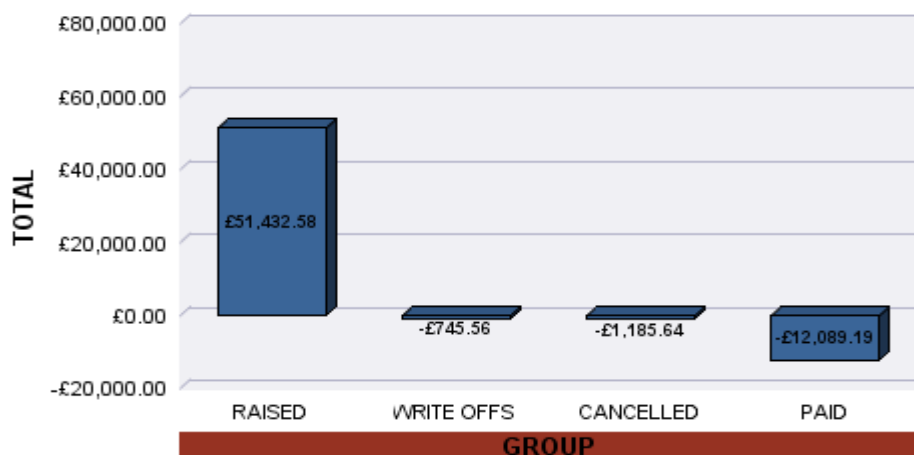
1.) *How much does the Council receive in re-charging tenants if they are liable for vandalism etc? Could we provide data on what recharges have been made in 2023/24 to date (and for the previous year as that would give a full year's data) with details of how much of this income has been recovered to date?*

Currently we are not able to determine how much we have received in recharges for Vandalism. Most of the cases for evictions and abandonments will by default also have elements of vandalism.

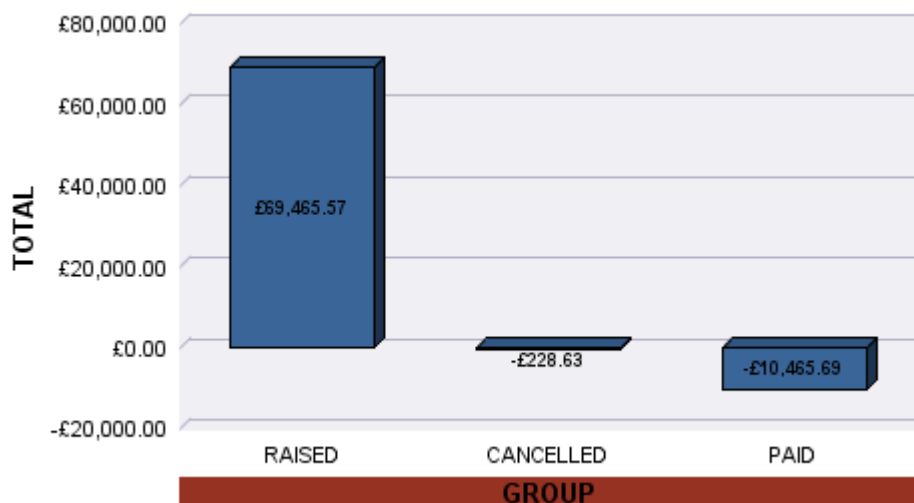
We have limited codes we use listed below:

- Repairs recharges without VAT for all current tenants.
- Repairs recharges with VAT for former tenants and Leaseholders.
- Emergency call out.
- Gardening recharges
- Fly-tipping
- Administration fee

Below are graphs showing the collection rates against total debit, write off and cancelled accounts



Graph 1. Summary of Rechargeable repairs 2021/2022



Graph 2. Summary of Rechargeable repairs 2022/2023

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Graph 3. Summary of Rechargeable repairs 2023/2024 Q 1 & 2

Collection is very low so far. This because that most of the cases are disputed due to the following;

- Lack of visual evidence.
- Delayed receipt of information for invoicing (we must tell tenants of any recharges within 28 days after termination).
- Challenges with tracing former tenants.

Moving forward, work is underway to streamline process as part of the overall Voids Review Process and Recharges recovery escalation process. It is expected that more codes will be created to allow us to determine activity in specific areas e.g., vandalism.

2.) Can we share any procedures for abandoned houses?

Please see below procedure, this is due for a review in early next year.

Let me know if you need more information.

Thank you.

With Regards

Elizabeth Ddamulira | Income Services Manager

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STEVENAGE HOMES LTD

Policy and Procedure Manual

1	Purpose
1.1	The purpose of this procedure is to outline the action to be taken when a dealing with an abandonment of a Stevenage Homes property.
2	Scope
2.1	This procedure applies to all staff who are involved in: <ul style="list-style-type: none">➤ Dealing with tenancies➤ Dealing with rent accounts➤ Dealing with anti social behaviour
3	Responsibilities
3.1	It is the responsibility of the Tenancy Advisors to carry out this procedure whenever dealing with abandonment issues. The Team Leader will monitor all cases.
4	Definitions
4.1	An abandonment is generally when we receive notification that a property has not been lived in for a period of time.
5	Related Documents
5.1	Letters
5.2	none

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6	Procedure
6.1	<p>After receiving notification:</p> <ul style="list-style-type: none"> ➤ Inform the anti social behaviour team. ➤ Check the Northgate system and tenancy file for additional information. ➤ Is there a contact listed, for example, next of kin, support worker and so on. ➤ Visit the property within 2 working days. <p>Is the tenant in? YES</p> <ul style="list-style-type: none"> ➤ Discuss your concerns and complete a Tenancy Audit. ➤ Update the Northgate system with any updated information. ➤ Let the person who notified you of the situation. ➤ Carry out an unannounced follow-up visit within 3 months. <p>Is the tenant in? NO</p> <ul style="list-style-type: none"> ➤ Leave a calling card asking the tenant to make contact with you. ➤ If the tenant contacts you, follow the steps above (Is the tenant in? YES) ➤ If there is no contact within 7 days, carry out an unannounced visit. ➤ If there is no response from the visit, speak to the neighbours, take meter readings if possible, and do not leave any further calling cards. ➤ Complete an Abandonment Checklist. ➤ Complete a Notice to Quit with a tort notice and pass to the Business Manager to sign off. ➤ Serve the Notice to Quit on the property. <ul style="list-style-type: none"> • Inform the Tenancy Assistants to update the Northgate system with a Notice Received date and an Expected End date (28 days). • Inform the Income and Letting teams with this information. • Arrange a garage for storage of the goods from the property. ➤ If there is still no contact from the tenant after 28 days, arrange with Building Maintenance Operations for a gain entry to the property. Make an inventory of all goods. ➤ Inform the Tenancy Assistants to end the tenancy and rent account on the Northgate system. ➤ If there is still no contact from the tenant 28 days after the tenancy has been ended, arrange for disposal of all of the items in storage. ➤ Inform the Income Advisor of the former tenant debt and ask them to start debt recovery process.
7	Monitoring
7.1	The Team Leader will monitor all cases of abandonment in the Tenancy Advisors weekly 1-2-1 session.
	<p>Author: xxxx</p> <p>Procedure last reviewed and approved: xx.xx.xx</p> <p>Due for review: xx.xx.xx</p>