

IronOak



IRON OAK

RESIDENT RECHARGE POLICY

Control Sheet

Version number	01
Date approved by Board	30 March 2026
Date of next review	February 2027
Status	Published
Policy owner	Head of Operations
Policy location	IronOak Shared Drive
Target group	Employees

Document History:			
Version	Date of review	Author	Note of revisions
01	February 2026	Head of Operations	New Policy

Excellence ➤ Safety ➤ Sustainability ➤ Integrity

1. Introduction

- 1.1. This policy outlines the process IronOak Homes (IronOak) follows to recover repair costs for damages that are not due to normal wear and tear. It aims to ensure fairness, transparency, and compliance with relevant legislation in England, including standards set by the Regulator of Social Housing.

2. Definition of Recharge

- 2.1. A recharge occurs when a resident is asked to pay for property damages, or losses that are not due to normal wear and tear, but rather due to accidental damage, misuse, negligence, or unauthorised alterations.

3. Guiding Principles

- 3.1. Fairness and Equity: Recharges are applied only when damages are not due to normal wear and tear and are the responsibility of the resident.
- 3.2. Transparency: Residents will be fully informed about the damages, reasons for recharge, and related costs.
- 3.3. Compliance: All recharges will comply with the Tenancy Act 1985, Housing Act 1996 (and amendments), and standards by the Regulator of Social Housing, including those related to resident protection and financial due diligence.
- 3.4. Support: Support will be offered to residents facing difficulties in paying recharges.

4. Step-by-Step Recharge Process

- 4.1. Identify and Assess Damage:
 - Ensure the damage is not due to normal wear and tear.
 - Document the damage with photos and record details in the property management system.
 - Check Repair History and Tenancy Agreement:
 - Review the tenancy agreement and previous communications regarding responsibilities.
 - Complete Recharge Request Form:
 - Fill out the Recharge Assessment Form including resident details, damage description, evidence, and contractor estimates or invoices.
 - Obtain Approval (if necessary):
 - Submit the completed form for authorization by the Operations Manager or equivalent role.
 - Notify Resident in Writing:
 - Use IronOak headed letters to explain the damages, responsibility, costs, and payment or support options.

Excellence ➤ Safety ➤ Sustainability ➤ Integrity

- Log the recharge in the resident's account, establish a payment plan, if necessary, monitor arrears, and escalate if appropriate.

5. Relevant Recharge Instances

5.1. Beyond accidental damage, misuse, negligence, and unauthorised alterations, residents may also be recharged for:

- Lost keys and lock changes.
- Damages to attachments or fixtures beyond normal wear.
- Blocked drains due to improper waste disposal.
- Damages to doors, windows, walls, ceilings, and floors beyond normal wear.
- Pet-related damages.
- Unauthorised property alterations requiring restoration.
- Breaches of community rules causing common area damages.
- Costs related to cleaning or professional hygiene services to ensure maintenance of the health and safety of the property environment.

6. Resident Support

6.1. IronOak will provide clear letters for residents with additional needs.

6.2. IronOak will encourage communication for financial difficulties, payment plans, or support avenues.

6.3. IronOak will Consider resident vulnerabilities when determining responsibilities and payment plans.

7. Policy Review

7.1. We will review this Policy every three years or sooner to address legislative, regulatory, best practice, or operational issues.